

FAQs

General enquiries

1. Who is eligible to subscribe for monthly Sports Plus and Sports Plus 7-day pass on CAST?

Sports Plus on CAST is currently available for subscription through 2 methods on a recurring basis:

- **Singtel bill:** Postpaid Mobile subscriber, Fibre Broadband subscribers and Singtel TV subscribers. Do note that this service is not available to mio Stadium+ and Cross-carriage subscribers. Offers available are on \$49.90/month no-contract recurring basis, and \$49.90/month on a 12-month contract recurring basis with free 3 months.
- **Credit card:** Non-Singtel mobile, fibre broadband and TV subscribers are able to subscribe to Sports Plus by paying through their credit or debit card. You will need to log in first or create a CAST account, to subscribe via credit card.

Sports Plus 7-day pass at \$19.90 one-time charge is only available for subscription through a **credit card or debit card**, with a one-time charge subscription. There will not be recurring charges on the credit card or debit card after a purchase of a Sports Plus 7-Day Pass.

2. How do I view content for Sports Plus or Sports Plus 7-day Pass on CAST?

- Download the CAST app on your mobile or Smart TV. Login using your CAST account to start watching. For details on the compatible devices, please refer to cast.sg/compatibledevices.
- You may also stream programmes on your desktop or laptop on www.cast.sg by logging in with your mobile number and One Time Password (OTP) or CAST ID and password.
- Please note that when you subscribe to CAST, you will be able to watch your shows through the Singtel CAST app and on PC (www.cast.sg). You will not be able to watch your shows through the Singtel TV Set-Top Box.
- If you encounter issues streaming your content, read our viewing tips [here](#).

3. How do I check my CAST account details?

In the CAST app on your mobile device,

Click on the “hamburger” menu button on the top left on your screen.

Next, click on ‘Password Admin’ to view or change your CAST ID and password.

On your laptop or OC,

Click the top right icon and go to Account Management to access your account details on www.cast.sg.

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

For technical issues, login issues, app issues and credit card subscription, please contact us at g-castinfo@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) Details of issue, (4) Devices and models used to access CAST, (5) Packs subscribed and any relevant information.

For Singtel billing and subscription issues, please contact 1688 or drop us an enquiry through the [Contact Us](#) eForm.

5. How do I check if my subscription is successful?

You will receive a confirmation SMS once the subscription is successful.

Sports Plus on Singtel subscription

6. I am keen to enjoy the free 3 months promo, am I able to enjoy it with the no-contract option?

No, unfortunately you are not able to do so. The free 3 months is exclusively for the Sports Plus 12-month contract on Singtel subscription.

Sports Plus on Credit Card

7. I am keen to enjoy the free 3 months promo, am I able to enjoy it with credit card option?

No, unfortunately you will not be able to do so. The free 3 months is exclusively for the Sports Plus 12-month contract charged under your Singtel bill.

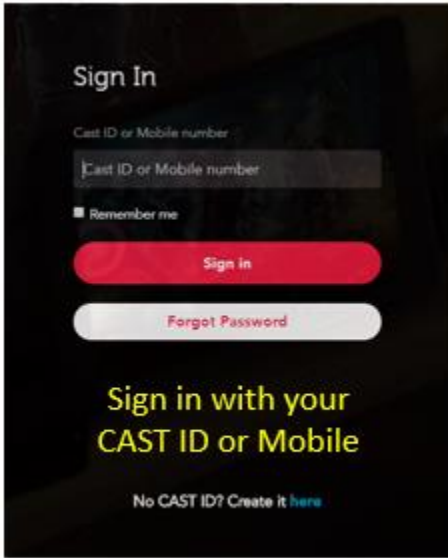
8. I do not wish to continue my recurring monthly Sports Plus on credit card, how do I terminate my subscription of Sports Plus?

Manage your subscription(s) and extend or terminate your subscription via credit card/debit card using the simple guide below.

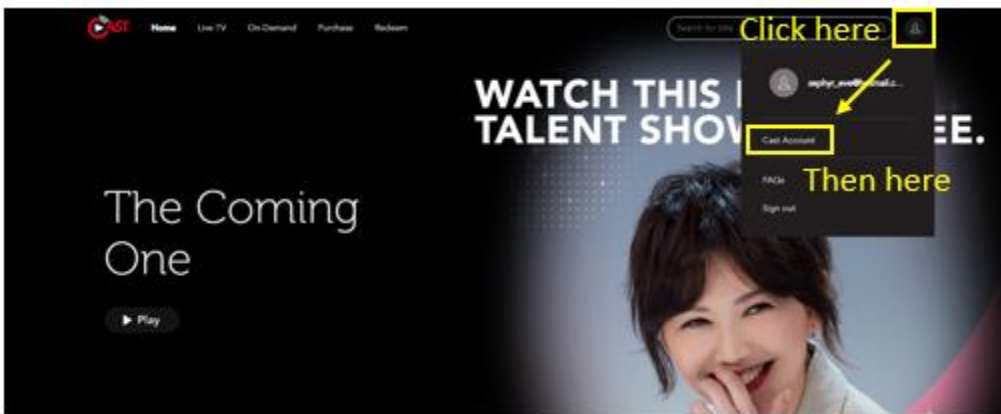
Step 1: Go to www.cast.sg, click on "Login" button on the top right of the page.



