



## FAQ for Singtel Mobile Leasing

### 1. What is Singtel Mobile Leasing?

With Singtel Mobile Leasing, you may lease a phone from Singtel for 24 months with \$0 upfront payment and a fixed monthly leasing fee.

To subscribe for Singtel Mobile Leasing, you must continue with your existing SIM Only Plan or sign up for a new SIM Only Plan.

Singtel Mobile Leasing gives you the flexibility to enjoy selected latest phones at a lower monthly fee compared to purchasing the phones. You must return the leased phone in good working condition at the end of the 24 months.

You also have the option to upgrade the leased phone (on a new 24 month lease) after 12 months by paying a leasing upgrade fee and returning the original leased phone in good working condition.

### 2. How is Singtel Mobile Leasing different from buying a phone with a Combo Plan?

The main difference is that you are leasing a phone from Singtel instead of buying the phone. The leased phone is Singtel's property and you must return the leased phone after the leasing term ends on the 24<sup>th</sup> month. You pay \$0 upfront to lease the phone and will only need to pay the monthly leasing fee. The monthly leasing fee will vary depending on the model of phone you lease.

### 3. What is the duration of Singtel Mobile Leasing?

The leasing term is 24 months.

### 4. Who is eligible to take up Singtel Mobile Leasing?

Singaporeans, Permanent Residents and Employment Pass Holders **aged 21 and above** who are an existing Singtel Residential Customer with an existing Postpaid Mobile Plan or Fibre Broadband for a minimum of 6 months and Good Credit Rating.

### 5. How many phones can each customer lease from Singtel?

Each customer can only lease 1 phone at any one time.

### 6. Where can I sign up for Singtel Mobile Leasing?

Singtel Mobile Leasing is **only available** for sign-up at Singtel Shops, Singtel Exclusive Retailer & eShop and **not available** at Telesales.

### 7. Do I need a Mobile Line or Mobile Plan to enjoy Singtel Mobile Leasing?

Yes, you will need a SIM Only Plan.

### 8. Is there any minimum subscription period applied on the SIM Only Plan with Singtel Mobile Leasing?

No additional minimum subscription period is applied on the SIM Only Plan when customer sign-up Singtel Mobile Leasing.



**9. Can I terminate my MobileSwop Unlimited Add-on when I have Singtel Mobile Leasing?**

Yes, however we do not encourage you to terminate your MobileSwop Unlimited. This is because your leased phone will not be covered in the event of damage or loss. If the leased phone is damaged or lost at any point of time during the term of the lease, you will need to pay the remainder of the full purchase price of your leased phone in the absence of MobileSwop Unlimited Add-on coverage. Once MobileSwop Unlimited Add-on is terminated, it cannot be reinstated on the same phone.

**10. Will my MobileSwop Unlimited Add-on be terminated after completing 30 months of leasing payment?**

Your phone will be continue to be covered by MobileSwop Unlimited Add-on until you re-contract your mobile plan that comes with a new phone or terminate your MobileSwop Unlimited Add-on.

**11. How much are the early termination fees?**

You may terminate Singtel Mobile Leasing by returning or purchasing the leased phone (Leased phone), subject to the fees and charges set out below:

Number of months completed before termination	Conditions for termination/upgrade		
	Return of Leased Phone	Purchase of Leased Phone	Upgrade of Leased Phone
0-12	Leasing Fee x number of months remaining in the Term of the Singtel Mobile Leasing	Cash Price of the Leased Phone – (Leasing Fee x number of months paid)	No upgrade permitted.
13-18			Return the Leased Phone and pay Upgrade Fee of \$300
19-24			Return the Leased Phone and pay Upgrade Fee of \$100
25-30 (if Term is extended)	No payment required		Return Leased Phone

**12. Can I take up Singtel Mobile Leasing on any phone?**

No, Singtel Mobile Leasing is only applicable on selected latest Apple and Samsung phones at <http://www.singtel.com/leasing>.

**13. Can I upgrade the leased phone before month 12 of my Singtel Mobile Lease?**

No, you can only upgrade your leased phone after 12 months into your Singtel Mobile Lease by paying the relevant upgrade fees and returning the leased phone to a Singtel Retail Shop. However, you can choose to terminate your Singtel Mobile Leasing at any point of time by purchasing your leased phone.

**14. When can I upgrade the leased phone?**

You can upgrade the leased phone from month 12 of your Singtel Mobile Lease. You must fulfil the following conditions as part of your leasing upgrade: (i) return the original leased phone in “good working condition” as defined within your service agreement form, (ii) take up another Singtel Mobile Lease on a SIM Only Plan and (iii) pay the leasing upgrade fees.



