



Frequently Asked Questions

Using CAST.SG

Q: What is CAST.SG?

A: With CAST.SG, you can find the best deals on apps you already love - from streaming to sports, lifestyle and more. You can also manage all your subscriptions in one place, and better yet - enjoy more savings when you bundle your subscriptions with us.

Q: How do I get started?

A: Easy! Add the app subscriptions you're interested into cart.

Pro tip: you save more when you add more! When you subscribe to 2 apps, you'll enjoy 5% OFF your total subscription. When you get 3 or more, you'll enjoy 10% OFF.

Then, create your CAST.SG account to add your payment method. Or if you already have an account, simply login.

After successful purchase, we'll send a confirmation SMS with instructions. Complete the activation process and start enjoying the services you've subscribed to.

Q: Who is eligible to subscribe and enjoy the deals on CAST.SG?

A: The best deals are available to ANYONE! You only need 3 things - a valid mobile number, email address, and a credit card.

After you've decided on your app subscriptions, you'll be prompted to create an account on CAST.SG at no cost. Or if you have an account, simply login. You can link your preferred credit card payment method for subscription purposes.

Q: How does the tiered discount work?

A: We're excited you asked! It's not rocket science.

You save more when you subscribe to multiple apps with CAST.SG.

If you have **1 paid subscription**, you pay the price stated.

If you have **2 paid subscriptions**, you'll enjoy 5% OFF the total bill.

If you have **3 or more subscriptions**, you'll enjoy 10% OFF the total bill.

The discounts will be deducted from the monthly bill at the time of your next intended payment based on the number of active subscriptions. That is discount OFF every month, perpetually!



The discounts OFF multiple subscriptions can be enjoyed at any point of time, according to the number of active eligible subscriptions you have at the time of your next intended payment or renewal date.

Q: What if I'm enjoying FREE months? Would the discount still apply?

A: The answer is a resounding YES! As long as you're actively subscribed within the pre-payment period.

Q: Are there any caveats to the tiered discounts that I should know? Is it eligible across all packs and content on CAST.SG?

A: The tiered discounts are applied to our monthly plans with a 30-day recurring payment.

There are a few exceptions that are not eligible:

1. Plans with one-time charges.
2. Plans with non-30 day recurring payment.

Q: How does the 'first month(s) free' work?

A: Enjoy the service for the first month at no additional cost. During this month, you're eligible to add more apps to cart to enjoy more savings on our tiered discount (Get 2 at 5% OFF, and 3 or more for 10% OFF). You'll still be required to select your payment method and enter your credit card details. Be assured that you will not be charged during the free trial period, and you can cancel anytime. Your credit card will only be charged automatically at the end of the free trial period.

The first month(s) free trial is only valid for first time sign-ups to the pack.

Q: What happens if I have an existing subscription for a particular content subscription service? Am I able to port it over to CAST.SG?

A: Any new subscription with CAST.SG will be counted as a new subscription. So even if you're previously subscribed, you can still enjoy the best deals with us. To prevent double bill, you're required to cancel your subscription directly through the third party service.

Q: I used to be able to watch my CAST content on www.cast.sg, where do I go to watch my content on desktop with this change?

A: We're excited you asked! We have launched a new desktop viewing portal on <https://watchcast.singtel.com/>



Billing

Q: What will I see on my bill?

A: Your subscriptions paid with credit card will be reflected at the end of 30 days upon successful order receipt. 'SINGTEL CAST' will be shown in your transaction statement.

The discounts on your app from multiple subscriptions will also be reflected in the individual charge if you're eligible for our tiered discounts. For a detailed breakdown, you can go to My Account > Transaction Details.

Q: Am I charged a month in advance for my subscriptions?

A: All subscriptions with CAST.SG are on a pre-payment basis. This means you'll be charged upon successful order receipt or renewals, with recurring charges at the end of a 30-day cycle (unless otherwise stated). If you're subscribed to apps/content with one-time charges, this will not apply to you.

