



FAQs

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What is Surf School?

Surf School is a digital campaign for the families by Singtel. We want your child to surf smart with his/her first digital experience while enjoying cool and safe services, e.g. entertainment apps.

What is Qustodio?

Qustodio is an exclusive parental control software offered to Singtel customers at a special rate. It allows concerned parents to supervise their kids online by keeping their devices safe, productive and fun.

Qustodio provides concerned parents smart tools and makes it simple to manage and supervise children's device use for things like screen time, adult content and apps. With one license, you can create healthy online habits for your children on all their digital devices including Windows/Mac desktop computers and Android/iOS smartphones and tablets. Parents will have convenient access through a web portal and mobile app to view their children's device usage activities and set limits when necessary. Qustodio gives parents visibility and creates daily opportunities to talk with children about their online experiences.

What benefits do I enjoy with Qustodio?

Qustodio allows you to manage and supervise your child's device for things like screen time, adult content and apps. Bundle Spotify with Qustodio and give your child an amazing first mobile experience! Add a MobileShare Supplementary Plan to give your kids more data at cheaper prices.

What are the type of offers currently available?

There are 3 choices to choose from:

- a. Qustodio (1 license for 5 monitored devices)
- b. Qustodio (1 license for 10 monitored devices)
- c. Qustodio (1 license for 5 monitored devices) & Spotify bundle

Customers are given the option to add on a MobileShare Supplementary Plan for just \$6.45/mth (U.P. \$12.90/mth, valid for 12 months) for their child on top of the subscription chosen. One-time charge for new MobileShare line registration and SIM card charges apply.



What is the price and agreement term for sign up?

Qustodio is available at \$5.90/mth for 5-devices and \$9.90/mth for 10-devices. Get 37% off when you purchase Spotify with Qustodio at \$9.90/mth (U.P. \$15.80/mth). Get more data for your kids when you purchase a MobileShare Supplementary Plan at just \$5.35/mth (U.P. \$10.70/mth). One-time charge for new MobileShare line registration and SIM card charges apply.

Surf School Bundles	Pricing (\$/mth)	Subscription Plan	Mobile Share Add-On (\$/mth)
Qustodio (5-Device)	\$5.90	3 Months Free, No Contract	\$6.45 (U.P. \$12.90, 50% discount valid for 12 months)
Qustodio (10-Devices)	\$9.90	3 Months Free, No Contract	\$6.45 (U.P. \$12.90, 50% discount valid for 12 months)
Spotify & Qustodio (5-Devices)	\$9.90	12 Month Contract	\$6.45 (U.P. \$12.90, 50% discount valid for 12 months)

If I purchase a new MobileShare line with Qustodio, do I need Caller ID function?

It is up to you. Caller ID allows the user of this MobileShare line to see the identity of incoming calls and SMS.

If your child is using Android device (with calls and SMS functions) and you wish to use the call log and SMS monitoring function of Qustodio, you must also subscribe to Caller ID on this MobileShare line for this function to work properly.

How do I subscribe to Qustodio?

Sign up at singtel.com/SurfSchool or visit your nearest Singtel Shop.

Who can subscribe to Qustodio?

All Singtel postpaid mobile service subscribers on Singtel's Combo, SIM Only and Easy Mobile Plans as well as *Singtel Mobile Broadband.

Corporate customers with mobile lines registered under corporate entity can sign up at Singtel Shops only.

If you are Singtel Fibre Broadband customer, you can purchase a Qustodio subscription at www.singtel.com/qustodio after March 2018.



I've already subscribed to one of the entertainment apps (e.g. Spotify) but would like to subscribe to it through Singtel Surf School instead. Can I do so?

Yes, you can. All you need to do is to unsubscribe from your current subscription and sign up for one of our Surf School bundles. Do check with the respective premium services if cancellation fees apply: https://support.spotify.com/us/account_payment_help/payment_help/how-to-cancel-yoursubscription/

Can I add more than one Qustodio subscription to my mobile plan?

No, each mobile plan is entitled to only one Qustodio subscription. You can purchase the Qustodio subscription with a bigger device quota if you need to monitor more devices.
On Qustodio

How do I use Qustodio after signing up with Singtel?

Once you have signed up for Qustodio with Singtel, you will receive an SMS with a license activation link to register your Qustodio account and download Qustodio on your devices and your child's devices. Simply download the Qustodio software from <https://www.qustodio.com/en/family/downloads/> and login using your account registered with Qustodio.

For a more detailed guide, please refer to the Qustodio user manual: <http://www.qustodio.com/en/help/>

Can I activate my Qustodio subscription before my mobile line is activated?

No. For new postpaid mobile customers, you will only receive a redemption SMS after your line has been activated. For existing customers, you will receive a Qustodio license activation SMS within 1 day after signing up for Qustodio.

I have an existing Qustodio subscription purchased directly from Qustodio, can I use my existing Qustodio account if I subscribe from Singtel?

