

Let Your Devices Sleep While You Sleep campaign – Frequently Asked Questions (FAQs)

Q1: What is the duration of this campaign?

The Let Your Devices Sleep While You Sleep campaign starts on 20th March 2023 00:00 to 02nd April 2023 23:59 (GMT+8), unless withdrawn earlier by Singtel.

Q2: Who is eligible for this campaign?

Only Singtel Postpaid Mobile and/or Broadband (including Fibre and TV) customers are eligible for the Let Your Devices Sleep While You Sleep campaign.

Q3: How do I get the timer plug for this campaign?

To be eligible to receive the Plug within the Campaign Period, you are required to

1. Be a customer of Singtel Postpaid Mobile and/or Singtel Broadband (including Fibre and TV)
2. Pledge to “I plan to use energy more responsibly by: Let Your Devices Sleep While You Sleep (by Singtel)” on WWF Kosong Plan webpage and receive an email confirmation sent from WWF upon completion of the Kosong Plan pledge
3. Visit any of the following Singtel Shops during their operating hours
 - a. Singtel Shops are as follows: Comcentre, Tampines Mall, Parkway Parade, Ang Mo Kio Hub, Bugis Junction, Jurong Point, Causeway Point
4. Present the email confirmation sent from WWF upon completion of the Kosong Plan pledge
5. Provide full, truthful, up-to-date and accurate information (Name as per NRIC) as required in the redemption form at Singtel Shop
6. Accept and agree to be bound by the campaign T&Cs

Please note that the redemption of the timer plug is on a first come first served basis, while stocks last. Limited quantities available at each Singtel Shop.

Q4: Is there any purchased required to get this timer plug?

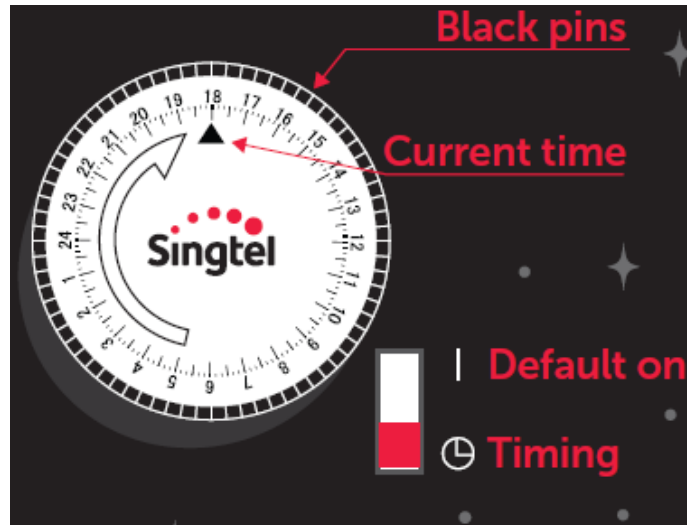
No, you will not be required to pay for the timer plug.

Q5: What is a timer plug?

A timer plug is a great way to control routers, televisions or chargers, enabling them to be operated to a pre-set time or schedule. Using a plug-through system, the chosen appliance is plugged into the mechanical plug, which in turn is inserted into a standard socket outlet. A mechanical plug consists of a small electric motor that drives a clock which is typically 24 hours. A dial is marked for the 24 hours or other time period and around this is a mechanical setting system. This triggers the mechanical switch to toggle between on and off as required.

Q6: How do I operate the timer plug?

1. Ensure timer plug is disconnected from power outlets before setting preferred duration.
2. Push down the black pins at the top of the plug for the preferred time of day to activate the timer plug. Each pin is a 15-min interval.
3. Turn the dial clockwise until the black arrow points to the current time of the day.
4. Connect your device into the timer plug before connecting the timer plug to the power outlet.
5. Ensure that the red switch at the side is set to the clock icon. The plug will be permanently switched on if the red switch is set to “|”.



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6. The red light indicates that the plug is switched on.

Q7: What happens if my timer plug is not working?

If the Plug is found to have defects upon its first use after redemption, you may apply for a one-time exchange of the Plug (while stocks last) by e-mailing to sustainability@singtel.com with the subject “Exchange of timer plug”, supported by the following details

1. Name (as per NRIC)
2. Video of the Plug showing (to Singtel’s reasonable satisfaction) that it is defective

Such application shall be submitted to Singtel no later than 30 June 2023, and is subject to Singtel’s assessment and approval in its absolute discretion.

For more questions, please contact sustainability@singtel.com