



## FAQS FOR HBO GO ON SINGTEL CAST

### **1. What is HBO GO?**

HBO GO is an on-demand streaming service that allows HBO TV/HBO GO subscribers to enjoy thousands of hours of exciting content over multiple devices, anytime, anywhere.

From exclusive HBO and HBO Asia original series, movies, documentaries, Hollywood blockbusters, Asian dramas and movies, and even an extensive selection of kids-friendly content, there's just something for everyone!

### **2. 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.

### **3. I am facing errors logging in. Who do I contact?**

For Singtel CAST login and account related issues, please email [g-castinfo@singtel.com](mailto:g-castinfo@singtel.com) or call 1688. For full FAQs on HBO GO, please visit <https://www.hbogoasia.hk/static/help/sgp/faq.html>.

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

Please refer to <https://www.hbogoasia.sg/static/help/sgp/faq.html> for more information.

### **5. I have an existing HBO GO subscription with Toggle/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 Toggle/Starhub, then use the same HBO GO account in your subscription with Singtel.

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

Currently, only HBO linear channels are available on the CAST app.

### **7. What is the difference in content between CAST and HBO GO app?**

Through CAST, users have access to 6 linear channels – HBO HD, HBO Signature (HD), HBO Family (HD), HBO Hits (HD), CINEMAX (HD), RED BY HBO (HD)

HBO GO app offers shows on demand and the 6 linear channels.



**8. How do I redeem and access the HBO GO content?**

Please go to [cast.sg/hbogoredemption](http://cast.sg/hbogoredemption) for the steps to redeem your HBO GO access on us. Do note that this redemption is only for eligible customers who have signed up or re-contracted to Combo 6 / Combo 12 / XO78 / XO108 from 7 March 2019.

If you are already subscribed to HBO GO, you will not need to redeem it again. You may check if you are subscribed to HBO GO via My Singtel App, under 'Manage add-ons'.

**9. I have Combo 6 subscription. Am I eligible to redeem my HBO GO?**

Yes. You are eligible to redeem 24 months of HBO GO on us if you have signed up or re-contracted to Combo 6 / Combo 12 / XO78 / XO108 after 7 March 2019.

**10. Will HBO GO be chargeable after 24 months?**

Yes, it will be chargeable at \$13.98/month on the 25<sup>th</sup> month.

**11. I am unable to redeem my 24 months of HBO GO. What do I do?**

Please contact us at 1688 to assist you further.

**12. Is there a CAST feature for HBO GO on my smart TV?**

The CAST app is currently compatible with selected Smart TVs, Chromecast and Airplay. Only HBO linear channels are available on CAST app. Shows on demand are unavailable.

You can also make use of the Airplay and Chromecast functionality to cast the shows to a TV screen from the HBO GO app.

**13. How do I make changes to my CAST account?**

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



## **FAQS ON HBO PAK ON SINGTEL TV**

### **1. How do I log in to HBO GO if I am a HBO Pak subscriber on Singtel TV?**

You can access HBO GO directly with your NRIC and Singtel TV number.

To log in to HBO GO:

1. Select 'Sign in here'
2. Select 'Singtel' as your operator
- 3a. Enter your Singtel TV number and NRIC to log in.
- 3b. If your mobile device is connected to Singtel Fibre Broadband, you will be automatically logged in to HBO GO. (Fibre Broadband and Singtel TV should be under the same account)

### **2. I have subscribed to HBO Pak on Singtel TV, do I need Singtel TV GO subscription to access HBO GO?**

Singtel TV GO subscription is NOT required in order to access HBO GO.

### **3. I have subscribed to HBO Pak on Singtel TV, how do I watch HBO on Singtel TV GO?**

Singtel TV GO subscription is required in order to watch HBO channels on Singtel TV GO. However, no Singtel TV GO subscription is required to watch HBO channels on HBO GO.

### **4. I have just subscribed to HBO Pak on Singtel TV, why am I unable to access HBO GO?**

Please contact us at 1688 for us to assist you further.

### **5. What devices are compatible with the HBO GO app?**

Please refer to <https://www.hbogoasia.sg/static/help/sgp/faq.html> for the compatible devices.

### **6. Can I have HBO GO without a HBO pay TV subscription?**

Yes, you can subscribe to HBO GO on CAST. For more information, please visit [cast.sg/hbogo](http://cast.sg/hbogo)

### **7. I am having errors logging in to HBO GO app. Who do contact if I am facing issues with my account?**

For account and login related issues, please call 1688 for us to assist you further. Kindly note that there may be a provisioning lead time of up to 3 days for us to process your HBO Pak order.