



FAQs for Online Pre-order for Samsung Galaxy S8 and S8+

1. Why did I receive this SMS/EDM?

As you have pre-registered your interest for the Samsung Galaxy S8/Samsung Galaxy S8+, we would like to invite you to be the first to pre-order the Samsung Galaxy S8+ from 19 April & Samsung Galaxy S8 from 20 April. This pre-order will come with a free Wireless Charger Convertible worth \$118, given on a first come first serve basis, while stocks last.

2. I did not pre-register for Samsung Galaxy S8 or S8+. Can I join the pre-order too?

No. Pre-order is only for customers who have pre-registered their interest for the Samsung Galaxy S8 or S8+ between 07 to 13 April.

Nevertheless, you can still purchase the Samsung Galaxy S8/Samsung Galaxy S8+ via walking in to any Singtel Shop, online at www.singtelshop.com for Combo plan, or www.easymobile.sg for Easy Mobile plans when island-wide sales commence. Please look out on the Singtel bulletin for more updates.

3. When is the online pre-order for Samsung Galaxy S8 and S8+?

The online pre-order for Samsung Galaxy S8+ will start from 19 Apr, 11am. For Samsung Galaxy S8, the online pre-order will start from 20 Apr, 11am. Customers who have pre-registered their interest may refer to their email for more details.

4. How many units of Samsung Galaxy S8/Samsung Galaxy S8+ can I purchase during pre-order?

Please note that you can purchase a maximum of two units of Samsung Galaxy S8 or Samsung Galaxy S8+ only based on your NRIC used during pre-registration.

5. What are the promotion available for Samsung Galaxy S8 and S8+?

Customers are able to enjoy the following Postpaid Mobile promotion.

- a. \$80 OFF Samsung Gear S3 frontier (LTE) with purchase of the Samsung Galaxy S8 or S8+ on a 2-Year Device Agreement. This is exclusive for online pre-order only.
- b. FREE 3 months subscription for Singtel Newsstand, WSJ, TIME, Fortune, NYT on 12-month contract subscription when customer purchase a Samsung Galaxy S8 or S8+ on a 2-Year Device Agreement.

6. Will I be able to enjoy \$30 OFF my Samsung Galaxy S8 or S8+ if I purchase online?

No. This handset discount promotion is not applicable to Samsung Galaxy S8 and S8+.

7. How do I collect my Samsung Galaxy S8 or S8+?

Customers who have successfully purchase their handset during online pre-order would be able to collect their handset at our Singtel shops or selected Singtel Exclusive Retailers, a preferred POPStation located in multiple locations island-wide or choose to have their handset delivered to them. There is a delivery fee of \$15. For the list of Singtel shops or selected Singtel Exclusive Retailers, please refer to www.singtel.com/galaxys8.

8. Can I book a Singtel Shop appointment to purchase the Samsung Galaxy S8 and S8+ during pre-order?

No. Pre-order for Samsung Galaxy S8 and S8+ is only available online. You can however collect your handset at your preferred Singtel Shops or selected Singtel Exclusive Retailers.



9. When will the Samsung Galaxy S8 and Samsung Galaxy S8+ be available for sale island-wide?

We will announce more details on island-wide sales soon. Please stay tuned to our bulletin for more updates.

10. Can I purchase the Samsung Galaxy S8 and Samsung Galaxy S8+ at recommended retail price (RRP) without any mobile contract?

Samsung Galaxy S8 and Samsung Galaxy S8+ are only available with a 24-month mobile contract at launch. You can stay tuned to our bulletin for more updates on extending Samsung Galaxy S8 and Samsung Galaxy S8+ for RRP purchase.

11. What are the available colours and storage sizes for the Samsung Galaxy S8 and Samsung Galaxy S8+?

The Samsung Galaxy S8 and Samsung Galaxy S8+ are available in Maple Gold, Midnight Black, and Orchid Gray with 64GB of storage.

12. What kind of SIM card does the Samsung Galaxy S8/Samsung Galaxy S8+ require? Will there be any SIM card charges?

The Samsung Galaxy S8 and Samsung Galaxy S8+ require a Nano SIM. Please note that a change of SIM card is needed if you are using a regular/micro-SIM card. A fee of \$37.45 (after GST) is applicable with any SIM card change.

