

## Euro 2020 FAQs

### Packaging & Pricing

**1. When is UEFA EURO 2020?**

UEFA EURO 2020 is expected to take place from 12 June 2021 to 12 July 2021. Singtel TV and CAST will be offering complete live coverage of the football tournament, visit [Singtel.com/EURO](http://Singtel.com/EURO) or [cast.sg/EURO](http://cast.sg/EURO) for details.

**2. What are the timings of UEFA EURO 2020 matches?**

UEFA EURO 2020 matches are expected to kick-off at 9pm, 12am and 3am (Singapore time).

**3. How can I watch UEFA EURO 2020 coverage offered by Singtel TV?**

From 30 April, Singtel TV customers who sign up for or re-contract Value / Ultimate / mio Stadium+ Pack on a 24-month contract will enjoy the UEFA EURO 2020 Pack for free. They can enjoy live coverage of all 51 matches, with on demand catch-up available.

From 30 April to 31 May 2021, customers can choose to purchase the UEFA EURO 2020 ala carte pack on Singtel TV at the early bird, one-time charge of S\$83, a price exclusive to Singtel. From 1 June 2021, Singtel will offer an exclusive price of S\$93 for the ala carte pack.

Singtel TV's UEFA EURO 2020 Pack includes: LIVENow EURO (HD) (CH 141), LIVENow 2 EURO (HD) (CH 142), LIVENow EURO (4K) (CH 143). Customers can enjoy on demand catch-up of the matches by pressing the yellow button on their Singtel TV remote control. Customers subscribed to the UEFA EURO 2020 Pack can stream the tournament on the LIVENow webpage and mobile app too.

**4. I'm not a Singtel TV customer, can I still watch UEFA EURO 2020 with Singtel?**

From 30 April to 31 May 2021, customers can choose to purchase the UEFA EURO 2020 ala carte pack on Singtel CAST at the early bird, one-time charge of S\$83, a price exclusive to Singtel. From 1 June 2021, Singtel will offer an exclusive price of S\$93 for the ala carte pack. Singtel CAST customers will be able to stream UEFA EURO 2020 coverage on LIVENow, a 3rd-party partner webpage and mobile app.

**5. How do I sign up for the UEFA EURO 2020 pack with Singtel?**

From 30 April 2021, Singtel TV customers can sign up for or recontract Value / Ultimate / mio Stadium+ Pack to enjoy the UEFA EURO 2020 Pack for free. Call 1609, visit any Singtel Shop, or log on to [www.singtel.com/euro](http://www.singtel.com/euro) to sign up.

Alternatively, Singtel TV customers can press the blue button on the Singtel TV remote control to subscribe to the ala carte UEFA EURO 2020 Pack instantly.

To sign up for the UEFA EURO 2020 pack on Singtel CAST, log on to [www.cast.sg/euro](http://www.cast.sg/euro).

## **Early Bird Promotion**

**6. What is the early bird promotion for Singtel's UEFA EURO 2020 pack about?**

From 30 April to 31 May 2021, customers who sign up for the ala carte UEFA EURO 2020 Pack for Singtel TV or Singtel CAST, can enjoy the discounted price of \$83 (incl. GST), a price exclusive to Singtel. From 1 June 2021, the exclusive price of \$93 (incl. GST) will apply.

**7. Is there an early bird promotion for Singtel TV customers who sign up for or re-contract Value / Ultimate / mio Stadium+ Packs to enjoy UEFA EURO 2020 Pack?**

Singtel TV customers who sign up for or re-contract Value / Ultimate / mio Stadium+ Pack on a 24-month contract will enjoy UEFA EURO 2020 Pack for free. This promotion is valid till the end of UEFA EURO 2020.

## **Singtel TV**

**8. Can I sign up for UEFA EURO 2020 Pack on Singtel TV without any other content pack?**

New Singtel TV customers must sign up for a content pack before adding on the ala carte UEFA EURO 2020 Pack.

**9. I am a Singtel TV customer with an ongoing contract for a content pack. How can I enjoy UEFA EURO 2020 for free?**

Singtel TV customers with an ongoing contract for a content pack can sign up for or re-contract to a Value / Ultimate / mio Stadium+ Pack with a new 24-month contract to enjoy UEFA EURO 2020 Pack for free.

Early termination charges will be waived regardless of the duration of the contract left.