Q: How do I change the payment method for my subscribed packs for future billings?

A: Simply change your credit card details in your payment method, and the next billing will be charged to your new credit card.

Cancellation

Q: What happens if I wish to cancel my subscriptions on CAST.SG?

A: You may cancel any of your content/app subscriptions on CAST.SG anytime. Your subscription remains active until the end of your billing cycle. During this time, you can access services from your content/app subscriptions.

Q: Will I still enjoy the tiered discount if I wish to cancel my subscriptions on CAST.SG?

Our tiered discounts are calculated based on the number of content/apps you're subscribed to at the point of renewal, hence the 5% or 10% OFF will be adjusted accordingly in your next billing cycle.

Q: Do I cancel my subscription service within CAST.SG or do I go to the third party app to cancel my subscription?



A: You can manage your all your subscriptions directly on CAST.SG. So cancelling can be done with us. Go to CAST.SG My Account > Subscriptions.

Troubleshooting

Q: I have an issue with a CAST.SG charge on my bill, who can I contact?

A: You may reach out to us anytime via our contact form at <https://www.singtel.com/contact-us/form>

1. Select 'Consumer'
2. In the field showing 'Nature of Feedback', select 'Technical Support'
3. Select 'CAST' in the field showing 'Products & Services'

Kindly provide your CAST ID and mobile number associated with your CAST.SG account. You may access this information directly in your account information.

Finally, share with us details about your issue in feedback box before submitting.

Q: What happens if I am having a technical issue with a content service subscription after activation through CAST.SG?

A: We're always here to help. If you're facing issues with activating, you reach out to us anytime via our contact form at <https://www.singtel.com/contact-us/form>

Follow the steps above about how to submit your technical issue, and we'll connect you to the relevant team to address it.

If you're facing issues with your app access after successfully activating with CAST.SG, please reach out to the support teams of respective third-party apps for more information.

Q: I seem to have lost the activation SMS or email after my subscription. What should I do?

A: This happens to the best of us. All you have to do is

1. Login to your CAST.SG account.
2. Click on My Account and view your subscriptions.
3. Then click on the Activation Link under the subscription you'll like to activate.
4. Follow instructions in SMS to activate.

Q: How do I charge my subscription to my Singtel Bill?



A: We're working on it! In the meantime, you may view your subscriptions on CAST.SG. Stay tuned for more updates on how to charge your subscriptions to your Singtel bill.

In the meantime, you may head to: <https://www.singtel.com/personal/products-services/lifestyle-services/cast/catalogue> for details on managing your subscriptions with Singtel bill.

Q: Will the tiered discount apply to my subscriptions through Singtel bill?

A: The tiered discount only applies to subscriptions with CAST.SG.

We will be rolling out the subscription to Singtel Bill shortly! Stay tuned to CAST.SG for more updates. In the meantime, if you prefer to charge to your Singtel bill, you can take a look at the options here: <https://www.singtel.com/personal/products-services/lifestyle-services/cast/catalogue>

Do note that the tiered discount of enjoying 5% off your total subscription with 2 apps subscription and 10% off your total subscription with 3 or more apps subscriptions will **not** apply to subscriptions charged through my Singtel bill.

Voucher Code Redemption

Q: Received an app voucher for CAST.SG? Here's how to redeem.

A: Redeeming your app voucher on CAST.SG is a breeze. Simply follow these steps:

- Step 1: Log in* to CAST.SG by tapping on "My account", the "Profile" icon at the top of the page.
- Step 2: After logging in, go to "My account > Voucher redemption" to enter your voucher code.
- Step 3: Upon successful redemption, we'll send you an activation link for the app via email/SMS.
- Step 4: Tap on the link and follow the steps on screen to finish activation.
- Step 5: Launch the partner app and log in with your existing account or create a new one, to enjoy!

*Note: Don't have a CAST.SG account? Don't worry! Just create a new one when prompted.