13. How can I transfer my existing contacts to the new Samsung Galaxy S8/Samsung Galaxy S8+?

You can use Singtel's Store & Share to transfer your existing contacts to your new Samsung Galaxy S8/Samsung Galaxy S8+. Click [here](#) to learn more about Singtel's Store & Share.

14. Can I trade in my old phone when I purchase the new Samsung Galaxy S8/Samsung Galaxy S8+?

Yes, you can trade in your old phone at prevailing trade-in prices. Please have your old device and any other accessories ready for the trade-in. You can also use the trade-in value to offset the price of your new Samsung Galaxy S8/Samsung Galaxy S8+.

15. Why do I have to register for Singtel OnePass?

In order for you to participate in our pre-order for Samsung Galaxy S8/Samsung Galaxy S8+, you will need to login with your OnePass to transact with us.

16. How do I register for Singtel OnePass?

You can sign up for Singtel OnePass via 'My Account' [here](#).

17. I've forgotten my OnePass password, how do I reset/retrieve my password?

You may click on 'Forgot password' at the login page. You will need to provide your mobile number or email address to reset your password.

18. I am an existing Samsung Concierge customer, can I exercise my benefit to upgrade my device to Samsung Galaxy S8 or Samsung Galaxy S8+ during the pre-order?

We regret that you would only be able to exercise your Samsung Concierge upgrade benefit at the Singtel Retail Shop or Singtel Exclusive Retailer.

If you are an existing Samsung Concierge customer who has completed at least 12 months' consecutive monthly subscription, bring your Singtel-registered Samsung Galaxy S7 or S7 edge device in good working condition into any Singtel Shop or Singtel Exclusive Retailer to enjoy a knock-off value on the purchase of your Samsung Galaxy S8/S8+. Please note that you would still be required to pay the remaining top-up value for your Samsung Galaxy S8/S8+. Samsung Concierge customers who



obtained their S7 or S7 edge phones under Samsung's authorized exchange programme would also be eligible to enjoy this upgrade benefit. For more info on Samsung Concierge, please click [here](#).

Terms & Conditions

1. For re-contracting customers, kindly check your re-contract eligibility via My Singtel App > View Your Plan, dial *1688 (select Option 2 in the interactive SMS menu) or My Account (personal mobile lines only).
2. Purchase of the handset on any Singtel Combo plan under a 24-month contract.
 - For mobile lines eligible for re-contract between the 6th to 11th month of the contract, an additional \$500 will be charged.
 - For mobile lines eligible for re-contract between the 12th to 17th month of the contract, an additional \$350 will be charged.
 - For mobile lines eligible for re-contract between the 18th to 20th month of the contract, an additional \$200 will be charged.
3. For Customers under the age of 18 years old, a guardian/guarantor is required to be present at the point of sign-up.
4. Foreigners holding a Work Permit, Social, Student or Dependent Pass will be required to pay a deposit per mobile line and validity should be 12 months and above. S Pass holders are only eligible to sign up for selected mobile plans and validity should be six (6) months and above. Employment Pass holders are eligible to sign up for any price plans and validity should be six (6) months and above.
5. Deposit may be required for new line sign-up.
6. **\$80 OFF Samsung Gear S3 frontier (LTE):** This promotion is only applicable to new and re-contracting customers on any Combo plan with purchase of a Samsung Galaxy S8 or S8+ on a 2-year Device Agreement. Offer is only available online during Samsung Galaxy S8 and S8+ pre-order. This offer cannot be used together with other handset discount/voucher, or premiums. There is no refund of unutilized amount in cash or other means. Offer is not transferrable and not stackable with other promotions or premiums which may be offered at the outlets. Valid for one-time redemption and only one redemption is allowed per transaction. Other terms and conditions apply.
7. **FREE 3 months Singtel Newsstand (12-mths term):** Valid until 30 June 2017. Valid for the first 3 months of subscription to The New York Times, The Wall Street Journal, TIME or Fortune on a 12-month contract with Singtel Newsstand and with purchase of any Samsung handset. Subsequent monthly charges for remaining 9 months will be charged to your Singtel bill. For full T&Cs, visit newsstand.singtel.com/tnc
8. Any outstanding payments due to Singtel or your current mobile service provider should be cleared to avoid delay during collection.
9. Other mobile terms and conditions apply (including Singtel General Terms and Conditions). Please visit <http://www.singtel.com/mobileterms>, <http://info.singtel.com/terms-general> for more info.
10. Singtel reserves the right to amend the Terms & Conditions without prior notice.

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