



Combo Mobile Plans FAQ

1. How do I sign up/recontract on Combo plans?

Since 2020, Singtel has been rolling out Singapore's most powerful 5G network. We have upgraded our price plans to be future-proofed with larger data bundles and an enhanced mobile experience.

For existing Combo customers, you can now sign up for our new Singtel XO Plus plans. That comes with ultra-fast 5G access and content while offering big data bundles and a new handset at attractive prices.

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 XO Plus plans.

3. I am an existing Combo 1/2/3/4/6 customer, can I still recontract or take up a Combo 1-6 mobile plan?

We no longer offer Combo 1/2/3/4/6 for new sign up and recontract. However, you may sign up on our [prevailing price plans](#).

4. I'm currently on Combo 1/2/3/4/6 and voluntarily suspended my line, can I resume my price plan?

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

5. Are the unlimited talktime and SMS/MMS benefits on Combo 12 plans subject to fair usage policy?

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

6. If I am on a Combo plan with an existing DATA X add-on within contract, can I still change my plan to a XO Plus plan?

Yes, you may do so. Please note that a penalty fee will apply for a downgrade in plan. The remaining contract penalty for any DATA X 2/ 3/ 4 add-on will be waived for any plan upgrade to XO Plus plans.

Data X INFINITY will remain on the new XO Plus plan until you request to terminate it. Remaining contract penalty for the add-on applies.

7. If I am on a Combo plan with an existing 5G NOW add-on within contract, can I still change my plan to a XO Plus plan?

Yes, you may do so. Please note that a penalty fee will apply for a downgrade in plan. The remaining contract penalty for the 5G NOW add-on will be waived for any plan upgrades to XO Plus plans.

8. Are XO Plus plans eligible for Singtel Circle benefits?

XO Plus plans may be nominated and eligible for Singtel Circle Mobile plan discounts. To find out more about Singtel Circle benefits, please visit the [Singtel Circle page](#) for more information.

9. If I am on an existing postpaid plan with Singtel Circle benefits (keyline/ non-keyline), can I still change my plan or recontract to XO Plus Plans?

Yes, you may do so.

10. If I am on an existing Combo Youth or Special Plan, can I still change my plan or recontract to XO Plus Plans?

Yes, you may sign up for our 5G SIM Only Plus plans or XO Plus plans which comes with 5G access. Please note that a penalty will apply for a downgrade in plan.



11. 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.

12. 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 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.