



Combo Mobile Plans FAQ

1. What is the new Singtel Combo Price Plan?

The new Singtel Combo Mobile plans comes with bigger value, bundled with more talktime and SMS/MMS, local data and a new handset.

2. Who is eligible to sign-up?

All customers signing up under NRIC/FIN, Corporate Individual Scheme, and SME customers are eligible to sign-up for Combo plans.

3. Where can I purchase the combo plans?

We are working towards curating and streamlining our product offerings to better suit your needs. Combo plans are now only made available online. However, to maximize the purchase experience, customers with existing Combo lines may still recontract their Combo plans at our Singtel shops.

4. I am an existing Combo 4 customer, can I still recontract or take up a Combo 4 mobile plan?

No. We no longer offer Combo 4 for sign up and recontract. However, you may sign up to our prevailing available price plans.

5. I'm currently on Combo 4 and voluntarily suspended my line, can I resume my price plan?

We recommend that you change plan to our prevailing available XO Plus price plans. Nonetheless, you may still reconnect to your existing Combo 4 plan. Standard temporary suspension of service fee applies.

6. Are the unlimited talktime and SMS/MMS benefits on Combo 3 and above plans subject to fair usage policy?

Yes. For more information please visit, <https://www.singtel.com/mobile-terms-and-conditions>.

7. How can I check my contract eligibility?

You can easily check your contract eligibility using any of the following methods:

1. Login with your Singtel OnePass account. On the right side of your mobile number, click on 'Show details and usage' followed by 'Show contract end date.'
2. Download My Singtel app – select 'View Your Plan' under the Mobile tab to view your recontract status.
3. Dial *1626 and select option 2 on the automated SMS response.

8. Can I do an early recontract?

Yes you may do so as early as 12 months into your current contract.

The following device upgrade charges apply:

Contract period & early device upgrade fee on Combo 2/3/6 or XO Plus 50/68/88/118/168 Mobile Plan:

12th–17th month: \$350

18th–20th month: \$200

Contract period & early device upgrade fee on Combo 12 Mobile Plan:

12th–17th month: \$500

18th–20th month: \$200

For more details on your upgrade device fee, you may refer to the Device Agreement within the Service Agreement on your last device purchase date.