



Frequently Asked Questions

For more help, please visit singtel.com/help.

1. What is MusicStore?

Singtel MusicStore is a one-stop shop to purchase music to personalise you and your callers' mobile experiences with its services Connecting Tones, Full Track and Ringtone.

2. What is Connecting Tones?

Connecting Tones is a service that provides a 30-second song clip for playback to your callers when they call you. It replaces the standard connecting tone with a song of your choice, to entertain your callers before you pick up their call.

3. What is Full Track?

Full Track is a full-length song for playback on your mobile phone & is transferable to other devices.

4. What is Ringtone?

Ringtone is a 30-second song clip that can be configured as a ringtone on your phone when it rings. The clip is also transferable to other devices.

5. Why is Singtel discontinuing these services?

With the proliferation of smartphones, many customers are now able to customise their ringtones directly on their devices. As a result, we have seen a decreasing demand for our MusicStore that includes the Connecting Tones, Full Track and Ringtone services. To simplify our offering and focus on providing more innovative services, we will progressively discontinue our MusicStore services from 1 Sep'22 till 31 Dec '22.

6. When is Singtel closing this service?

We will be progressively ceasing MusicStore and its services – Connecting Tones, Full Track and Ringtone – between September to December.

7. How will this closure affect me?

After the termination date of your services, your Connecting Tones service will automatically cease and revert to the standard connecting tone. In addition, you will no longer be able to access MusicStore or download the Full Track and Ringtone songs that you have previously purchased.

You will still be able to download your songs before your specified termination date. However, some songs may be unavailable due to music licensing rights.

The monthly subscription for MusicStore services will also cease upon your termination date.

No action is required. Your mobile service will not be disrupted in any way.

8. What happens to the Full Tracks that I have purchased?

You will still be able to access MusicStore and download your tracks before your termination date. However, some tracks may be unavailable due to music licensing rights.

9. Will this closure affect my other services with Singtel?

Please rest assured that your other services with Singtel will not be disrupted.



10. If I am on a monthly subscription, can I terminate Connecting Tones and Ringtones before the closure date?

If you no longer require Connecting Tones service and will like to cancel the monthly subscription now, you may do so with the following steps:

Connecting Tones: Go to My Singtel App > Manage Add-Ons > Connecting Tones Pack > Unsubscribe.

Ringtones: Go to My Singtel App > Manage Add-Ons > Ringtone Pack Service > Unsubscribe.

11. What are some alternatives for Connecting Tones?

Unfortunately, there are no alternatives for Connecting Tones in the market at this point of time.

12. What are some alternatives for Full Track?

You can purchase music tracks from the iTunes Store. Click [here](#) for more information. To copy iTunes music to Android, you can find the purchased files in Music > iTunes > iTunes Media by default on a PC.

13. What are some alternatives for Ringtone?

If you are using an iOS device, you can change your default ringtone by going to Settings > Sound and Haptics > Sound and Vibrations Pattern. You can also purchase additional ringtones from the iTunes Store. Click [here](#) for more information.

If you are using an Android device, you can change your default ringtone by going to Settings > Sound and Vibration > Ringtone. You can click 'ADD' to add a custom ringtone that is currently on your device.