



# Enjoy a fuss-free experience at Online CIS Shop with a step-by-step shopping guide.

## Tips to shopping online:

- 1 Get your NRIC & proof of employment ready (e.g. Staff Pass/Pay Slip/Company HR Authorisation Letter/CPF Statement)
- 2 Complete your transaction within 30 minutes to avoid being automatically logged out.

## Overview

Access Online CIS Shop

New line sign-up

Port-in

Re-contract

Document upload

## Step 1: Access Online CIS Shop

Visit Online CIS Shop at <https://www.singtel.com/CISonline>.

Key in your company email address and click on "Send me the access link".

Note: If you do not have a company email address, speak to our chat agents (9am to 11pm daily), or call 1609 (9am to 9pm, excluding Public Holidays).



Login

## Corporate Individual Scheme

Enter your company email address (e.g. yourname@company.com)

Please do not provide your personal email address (such as gmail, hotmail, yahoo, etc.) or generic business email address (info@, admin@, contact@ etc.).

Send me the access link



Live Chat



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## Step 2: Check your company email inbox

If you receive the message below, you are eligible to purchase online.

If you receive the message below, please speak with our online chat agents to complete your CIS transaction.

Success! An email with an access link has been sent to test@company.com. Please click on the access link to start shopping. If you did not receive this email, let us send you another one.

Oops! We're unable to validate your company email. Please check that the correct email address has been entered. Alternatively, please contact our agents (9am – 11pm daily).

## Step 3: Click on email link

Check your company email inbox and click on "Access Online CIS Shop now". Kindly check your junk mailbox if you do not receive any email.

If you have difficulty accessing the link on your office laptop, forward it to your personal email so that you can access the link from your personal laptop or mobile device.



Dear Customer,

Exciting CIS mobile deals await you! Simply click on the Access Link below to start shopping.

[Access Online CIS Shop now](#)



This is a computer-generated email. Please do not reply.

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## Step 4: Choose a plan

Prices displayed and promotions are subjected to changes at point of sign-up.

# Select a Postpaid Plan

Enjoy better value with our all-new Mobile Plans that is bundled with premium Singtel WiFi service, extra talktime and more SMSes!

## Combo Plans

Enjoy better value with our all-new Mobile Plans. Enjoy better value with our all-new Mobile Plans



Combo 1	<ul style="list-style-type: none"><li>• 100 MB Data</li><li>• 100 mins Talktime + 500 SMS</li></ul>	\$22.32 Monthly
Combo 2	<ul style="list-style-type: none"><li>• 2 GB Data + 2 GB Singtel WiFi</li><li>• 200 mins Talktime + 1000 SMS</li></ul>	\$34.31 Monthly
Combo 3	<ul style="list-style-type: none"><li>• 3 GB Data + 2 GB Singtel WiFi</li><li>• <b>Unlimited</b> Talktime* + <b>Unlimited</b> SMS*</li></ul>	\$51.68 Monthly
<b>RECOMMENDED</b> Combo 6	<ul style="list-style-type: none"><li>• 6 GB Data + 2 GB Singtel WiFi</li><li>• <b>Unlimited</b> Talktime* + <b>Unlimited</b> SMS*</li><li>• <b>Promotion:**</b> \$20/mth roaming benefits</li></ul>	\$71.93 Monthly
Combo 12	<ul style="list-style-type: none"><li>• 12 GB Data + 2 GB Singtel WiFi</li><li>• <b>Unlimited</b> Talktime* + <b>Unlimited</b> SMS*</li><li>• \$500 yearly handset upgrade voucher</li><li>• <b>Promotion:**</b> \$35/mth roaming benefits</li></ul>	\$179.93 Monthly

\* Unlimited calls are capped at 10,000 local minutes, unlimited SMS/MMS is capped at 10,000. Excess charges apply thereafter. To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, this service is conditional on fair usage by Customers.

\*\*For more detail, click [here](#).

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## Step 5: Choose a phone, desired colour and capacity

Prices displayed are subject to changes at the point of sign-up.

### Phone


Select the phone that best suits your needs.

