



Q: Why is Singtel discontinuing Store & Share service?

As part of our on-going efforts to improve our services, we have reviewed the current mobile/broadband add-ons and will be discontinuing Store & Share as there are many online data storage services with larger storage available to consumers.

Q: When will the Store & Share service be discontinued?

Store & Share will be discontinued from 31 August 2019 and all stored files, including your contacts, photos, videos, music, documents and other files will be permanently deleted from the Store & Share cloud storage.

We strongly encourage you to retrieve all your stored files from storeandshare.singtel.com and ensure you back-up all your files before deleting them on Store & Share before 31 August 2019.

Q: What happens after the Store & Share service is discontinued after 31 August 2019?

1. You will not be able to login to Store & Share to upload any files.
2. All files stored in Store & Share, including files you shared publicly and/or privately, will be deleted permanently.
3. All Store & Share mobile app, widget and web portal will stop functioning.
4. If you are a paying Store & Share user, the last monthly subscription for Store & Share will be billed in July 2019 in accordance with your bill cycle.

Q: What are my alternatives for cloud storage?

There are several free cloud storage options available currently, such as Google Drive (15GB Free), Microsoft OneDrive (5GB Free), Dropbox (2GB Free), etc. You can visit each of the respective brand's web page for more details of their cloud storage option.

Q: Is there any alternative service from Singtel?

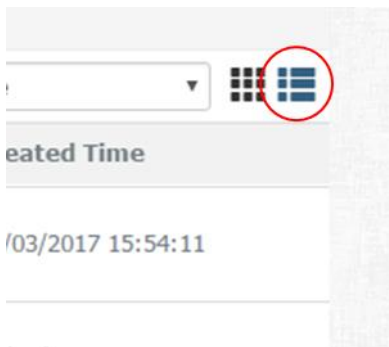
You can consider Office 365 which provides 1TB of data storage space and lets you access your files seamlessly from your desktop or mobile services in addition to the Microsoft Office suite of software.

Q: I have files deposited in Store & Share, how do I retrieve them?

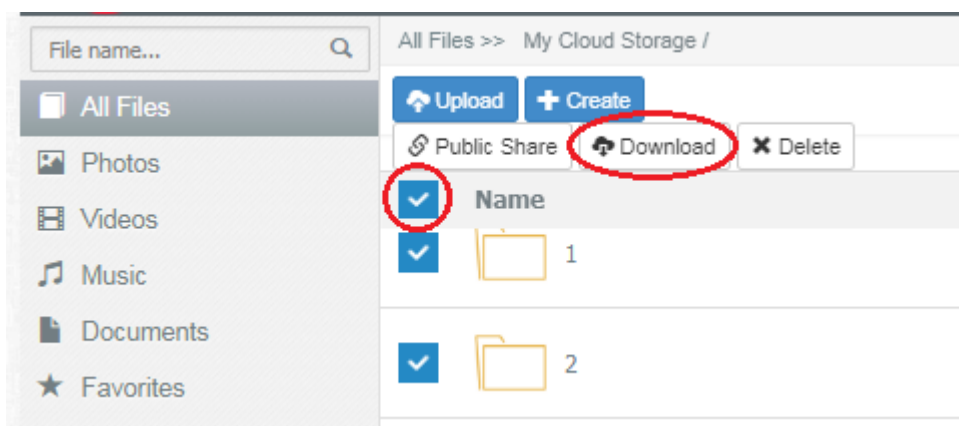
You can download all your files to your desktop in 3 steps:

Step 1. On your desktop computer, please go to: <https://storeandshare.singtel.com> and login using your OnePass account (the same account which you use to log in your Store & Share mobile app, desktop computer widget or web portal). Please use your mobile number or SingNet ID as the login username to access your Store and Share service under your Singtel mobile or broadband account respectively. If you have forgotten your OnePass login password, please click on “Forgot Password” on the login screen.

Step 2. After you have successfully logged in, on the top right hand corner, click on this icon to display all your files in list mode. If you want to download all files stored in Store & Share, make sure that “All files” is selected in the grey colour menu on the left.



Step 3. Select all files by clicking on the box besides “Name”, then click “Download”. All your files will be downloaded to the local hard drive on your desktop computer. Please note that Store and Share does not support downloading Contacts Backup to your desktop computer, more details below.



Step 4. After you have downloaded all your files, you can delete the files from Store and Share.



Q: I have Contacts Backup in Store and Share, can I download them too?

Store and Share does not support exporting of Contacts Backup to your desktop computer. You can download it to your mobile phone instead. Please note that this will replace all your existing contacts in the mobile phone.

To restore your Contacts Backup to your mobile phone, please login to the Store and Share mobile app using the same OnePass username and password. Once logged in, click on the menu button on the top left corner, click on "Contacts Backup" and choose "Restore Contacts" to download a copy of Contacts Backup in the mobile phone.

Important Note: This will replace all your existing contacts in the mobile phone.

Q: I need other help on Store & Share.

For the Store & Share user manual, please click [here](#).