**10. I am a Singtel TV customer with older content packs that are no longer available now. Am I eligible to subscribe to UEFA EURO 2020 Pack?**

Singtel TV customers subscribed to content packs available before March 2015 will have to re-contract to current Singtel TV content packs to be eligible to sign up for UEFA EURO 2020 Pack.

**11. I have signed up for the UEFA EURO 2020 Pack on Singtel TV, how long will it take before I get to watch the channels?**

Activation of the UEFA EURO 2020 Pack can take up to 3 working days after successful sign-up. UEFA EURO 2020 coverage will air on Singtel TV - LIVENow EURO (HD) (CH 141), LIVENow 2 EURO (HD) (CH 142) and LIVENow EURO 2020 (4K) (CH 143) when matches start from 12 June 2021.

Customers are encouraged to sign up UEFA EURO 2020 Pack early to avoid potential delays due to a last-minute rush leading up to the kick-off of the tournament.

**12. When will I be billed for UEFA EURO 2020 Pack?**

For new Singtel TV customers, the UEFA EURO 2020 Pack will be billed after your Singtel TV service has been installed at your premises.

For existing Singtel TV customers, the UEFA EURO 2020 Pack will be billed in the month of your Singtel bill following the pack's activation date.

**13. Can I get any refund if I terminate the UEFA EURO 2020 Pack subscription before the final match on 12 July 2021?**

As UEFA EURO 2020 is a one-time event, Singtel TV is unable to refund or pro-rate subscription charges.

**14. I plan to relocate during the UEFA EURO 2020 period. Can I do so?**

Customers can relocate and prevailing relocation charges will apply. However, the relocation will result in a transition period where content cannot be accessed on the Singtel TV set-top box.

**15. I signed up for Value / Ultimate / mio Stadium+ Pack on a 24-month contract and received the UEFA EURO 2020 Pack for free. Can I cancel my order and get the UEFA EURO 2020 Pack only?**

Early termination charges for the Value / Ultimate / mio Stadium+ Pack on a 24-month contract will apply and the UEFA EURO 2020 Pack will be deactivated.

**16. Can I activate the free UEFA EURO 2020 Pack on a different Singtel TV account from my Value / Ultimate / mio Stadium+ Pack?**

The free UEFA EURO 2020 Pack will have to be activated in the same Singtel TV account subscribed to Value / Ultimate / mio Stadium+ Pack.

**17. I have signed up for the ala carte UEFA EURO 2020 Pack on Singtel TV. What happens when UEFA EURO 2020 ends on 12 July 2021?**

Singtel TV customers who have signed up for the ala carte UEFA EURO 2020 Pack can continue to enjoy channels which are part of their content pack subscription. The UEFA EURO 2020 Pack subscription will be automatically terminated after 12 July 2021. Customers will continue to be billed for the Singtel TV content packs they are still subscribed to.

**18. Does Singtel TV offer UEFA EURO 2020 matches in 4K?**

For the most immersive viewing experience, Singtel TV customers subscribed to the UEFA EURO 2020 Pack can enjoy semi-finals and final in 4K quality on LIVENow EURO (4K) (CH 143). They will need to have a 4K TV set, connected to Singtel TV's 4K DVR Set-Top Box that they subscribe to. 4K offers four times more pixels than full HD to bring fans closer to the action.

To sign up for Singtel TV's 4K Premier League pack and subscribe to the 4K DVR Set-Top Box, visit [Singtel.com/4K](http://Singtel.com/4K).

**19. I signed up for the UEFA EURO 2020 Pack with Singtel, can I watch the matches on my mobile and/or on my laptop?**

Customers subscribed to Singtel TV's UEFA EURO 2020 Pack can also stream live matches and enjoy on demand catch-up on LIVENow, a 3rd-party partner webpage and mobile app.

To access LIVENow, Singtel TV customers have to log in to Singtel TV GO Web ([www.singtelvgo.com/euro](http://www.singtelvgo.com/euro)) with their mobile number or Singtel TV account number and ID for their unique LIVENow redemption code. The redemption code needs to be entered on LIVENow webpage (<http://singtel-euro2020.live-now.com/>) for streaming access.

Customer can retrieve the LIVENow redemption code on TV GO Web, after 24-48 hours upon successful subscription. Singtel TV GO subscription is not required to redeem the code on Singtel TV GO Web.