**Filter By**

All Brands  All Deals

**Sort By**

Popularity  [Compare Phones](#)




NEW

Apple iPhone 8 Plus

FROM  
**\$568**  
with Combo 3 plan


Select



Samsung Galaxy S8

FROM  
**\$268**  
with Combo 3 plan

Select




NEW

Apple iPhone 8

FROM  
**\$428**  
with Combo 3 plan

Select



Apple iPhone 7

FROM  
**\$311**  
with Combo 3 plan

Select

### For new sign-ups & port-in lines:

1. Choose your preferred model, colour and capacity (if applicable).
2. For new sign-ups, click [here](#).
3. For port-in lines, click [here](#).

### If you are an existing Singtel mobile customer:

1. Choose your preferred model, colour and capacity (if applicable).
2. For re-contracting customers, login with your OnePass ID.
3. Click [here](#) for further steps.

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upload

## Step 6: Choose a new number – valid for new sign-ups

### Choose your mobile number

I want to apply for a new mobile line with a new number. ^

Please select your new mobile number.

9834 5309

8798 4237

8799 4279

8869 6347

9820 5804

9785 7169

9786 2679

9786 2136

9785 7802

8799 2384

## Step 7: Choose add-ons (if applicable) and click on "Proceed to Accessories"

Alternatively, you may skip straight to Shopping Cart.

### Add-ons

Customise your mobile experience with any of our mobile add-ons!

[Skip to Shopping Cart](#)

[Proceed to Accessories](#)

#### Manage My Add-ons

Add or remove your add-ons below.

##### Pay-As-U-Roam

[Remove](#)

Pay-As-U-Roam lets you automatically connect to Singtel's roaming service in more than 238 international destinations with just a 25% surcharge to roaming rates.

##### VoiceMail 30

[Remove](#)

Allow callers to leave you a voice message when you are unavailable to answer your phone so that you never miss a call.

##### Caller-ID

[Remove](#)

Identify callers by displaying their phone number on your phone before you answer a call.

Access Online  
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## Step 8: Choose accessories (if applicable) and click on "Proceed to Cart"

Prices displayed are subject to changes at the point of sign-up.

### Accessories

Proceed to Cart

Find the widest range of accessories for your device.

Filter

All Deals

Sort By

Popularity



iPhone Xs Leather Folio



FROM

\$149.00

One time cost

Add



iPhone Xs Max Leather Folio



FROM

\$199.00

One time cost

Add



iPhone Xs Max Leather Case



FROM

\$75.00

One time cost

Add



iPhone Xs Leather Case



FROM

\$75.00

One time cost

Add

Access Online  
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upload

## Step 9: Review shopping cart and click on "Checkout"

Prices displayed are subject to changes at the point of sign-up.

### Your Shopping Cart

#### Please review your Shopping Cart

Have you missed out anything? Please confirm the details below before you proceed.

[Save Shopping Cart](#)

[Empty Shopping Cart](#)

[Checkout](#)

In Your Cart

Addition to First Bill ?

Monthly Fee ?

Upfront Fee ?



Singtel Mobile



**Device** [Change](#)

iPhone X  
64GB, Silver

\$878.00

**Plan** [Change](#)

Combo 3

\$0.00

\$68.89

\$0.00

**SIM Card**

3IN1

\$0.00

\$0.00

\$0.00

**SIM Card Registration**

Service Registration Charge

\$0.00

\$0.00

\$0.00

Access Online  
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Document  
upload

## Step 10: Login with your OnePass ID

If you do not have a OnePass ID, please register for one to manage all your services on My Account and My Singtel app. Alternatively, you can checkout as a guest.

### Log In with OnePass

Singtel OnePass

Email / Mobile number

Password

.....

[Forgot password?](#)

Log in

Register

### Guest Checkout

Don't have a Singtel OnePass account? Please checkout below.

ID Number

S

ID Type

Select

Email

Next

## Step 11: Select billing details



Step 1

Billing Details



Step 2

Delivery And Installation



Step 3

Contact Details



Step 4

Upload Document



Step 5

Order Summary

### Billing Details

Please select your billing address below.