**15. How much does it cost to upgrade my phone?**

Phone Condition	13 – 18 Months	19 - 24 Months	➤ 25 Months
Good working condition	\$300	\$100	\$0

**16. Can I take up leasing on any other Mobile Plan apart from SIM Only Plans?**

No, Singtel Mobile Leasing is only applicable together with a SIM Only Plan.

**17. What does “good working condition” mean?**

“Good working condition” phone means the phone is fully functional. For instance, the phone is capable of making and receiving calls and texts, battery is functioning, screen is intact, can be unlocked, able to connect the internet and is free from physical damage or any missing or disassembled parts.

**18. What happens if my leased phone is damaged or lost?**

All leasing plans come bundled with MobileSwop Unlimited at the start of the Singtel Mobile Lease. MobileSwop Unlimited is an Add-on that provides coverage of your leased phone in the event of damage or loss. MobileSwop Unlimited customers enjoy unlimited Swops and one Replacement of their leased phone every 12 rolling months.

**19. What happens if I suspend my mobile line due to loss?**

You will have one month to reinstate your mobile line in order to continue enjoying your Singtel Mobile Lease, following which it would be automatically terminated. When this happens, your Singtel Mobile Lease will be terminated and you will be charged the relevant fees as applicable on your Singtel Mobile Leasing.

**20. What happens if I suspend my mobile line for any reason other than due to loss?**

Your leasing term will immediately be terminated and you will be charged the relevant fees as applicable on your Singtel Mobile Lease.

**21. What will happen after 24 months of the Singtel Mobile Lease?**

Your Singtel Mobile Lease will end 24 months after the start date of your Singtel Mobile Lease.

You must then either:

- a) Return the leased phone in a “good working condition” to any Singtel Retail Shop.
- b) Purchase the leased phone by paying the purchase fees equivalent to 6 months of leasing fees.

Thereafter, you are free to take up a new Singtel Mobile Leasing with a SIM Only Plan.

**22. What if I do not return my leased phone after 30 months of complete leasing payments?**

Once you have completed 30 months of monthly leasing fees, ownership of the leased phone will be transferred to you and you need not return the leased phone.



**23. Why am I still being charged after 24 months?**

Under the Singtel Mobile Lease, Singtel owns the leased phone. You must return the leased phone in good working condition on month 24 of the Singtel Mobile Lease, otherwise, the Singtel Mobile Lease will be extended for a further 6 months and you will continue to be billed the monthly leasing fees for another 6 months or till the day in which you return the leased phone, whichever is earlier.

**24. What do I need to do before I return the leased phone?**

You will need to make sure that the leased phone is in good working condition. Ensure your data on the leased phone is backed up and you have deleted your personal/confidential information before you return the leased phone to Singtel. You will also need to perform a factory reset, disable any locking features and remove the SIM and any memory cards.

**25. Can I return another / different phone?**

No, you need to return the exact same phone (with the same IMEI number) that was leased to you.

**26. What if I have done a swop of my leased phone with the phone manufacturer under warranty?**

You will need to obtain a letter from the phone manufacturer and update Singtel with this letter at any Singtel Retail Shop. This letter should state that the phone manufacturer has replaced your leased phone and the corresponding change in the IMEI number of your replacement phone.

**27. What happens if I cancel my Mobile Line prior to completing the term of the Singtel Mobile Lease?**

If you cancel your Mobile Line during the term of the Singtel Mobile Lease, you will need to pay the relevant fees.

**28. How do I check the remaining months of monthly leasing fees that I need to pay?**

There are several ways to check on your remaining months of payment left:

- a) Check My Account at <https://www.singtel.com/personal/my-account/login>
- b) Check My Singtel App.

**29. Can I upgrade and take up Combo plan after month 12 of my leasing term?**

No, Customer can only upgrade and enter into a new Mobile Lease Term after 12 months of leasing term.

**30. Can I take up Singtel Mobile Leasing if I have an existing SIM Only Plan?**

Yes, customers with existing SIM Only Plans are eligible to take up Singtel Mobile Leasing.

**31. What happens if I re-contract to a non-SIM Only Plan before completing my 24 months leasing term?**

Singtel Mobile Leasing must be taken together with a SIM Only Plan. If you re-contract on a non-SIM Only Plan, the relevant fees will be billed to you.



**32. Can I change ownership of my Mobile Line or Singtel Mobile Lease if I have an existing Singtel Mobile Lease?**

No, your Singtel Mobile Lease cannot be transferred to any other person or account.

**33. Can I use any Singtel vouchers to offset my monthly leasing fees?**

No, Singtel vouchers are not applicable for use to offset the monthly leasing fees on Singtel Mobile Leasing.

**34. How are billing calculations pro-rated?**

All billed amounts for Singtel Mobile Leasing are pro-rated based on calendar days in a month instead of a fixed 30 days per month computation.