**20. I am a Singtel TV customer, how do I retrieve my Singtel TV account number?**

Retrieve your Singtel TV account number in one of the following ways:

- On your Singtel TV remote control, press the left arrow button. Select My Channels and press OK: TV Service number: xxxxxxxx
- On your Singtel bill, look for the line: Singtel TV NO. xxxxxxxx
- On My Singtel mobile app, under your account in the HOME tab, look for: TV xxxxxxxx

**Cross Carriage customers**

**21. I am subscribed to another pay-TV service, can I sign up for Singtel TV's UEFA EURO 2020 Pack?**

Singtel TV customers on cross-carriage platform can sign up for or re-contract mio Stadium+ pack on a 24-month contract to enjoy UEFA EURO 2020 free streaming on LIVENow, a 3rd-party webpage and mobile app only.

Customers can sign up for Singtel TV's UEFA EURO 2020 Pack by calling 1609 or visiting any Singtel Shop.

**22. I am an existing mio Stadium+ subscriber through another pay-TV service and have re-contracted on a 24-month contract to get UEFA EURO 2020 for free, when will my subscription be activated on LIVENow?**

Access to the UEFA EURO 2020 Pack on LIVENow will be activated within 5 working days upon re-contract of the mio Stadium+ Pack.

To access LIVENow, customers have to log in to Singtel TV GO Web ([www.singtelvgo.com/euro](http://www.singtelvgo.com/euro)) with their mobile number or Singtel TV account number and ID for their unique LIVENow redemption code. The redemption code needs to be entered on LIVENow webpage (<http://singtel-euro2020.live-now.com/>) for streaming access.

No Singtel TV GO subscription is required to redeem the code on Singtel TV GO Web.

**23. I have signed up for Singtel TV's UEFA EURO 2020 Pack through another pay-TV service, how do I watch the matches?**

Singtel TV customers on cross-carriage platform have to log in to Singtel TV GO Web ([www.singtelvgo.com/euro](http://www.singtelvgo.com/euro)) with their mobile number or Singtel TV account number and ID for their unique LIVENow redemption code. The redemption code needs to be entered on LIVENow webpage (<http://singtel-euro2020.live-now.com/>) for streaming access.

**24. I am a mio Stadium+ customer through another pay-TV service, how do I retrieve my Singtel TV account number?**

On your Singtel bill, look for the line: Singtel TV NO. xxxxxxxx

**UEFA EURO 2020 Singtel TV Channel Details**

**25. On which channels are UEFA EURO 2020 airing on Singtel TV?**

UEFA EURO 2020 coverage will air on LIVENow EURO (HD) (CH 141), LIVENow 2 EURO (HD) (CH 142) and LIVENow EURO (4K) (CH 143) channels on Singtel TV.

**26. Can I catch up on UEFA EURO 2020 matches that I miss on Singtel TV?**

Customers can enjoy on demand catch-up of UEFA EURO 2020 matches by pressing their Singtel TV remote control's yellow button when tuned to LIVENow EURO (HD) (CH 141), LIVENow 2 EURO (HD) (CH 142) or LIVENow EURO (4K) (CH 143).

**27. Are the UEFA EURO 2020 channels available in 4K, High Definition (HD) or Standard Definition (SD)?**

The UEFA EURO 2020 matches will broadcast in HD. The semi-finals and final will broadcast in HD and 4K.

**28. What are the UEFA EURO 2020 matches that will broadcast in 4K?**

The semi-finals and finals will broadcast in 4K.

**CAST**

**29. I am not an existing Singtel customer, can I watch Singtel's UEFA EURO 2020 coverage?**

From 30 April to 31 May 2021, all consumers including non-Singtel customers can purchase the UEFA EURO 2020 ala carte pack on Singtel CAST at the early bird, one-time charge of S\$83, a price exclusive to Singtel. From 1 June 2021, Singtel will offer an exclusive price of S\$93 for the ala carte pack. Customers signed up through CAST can enjoy streaming all 51 matches live on LIVENow, a 3rd-party webpage and mobile app, with on demand catch-up.

To sign up, visit [cast.sg/EURO](http://cast.sg/EURO). Eligible Singtel residential or CIS Singtel Postpaid mobile customers can choose the convenience of being billed through their monthly Singtel bill. Non-Singtel customers can sign up through the credit card option.

**30. Can I get a refund if I terminate the UEFA EURO 2020 Pack before the final match on 12 July 2021?**

As the UEFA EURO 2020 is a one-time event, CAST is unable to refund or prorate subscription charges.