Account Number:  
Billing Address

Contact Address

as my new Billing Address

[Add New Billing Address](#)





Access Online  
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Document  
upload

## Step 12: Select delivery option

Prices displayed are subject to changes at the point of sign-up.  
Collection at POPStation is only available for re-contracting customers.

To collect your phone at a Singtel Shop, enter a postal code and select your preferred collection date and time.

**Step 1** Billing Details    **Step 2** Delivery And Installation    **Step 3** Contact Details    **Step 4** Upload Document    **Step 5** Order Summary

### Delivery and Installation

**Select Your Delivery Option(s)**  
Personalise the way your order is delivered.

**RECOMMENDED**

**Collect at Singtel Shop**  
Pick up from one of our conveniently-located Singtel Shops.    \$0

**Delivery**  
Get your purchase delivered to your door step.    \$15

**Select your Collection Point**  
Enter a postal code to search for the nearest Singtel Store.

Postal Code

**Select Your Date And Time**  
Please select your preferred date and time for your collection.

	Wed October 03	Thu October 04	Fri October 05	Sat October 06	Sun October 07	Mon October 08	Tue October 09
Morning No Availability	+ Morning 1 Available Appointments	+ Morning 1 Available Appointments	+ Morning 1 Available Appointments	+ Morning 1 Available Appointments	+ Morning 1 Available Appointments	+ Morning 1 Available Appointments	+ Morning 1 Available Appointments
Afternoon No Availability	+ Afternoon 1 Available Appointments	+ Afternoon 4 Available Appointments	+ Afternoon 4 Available Appointments	+ Afternoon 4 Available Appointments	+ Afternoon 4 Available Appointments	+ Afternoon 4 Available Appointments	+ Afternoon 4 Available Appointments
Evening No Availability	Evening No Availability	+ Evening 3 Available Appointments	+ Evening 3 Available Appointments	+ Evening 3 Available Appointments	+ Evening 3 Available Appointments	+ Evening 3 Available Appointments	+ Evening 3 Available Appointments

Access Online  
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Document  
upload

Prices displayed are subject to changes at the point of sign-up.  
To deliver your phone, enter or select your delivery address, date and time.

**Step 1**  
Billing Details

**Step 2**  
Delivery And Installation

**Step 3**  
Contact Details

**Step 4**  
Upload Document

**Step 5**  
Order Summary

### Delivery and Installation

**Select Your Delivery Option(s)**  
Personalise the way your order is delivered.

**RECOMMENDED**

**Collect at Singtel Shop**  
Pick up from one of our conveniently-located Singtel Shops. \$0

**Delivery**  
Get your purchase delivered to your door step. \$15

**Select your delivery mode**

**Delivery**  
Get your purchase delivered to your door step. \$15

**Select your delivery address**  
Please select a delivery address below. Alternatively, please enter a new address.

**Deliver my items to Home Account**  
(Account No:  
billing address)

**Deliver my items to Contact Address**

### Select Your Date and Time

Please select a preferred date and time for delivery.

Select a Date

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Select a Time

9:00AM - 12:00PM

2:00PM - 5:00PM

6:00PM - 9:00PM

Access Online  
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Document  
upload

## Step 13: Provide contact details and click "Next"

Step 1 Billing Details ✓

Step 2 Delivery And Installation ✓

Step 3 Contact Details **👤**

Step 4 Upload Document 📄

Step 5 Order Summary 💰

### Contact Detail

Please provide us your contact details below.

Email

Contact Number

[Back](#) [Next](#)

## Step 14: Upload required documents and click "Proceed to Order Summary"

Please upload the documents below for CIS verification:

1. NRIC (front and back)
2. Eligible documents
  - Staff pass at your company
  - OR CPF Contribution for the past month
  - OR Pay Slip for the past month
  - OR Company HR Authorisation Letter

Step 1 Billing Details ✓

Step 2 Delivery And Installation ✓

Step 3 Contact Details ✓

Step 4 Upload Document **📄**

Step 5 Order Summary 💰

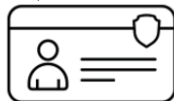
### Identity Document [What types of documents do I need to upload?](#)

Please upload the correct original identification documents to prevent any delays or cancellation of your order. Photocopied documents will not be accepted.

