



FAQs for HBO GO on Singtel CAST

1. How many devices can I link to my HBO GO account?

You can link up to 5 registered devices to your account (subject to 2 concurrent streams). Web browsers are counted as individual devices.

2. I am facing errors logging in. Who do I contact?

For Singtel CAST login and account related issues, please email g-castinfo@singtel.com or call 1688. For full FAQs on HBO GO, please visit <https://www.hbogoasia.sg/#help/faq>.

3. I am having issues, who can I contact to resolve my issues?

For technical issues, login issues, R21 pin issue, linking mobile number, app issues and credit card subscription, please contact us at gcastinfo@singtel.com. To help us follow up on your feedback, please help to provide the following details in your email to us: (1) Name, (2) CAST ID, (3) Mobile Number, (4) Details of issue, (5) Devices and models used to access CAST, (6) Packs subscribed and any relevant information

4. What devices are compatible with the HBO GO app?

Please refer [here](#) for more information.

5. I have an existing HBO GO subscription with Mediacorp/Starhub. How do I port over my subscription to Singtel?

In order to port over your subscription to Singtel, you will need to terminate your existing subscription with Mediacorp/Starhub, then use the same HBO GO account in your subscription with Singtel.

6. Is all HBO GO content available on the CAST app?

Yes. All HBO GO content is available on CAST.

7. Can I watch HBO GO on my smart TV?

You can use the Airplay and Chromecast functionality to cast the shows to a TV screen from the HBO GO app. Alternatively, you can use CAST app to watch HBO GO content too. The CAST app is currently compatible with selected Smart TVs, Chromecast and Airplay. Please refer to www.cast.sg/compatibledevices to check your smart TV's compatibility.

8. How do I make changes to my CAST account?

Please visit <https://cast.singtel.com/profile> to make changes to your CAST account.

9. How do I manage my credit card subscription?

You can manage your credit card pack subscription by logging onto cast.sg on your computer / iPad (not on mobile). Login with your CAST ID and password or mobile number and OTP > Click on the profile icon on the top right > Select 'CAST Account > Manage or terminate your subscription under 'Credit Card Subscription'.



10. If I terminate my credit card subscription, will my CAST access end too?

For credit card subscription, customers are billed in advance for a 30-day period. Even if you terminate your subscription, you will still have access to your subscription till the end of your 30-day billing period.