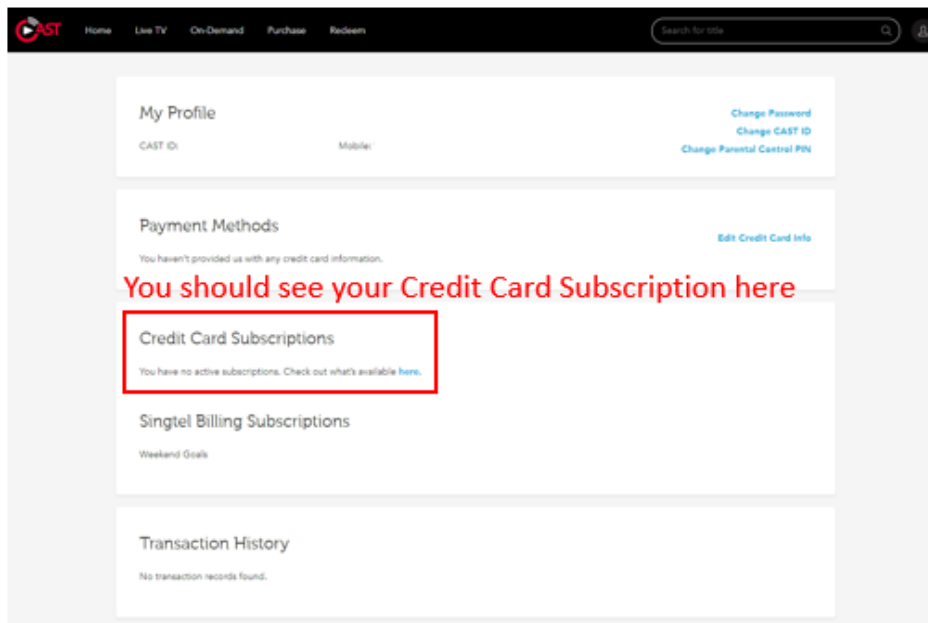
Step 2: Sign in with you **CAST ID and Password** OR **Singtel Mobile number and OTP**.



Step 3: Click on the profile icon on the top right and go to "CAST Account".



Step 4: You will be able to manage your Credit Card Subscription as shown below.



Step 5: You will now be able to extend or terminate your Credit Card Subscription(s).

Sports Plus 7-Day Pass on Credit Card

9. What is Sports Plus 7-Day Pass?

This is a 7-day pass that allows you to enjoy 7 days access to the Sports Plus pack, at a one-time charge of \$19.90. This is a one-time charge and there will be no recurring charges following the initial payment. This means that you will only need to pay for the match you want!

10. How does the Sports Plus 7-Day Pass work?

You are able to enjoy 7 days access commencing from the day of subscription (Day 1) to 2359hrs on Day 7. For example, if a customer signs up on Saturday, 2330hrs, Saturday will be counted as Day 1 and his pass access will end on the following Friday, 2359hrs.

11. Am I able to sign up for Sports Plus 7-Day Pass through my Singtel bill?

No, Sports Plus 7-day is only available for subscription via **credit card or debit card**. Please note that this is a one-time charge, and there will be no recurring charges following the initial payment.

Sports Plus 90-Day Pass on Credit Card

12. What is Sports Plus 90-Day Pass?

This is a 90-day pass that allows you to enjoy 90 days access to the Sports Plus pack while only having to pay for 2 months. This is a one-time charge and there will be no recurring charges following the initial payment. This means that you will be able to enjoy 1 free month of Sports Plus!

13. How does the Sports Plus 90-Day Pass work?

You are able to enjoy 90 days access commencing from the day of subscription (Day 1) to 2359hrs on Day 7. For example, if a customer signs up on Day 1, 2330hrs, and his pass access will end on Day 90, 2359hrs.

14. Am I able to sign up for Sports Plus 90-Day Pass through my Singtel bill?

No, Sports Plus 90-day is only available for subscription via **credit card or debit card**. Please note that this is a one-time charge, and there will be no recurring charges following the initial payment.