Upload Documents (Files must be in JPG format with a maximum size of 10MB)

[Upload](#)


Sample Front



Documents to upload

- **Singaporean/PR:** NRIC
- **CIS:** NRIC and Staff Pass
- **Foreigner:** Employment Pass / S Pass / Work Permit
- **Youth:** Student Pass

Sample Back



[Back](#) [Proceed to Order Summary](#)

Access Online  
CIS Shop

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Document  
upload

## Step 15: Review order, accept T&Cs and click on "Confirm Order"

Please check that all details are correct and click "Confirm order".

## Step 16: Payment

Input your payment details.

Please check your email for payment confirmation details.

Access Online  
CIS Shop

New line  
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Port-in

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Document  
upload

## Step 6: Choose to port in your existing number to Singtel

I want to apply for a new mobile line and port in my existing number to Singtel.

Please enter your existing non-Singtel mobile number.

Other Number

Confirm

Please make sure that the number you have entered is registered under your NRIC/FIN. By proceeding with this service number port-in, you will be liable for any outstanding contract terms with your current service provider.

[Port-in Terms and Conditions](#)

## Step 7: Choose add-ons (if applicable) and click on "Proceed to Accessories"

Alternatively, you may skip straight to Shopping Cart.

### Add-ons

Customise your mobile experience with any of our mobile add-ons!

[Skip to Shopping Cart](#)

[Proceed to Accessories](#)

#### Manage My Add-ons

Add or remove your add-ons below.

##### Pay-As-U-Roam

Pay-As-U-Roam lets you automatically connect to Singtel's roaming service in more than 238 international destinations with just a 25% surcharge to roaming rates.

Remove

##### VoiceMail 30

Allow callers to leave you a voice message when you are unavailable to answer your phone so that you never miss a call.

Remove

##### Caller-ID

Identify callers by displaying their phone number on your phone before you answer a call.

Remove

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## Step 8: Choose accessories (if applicable) and click on "Proceed to Cart"

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### Accessories

Proceed to Cart

Find the widest range of accessories for your device.

Filter

All Deals

Sort By

Popularity



iPhone Xs Leather Folio



FROM

\$149.00

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Add



iPhone Xs Max Leather Folio



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\$199.00

One time cost

Add



iPhone Xs Max Leather Case



FROM

\$75.00

One time cost

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iPhone Xs Leather Case



FROM

\$75.00

One time cost

Add

Access Online  
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## Step 9: Review shopping cart and click on "Checkout"

Prices displayed are subject to changes at the point of sign-up.

### Your Shopping Cart

#### Please review your Shopping Cart

Have you missed out anything? Please confirm the details below before you proceed.

[Save Shopping Cart](#)

[Empty Shopping Cart](#)

[Checkout](#)

In Your Cart

Addition to First Bill ?

Monthly Fee ?

Upfront Fee ?



Singtel Mobile



**Device** [Change](#)

iPhone X  
64GB, Silver

\$878.00

**Plan** [Change](#)

Combo 3

\$0.00

\$68.89

\$0.00

**SIM Card**

3IN1

\$0.00

\$0.00

\$0.00

**SIM Card Registration**

Service Registration Charge

\$0.00

\$0.00

\$0.00

Access Online  
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## Step 10: Login with your OnePass ID

If you do not have a OnePass ID, please register for one to manage all your services on My Account and My Singtel app. Alternatively, you can checkout as a guest.

### Log In with OnePass

Singtel OnePass

Email / Mobile number

Password

.....

[Forgot password?](#)

Log in

Register

### Guest Checkout

Don't have a Singtel OnePass account? Please checkout below.

