FAQs

What is happening to cHK (CH 510) on Singtel TV?
cHK (CH 510) will end its broadcast on Singtel TV from 1 October 2021, as the agreement with the content provider will expire and the service will be discontinued.

How will I be informed of the cessation of cHK (CH 510)?
Affected Singtel TV customers will see a message about the channel's discontinuation on screen when tuning in to cHK (CH 510) from 1 September 2021.

I am subscribed to Canto Pack that includes cHK (CH 510). How will I be impacted?
From 1 October 2021, cHK (CH 510) will no longer be available on Singtel TV or any other provider in Singapore. There are no other changes to Canto Pack, and you will still continue to enjoy the latest Hong Kong dramas on TVB Jade (CH 511) and TVB Jade On Demand (accessed via the yellow button on CH 511) that are part of your subscription.

I have recently signed up for a Singtel TV pack which includes cHK (CH 510). Now that this channel is no longer available, ca n I change my TV pack or terminate my Singtel TV contract?
If you are still in a contract for your Singtel TV subscription, early termination charges will apply if you change or terminate your subscription prior to the contract end date.

Will there be a reduction to my Canto pack subscription fee?
There will be no changes to your Canto Pack subscription fee and you will still be able to enjoy the latest Hong Kong dramas on TVB Jade (CH 511) and TVB Jade on demand (access via yellow button on CH 511) .

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