



## 1. How does the Amazon Prime promotion work?

This Amazon Prime Membership offer is offered to eligible Singtel customers at no cost courtesy of Singtel, and will be auto-renewed at \$4.99/month thereafter, after the promotional months. A monthly recurring subscription fee of \$4.99, or prevailing rates, will apply after the promotional months end. The fee charging will be carried out via postpaid billing or broadband billing depending on which of your bill plan is eligible for this offer. Offer is subject to change.

## 2. Who is eligible for the Amazon Prime promotion?

To enjoy Amazon Prime promotion, simply sign up for or re-contract on the following plans:

(a) you must be a Singtel customer with both broadband and postpaid services based on your bill plan eligibility; and (b) you must either enter into a contract for or re-contract your postpaid mobile or broadband services.

Subscription for the following plans will not entitle a customer to be eligible for the promotion:

- i. Singtel Postpaid Mobile plans: iPlans, Classic, Premium 700, Premium 1500, SuperLite, Lite, Value, Plus, Premium, Prestige, SuperSIM and Easy Mobile plans.
- ii. Singtel Postpaid Mobile plans under business-registered customers.
- iii. Singtel Combo Mobile Broadband data plans.
- iv. Singtel Broadband plans: Singtel 300M Fibre Home Bundle and below, Unlimited Fibre plan, and ADSL Broadband plans (including mio Plan/mio Home).
- v. Any non-residential Singtel Broadband plans.
- vi. Any Singtel Postpaid Mobile plans without a 12-month minimum subscription period and/or Fibre Broadband plans without a 24-month minimum subscription period.
- vii. Any existing applicable Singtel Postpaid Mobile and/or Fibre Broadband plans within the minimum subscription period which are not

eligible for re-contract without payment of early termination fees.

## 3. How do I receive the promotional Amazon Prime subscription after I sign up with Singtel?

Upon the successful sign up or recontract of your postpaid mobile and/or broadband services, you will receive either an SMS, or email to be re-directed to an Amazon authentication page. You will be required to sign in to Amazon by creating a new Amazon account. After sign-in, Amazon may activate Amazon Prime Membership subscription for you to start using your Amazon Prime benefits.

## 4. How long is my free subscription on Amazon Prime valid for redemption?



Your free subscription on Amazon Prime is valid for redemption within six (6) or twelve (12) months of the activation of your applicable Singtel service(s). Free subscriptions that are not redeemed within the promotional shall be forfeited and will not be replaced. The free subscription on Amazon Prime will start on your date of activation of your applicable Singtel service(s), and not on the date of redemption of Amazon Prime membership.

**5. Amazon Prime is currently giving away a one month free trial on their website. Will I get to enjoy the one month free trial on top of the promotional months from Singtel Amazon Prime free 12 months subscription from Singtel (i.e. e.g. 1 + 6 months free or 1 + 12 months free)?**

If you sign up or re-contract for any of the applicable Singtel Mobile or Fibre Broadband plans, you will get to enjoy up to 12 months of Amazon Prime subscription on us. For any enquiries on free trials by Amazon Prime, kindly check with Amazon Prime for more details.

**6. What happens after the promotional Amazon Prime months?**

A monthly recurring subscription fee of \$4.99, or prevailing rates, will apply from 13th-month onwards. The fee charging will be carried out via postpaid mobile billing or broadband billing depending on which of your bill plan is eligible for this offer.

**7. Is there any contract period for Amazon Prime? Will I be charged any early termination fees if I decide to cancel my Amazon Prime subscription?**

No, there are no contract terms tied to your Amazon Prime subscription and you may cancel your Amazon Prime subscription anytime you wish via "My Singtel App".

**8. I am eligible for the promotional months of Amazon Prime subscription courtesy of Singtel but I am already an existing Amazon Prime customer. Can I transfer the free membership subscription to my existing account?**

Existing Amazon Prime Membership subscribers are not eligible for this offer but may choose to sign up after cancelling your existing Amazon Prime Membership subscription with Amazon. Your existing subscription details, such as shopping, viewing history, settings, etc will not be automatically transferred to the new account.

**9. What happens to my Amazon Prime benefit if my Singtel Broadband or Mobile account is suspended?**

If your Singtel service account is suspended for more than 24 hours your Amazon Prime benefits will also be suspended.



**10. What happens to my Amazon Prime benefit if my Singtel Broadband or Mobile account is cancelled?**

If you do not make your Singtel service payment in a timely fashion and your account is cancelled, you will also lose access to your Amazon Prime benefits.

**11. I did not receive a verification code when trying to register for the Amazon Prime offer?**

If you are having issues receiving a verification code, please contact customer care at 1688.

Note: In order to receive a verification code, you must be on a qualifying rate plan.

**12. I did not receive the Amazon Prime activation link after signing up to Singtel service. What should I do?**

If you are having issues receiving a verification code, please contact customer care at 1688.