ID Number

S

ID Type

Select

Email

Next

## Step 11: Provide your personal information and upload required documents

Please upload the documents below for CIS verification:

1. NRIC (front and back)
2. Eligible documents
  - Staff pass at your company
  - OR CPF Contribution for the past month
  - OR Pay Slip for the past month
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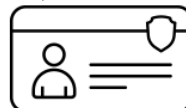
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Please upload the correct original identification documents to prevent any delays or cancellation of your order. Photocopied documents will not be accepted.

Upload Documents (Files must be in JPG format with a maximum size of 10MB)

Upload

Sample Front



Sample Back



Documents to upload

- **Singaporean/PR:** NRIC
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- **Youth:** Student Pass



Access Online  
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## Step 12: Select billing details and delivery option

Prices displayed are subject to changes at the point of sign-up.  
Collection at POPStation is only available for re-contracting customers.

### Billing Details

Please select your billing address below.



Account Number:

**Billing Address**

**Contact Address**

as my new Billing Address

**Contact Address**

[Add New Billing Address](#)

### Delivery and Installation

#### Select Your Delivery Option(s)

Personalise the way your order is delivered.

**Delivery**

Get your purchase delivered to your door step.

**\$15**

#### Select your delivery mode

**Delivery**

Get your purchase delivered to your door step.

**\$15**

#### Select your delivery address

Please select a delivery address below. Alternatively, please enter a new address.

**Deliver my items to Home Account  
(Account No: )  
billing address**

**Deliver my items to Contact Address**

Access Online  
CIS Shop

New line  
sign-up

Port-in

Re-contract

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upload

## Step 13: Select preferred delivery date and time

### Select Your Date and Time

Please select a preferred date and time for delivery.

#### Select a Date

December 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

#### Select a Time

9:00AM -12:00PM

## Step 14: Provide contact details and click "Proceed to Order Summary"

### Contact Detail

Please provide us your contact details below.

Email

Contact Number

Proceed to Order Summary

Access Online  
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## Step 15: Review order, accept T&Cs and click on "Confirm Order"

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Access Online  
CIS Shop

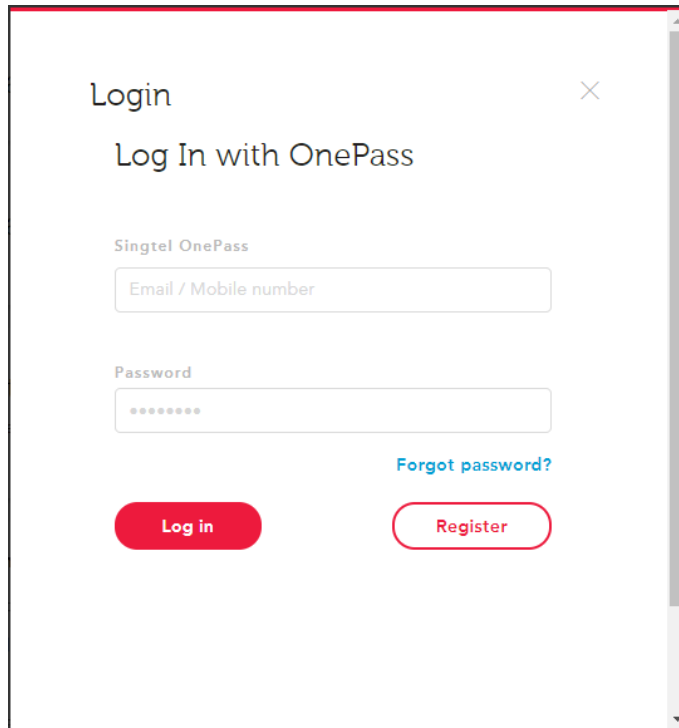
New line  
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## Step 6: Login with your OnePass ID



The screenshot shows a login window titled "Login" with a close button (X) in the top right corner. Below the title is the heading "Log In with OnePass". The form includes a "Singtel OnePass" label above an input field for "Email / Mobile number". Below that is a "Password" label above a masked input field (represented by dots). To the right of the password field is a blue link for "Forgot password?". At the bottom, there are two red buttons: "Log in" and "Register".

## Step 7: Choose the service number you wish to re-contract

I want to recontract my existing Singtel mobile line. ^

Please see the details of your current mobile plan below.