Yes, you will need to register for a new user account with Qustodio should you take this exclusive offer from Singtel.

How does Qustodio work?

Install the Qustodio software on your own device and also on your child's devices. These devices include smartphones, tablets and/or desktops. Use your own smartphone to supervise your child's online activities.



Does Qustodio work when my children’s devices switch network or go overseas?

Yes. Qustodio is installed on your children’s devices and its protection is network-agnostic. This means that the functionality and benefits of Qustodio is 24/7, be it on 3G/4G data network, home broadband, home WiFi, public WiFi, overseas WiFi, overseas data network or roaming, as long as the Qustodio app is installed on the device.

My children do not have their own devices yet, how do I protect them on devices shared among family members?

On mobile devices, you can install the Qustodio app as usual. You can turn off the protection temporarily using your Qustodio password. On desktop computers, you can create a different Windows or Mac user login account for your child. You can choose to enable Qustodio protection only on specific accounts.

How do I prevent my child from uninstalling Qustodio?

Qustodio can prevent unauthorized uninstallation on desktop computers by requesting for your Qustodio account password before allowing uninstallation. There are also measures in mobile devices to prevent uninstallation of the Qustodio app without your permission. In any case, you will receive an email alert when tampering of the app is detected.

If your child uses an Android device, for additional protection against unauthorized uninstallation, you can go to Qustodio’s web portal <https://family.qustodio.com/accountsetup>, click on Devices, choose “Device Settings” for this Android device, under “Android device settings”, and enable “Protect Android settings”. This will block all access to the Android system settings menu by the child.

We encourage open conversations with your child on the protective purpose of using Qustodio. Their understanding is key to cooperative digital habits that are beneficial to their overall cyber wellbeing.

Can I use Qustodio to protect multiple children?

Yes, Qustodio allows you to create individual profiles for each of your children. You can configure different rules in each profile to suit their individual needs.

Qustodio currently sends a daily report on my child’s activities to my registered email address. Can I switch to a weekly basis?

Yes, you can change your report delivery frequency to weekly by clicking on your user icon at the top right hand corner in the Qustodio web portal <https://family.qustodio.com/useractivity/summary> and click on “Notifications”.



Can Qustodio still work if my child's phone is not under a Singtel subscription?

Yes. Only you need to have a Singtel mobile subscription. Qustodio is network-agnostic and is able to function as long as it is installed in the device to be monitored, whether your child's mobile line is with Singtel or not.

Please note that all the bundled VASes will be tied to your purchasing line as well. Bundle subscription and benefits such as data waivers that come with Singtel Music - Spotify, will be only applied to your purchasing line and MobileShare line(s) tied to this purchasing line.

What is the minimum device and operating system requirements for installing Qustodio?

You can install Qustodio on the following devices with these minimum operating system versions:

- all Windows laptops and desktops running Windows XP with Service Pack 3 and up
- all Mac laptops and desktops running OS X 10.9 and up
- all Android smartphones and tablets running Android 4.0 and up
- iPhones, iPads and iPods running iOS 7 and up
 - If the iOS device is to be monitored, please ensure that there is no Mobile Device Management (MDM) installed on the device before you install Qustodio.
 - To check, go to Settings > General. If you do not see "Profiles & Device Management", this means there is no MDM installed on this device and you can install Qustodio to monitor this device.

How do I remove Qustodio?

You can follow the steps illustrated on the Qustodio user manual:

<http://www.qustodio.com/en/help/>

Have more Qustodio-related questions not covered here?

Please refer to Qustodio's official website: <https://www.qustodio.com>. For more FAQ, user manual and support, visit Qustodio Support page: <https://www.qustodio.com/en/help/>

Can I change my subscription from Qustodio (5-devices) to Qustodio (10-devices) or vice versa after signing up with Singtel?

No, you would need to terminate your existing subscription and purchase your preferred subscription. Early termination charges will apply. Customers have to pay the remaining subscription fee upfront, in full with no refunds.

Can I temporarily suspend my Surf School subscription?

No, temporary suspensions are not allowed for Surf School subscriptions. Early termination charges of the remaining months apply.



How do I cancel my Surf School bundle subscription and what happens when I do so?

For cancellations, please call our Singtel hotline 1688 or visit any Singtel Shop.

If you are subscribed to a 12-month contract plan, there will be an early termination charge for cancelling your subscription before the contract's end date. Customers will have to pay the remaining subscription fee upfront, in full with no refunds

If you are subscribed to a monthly plan with no contract, you can cancel your subscription anytime and the service will be removed by the following month. What happens after my 12-month subscription has ended? Your Surf School bundle will remain active on a month-on-month basis.

If you have subscribed to MobileShare with a Surf School bundle, the existing 50% discount will expire after 12-months while the MobileShare line continues at prevailing charges on a month-on-month basis.