### **31. I signed up for the UEFA EURO 2020 Pack on Singtel CAST, how do I watch the matches?**

You will first need to create a CAST account if you do not currently have an account created already.

Log into their CAST account (with either CAST ID + password OR mobile number + OTP) at [www.cast.sg](http://www.cast.sg). Ensure your activation login is on a desktop only, as mobile / tablet activation is unsupported.

Retrieve your unique LIVENow redemption code in the 'CAST Account' section and then proceed to <http://singteleuro2020.live-now.com/>) to key in your redemption code and create a LIVENow account to start streaming on LIVENow, our 3<sup>rd</sup> party partner site or app.

## **LIVENow**

### **32. What is LIVENow?**

LIVENow is the content provider for the UEFA EURO 2020 in Singapore. They offer on-demand streaming service, available on multiple devices including PC, mobile phone, tablet and TV.

### **33. How do I watch the UEFA EURO 2020 on LIVENow?**

#### For Singtel TV customers:

To access LIVENow, a 3rd-party partner webpage and mobile app, Singtel TV customers have to log in to Singtel TV GO Web ([www.singtelvgo.com/euro](http://www.singtelvgo.com/euro)) with their mobile number or Singtel TV account number and ID for their unique LIVENow redemption code. The redemption code needs to be entered on LIVENow webpage (<http://singtel-euro2020.live-now.com/>) for streaming access.

Customer can retrieve the LIVENow redemption code on TV GO Web after 24-48 hours, upon successful subscription. Singtel TV GO subscription is not required to redeem the code on Singtel TV GO Web.

Singtel TV customers enjoy complimentary access to stream the EURO matches on their mobile devices with LIVENow, our 3<sup>rd</sup> party partner site or app.

#### For CAST customers:

CAST customers should first create a CAST account if not already created. Log into their CAST account (with either CAST ID + password OR mobile number + OTP) at [www.cast.sg](http://www.cast.sg) on a desktop or tablet device to obtain a unique LIVENow redemption code in the 'CAST Account' section. The redemption code needs to be entered on LIVENow webpage (<http://singtel-euro2020.live-now.com/>) for streaming access.

If you have signed up via CAST, you will first need to create a CAST account if you do not currently have an account created already.

Log into their CAST account (with either CAST ID + password OR mobile number + OTP) at [www.cast.sg](http://www.cast.sg). Ensure your activation login is on a desktop only, as mobile / tablet activation is unsupported.

Retrieve your unique LIVENow redemption code in the 'CAST Account' section and then proceed to <http://singteleuro2020.live-now.com/> to key in your redemption code and create a LIVENow account to start streaming on LIVENow, our 3<sup>rd</sup> party partner site or app.

**34. How do I use the redemption code?**

Go to <http://singtel-euro2020.live-now.com/> to key in the redemption code and create a LIVENow account to start watching.

Step 1: Go to <http://singtel-euro2020.live-now.com/> and click 'REDEEM NOW'

Step 2: Click on "EURO 2020 TOURNAMENT PASS" and create a LIVENow account.

Step 3: Select 'I HAVE A PROMO CODE'. Enter your unique redemption code above

Step 4: Click on 'APPLY NOW' to redeem it

Step 5: Click 'WATCH NOW' and you'll have access to all Euro 2020 matches, kicking off with Italy v Turkey on 12 June, 3am.

If you encounter any issues redeeming your code, contact LIVENow at [support@live-now.com](mailto:support@live-now.com).

**35. Where can I use the redemption code?**

The LIVENow redemption code can only be used on <http://singtel-euro2020.live-now.com/>. Customers will not be able to use the redemption code on LIVENow app.

**36. Where can I watch LIVENow? Which devices/TVs are supported?**

Click [here](#) for the list of compatible devices.

**37. How many devices can I link to my LIVENow account?**

You can link up to 2 registered devices to your account (subject to 1 concurrent stream).

**38. I have redemption/streaming issues on LIVENow. How do I resolve these issues?**

You can email LIVENow at [support@live-now.com](mailto:support@live-now.com) for support.

**39. Are there specific settings required for LIVENow app access?**

After creating your LIVENow account, you can also download the LIVENow app, a 3rd-party partner app, from the Google Play Store or Apple App Store to stream the matches on your mobile devices.

For iOS users, you will need to do a region and language setting with the following steps.

Step 1: Select "MORE".

Step 2: Select "Region & Language".

Step 3: Set the region to SG and select "OK to change portal" to start streaming.

For Android users, no change in settings is required.