### Singtel Mobile

Combo 3 Plan

Talktime: 300 mins

Local SMS/MMS: 1200

Data: 3 GB Local Data , 2 GB Singtel Wifi Data,

Add on: Mobile STD Call, Mobile BudgetCall 013, Mobile IDD 001

Call, 4G VAS, ReadyRoam 1GB 30 Days 9 Destinations , SingTel

WiFi, AutoRoam, Voicemail, Caller ID, 4G ClearVoice

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## Step 8: Choose add-ons (if applicable) and click on "Proceed to Accessories"

Alternatively, you may skip straight to Shopping Cart.

### Add-ons

Customise your mobile experience with any of our mobile add-ons!

[Skip to Shopping Cart](#)

[Proceed to Accessories](#)

#### Manage My Add-ons

Add or remove your add-ons below.

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## Step 9: Choose accessories (if applicable) and click on "Proceed to Cart"

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iPhone Xs Max Leather Case



FROM

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## Step 10: Review shopping cart and click on "Checkout"

Prices displayed are subject to changes at the point of sign-up.

### Your Shopping Cart

#### Please review your Shopping Cart

Have you missed out anything? Please confirm the details below before you proceed.

[Save Shopping Cart](#)

[Empty Shopping Cart](#)

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In Your Cart

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Singtel Mobile



**Device** [Change](#)

iPhone X

64GB, Silver

\$878.00

**Plan** [Change](#)

Combo 3

\$0.00

\$68.89

\$0.00

**SIM Card**

3IN1

\$0.00

\$0.00

\$0.00

**SIM Card Registration**

Service Registration Charge

\$0.00

\$0.00

\$0.00

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## Step 11: Provide your personal information and upload required documents

Please upload the eligible documents for CIS verification:

- Staff pass at your company
- OR CPF Contribution for the past month
- OR Pay Slip for the past month
- OR Company HR Authorisation Letter

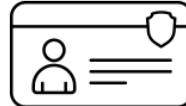
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Please upload the correct original identification documents to prevent any delays or cancellation of your order. Photocopied documents will not be accepted.

Upload Documents (Files must be in JPG format with a maximum size of 10MB)

Upload

Sample Front



Sample Back



Documents to upload

- **Singaporean/PR:** NRIC
- **CIS:** NRIC and Staff Pass
- **Foreigner:** Employment Pass / S Pass / Work Permit
- **Youth:** Student Pass

## Step 12: Select billing details and delivery option

Prices displayed and delivery options are subject to changes at the point of sign-up.

### Billing Details

Please select your billing address below.



Account Number:

**Billing Address**

**Contact Address**

as my new Billing Address

**Contact Address**

[Add New Billing Address](#)



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Document  
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## Delivery and Installation

### Select Your Delivery Option(s)

Personalise the way your order is delivered.

#### Delivery

Get your purchase delivered to your door step.

\$15

#### Collect at POPStation

Pick up from your preferred POPStation. Enjoy free POPStation collection for a limited time basis.

\$0

### Select your delivery mode

#### Delivery

Get your purchase delivered to your door step.

\$15

### Select your delivery address

Please select a delivery address below. Alternatively, please enter a new address.

Deliver my items to Home Account  
(Account No: )  
billing address

Deliver my items to Contact Address

[Add New Delivery Address](#)

Access Online  
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sign-up

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Document  
upload

## Step 13: Select preferred delivery date and time

### Select Your Date and Time

Please select a preferred date and time for delivery.

#### Select a Date

December 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

#### Select a Time

9:00AM -12:00PM

## Step 14: Provide contact details and click "Proceed to Order Summary"

### Contact Detail

Please provide us your contact details below.

Email

Contact Number

Proceed to Order Summary

Access Online  
CIS Shop

New line  
sign-up

Port-in

Re-contract

Document  
upload

## Step 15: Review order, accept T&Cs and click on "Confirm Order"

Please check that all details are correct and click "Confirm order".

## Step 16: Payment

Input your payment details.

Please check your email for payment confirmation details.