



**iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini  
Appointment Booking FAQ  
(Pay in Stores & Pay Online)**

**Eligibility:**

**1. Why do I need to submit my NRIC/FIN number to Singtel to reserve my new iPhone on the pre-order website?**

When you pre-order your new iPhone, you are reserving the phone for purchase and signing up for a mobile service with Singtel concurrently. In order to provide a mobile service, telecommunications service providers are required by the licences issued under the Telecommunications Act to maintain records that include the NRIC numbers, Foreign Identification Numbers or passport numbers of their subscribers. Singtel is required to obtain the information contained in your NRIC to comply with the license conditions. For further details, you can refer to the PDPC website.

Please note that a successful pre-order is also dependant on the stock availability of the new iPhone and only eligible customers will be able to pre-order the new iPhone.

**2. I would like to recontract and purchase the iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini. How can I check my eligibility?**

You can check your recontract eligibility via the following methods:

- a) On My Singtel app, select the recontracting mobile number and click on "Manage Plan and Add-ons" and scroll to the bottom of the page to view your Recontracting eligibility.
- b) Dial \*1688, select Option 2 in the interactive SMS menu.
- c) On My Account and select the mobile number.

**3. I am holding an Employment Pass or S Pass, Work Permit, Social, Student or Dependent Pass, can I make a reservation for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini and purchase it?**

Yes, of course. Do take note of the following details prior to sign-up:

**For Employment Pass or S Pass**

- You'll need to present a copy of your identification pass for verification during the purchase.
- If you're an Employment Pass or S Pass holder, please ensure that your identification pass has a validity of at least 6 months from date of purchase when you sign up for a 2-year mobile contract. Please note that S Pass holders are eligible for Combo 1 or Combo 2 mobile plan sign-ups only.

**For Work Permit, Social, Student or Dependent Pass**

- You'll need to present a copy of your identification pass for verification during the purchase. If you're holding a Work Permit, Social, Student or Dependent Pass, please ensure that



your identification pass has a validity of at least 12 months from date of purchase when you sign-up for a 2-year contract.

- A minimum deposit of \$800 per mobile line is required upon sign up or recontract on a 2-year mobile contract. Additional deposits may apply.

#### **4. I am currently on the 12th month of my device contract. Am I eligible to recontract to a Combo, XO plan and how much will the Early Device Upgrade Fee be?**

Yes, you can upgrade your device after completing at least the first twelve (12) months of your current two-year (2-year) Device Agreement.

An Early Device Upgrade Fee applies as follows:

- For customers who have completed between 12-17 months of their contract: \$500
- For customers who have completed between 18-20 months of their contract: \$200

Please note customers who have re-contracted or entered into a new contract on or after 17 September 2019, they will be required to complete at least the first twelve (12) months of the two (2) years Device Agreement before they are eligible to do an Early Device Upgrade.

#### **5. Can I opt out of 5G NOW on Combo/XO plan?**

The 5G NOW add-on is designed to optimize your experience on the 5G iPhone. Without it, you will not get the full benefit of your new iPhone. The whole value of the 5G NOW is worth **\$40.14 /month**. But for just \$10/month, you can now get 10GB of additional data and 12 FREE months Apple iCloud, 9 FREE months Apple Arcade and 12 FREE months Apple TV+. If you sign up later, the price will revert to usual price of \$15/month (12mth term).

### **Pre-ordering the New iPhone:**

#### **1. What is the difference between Pay Online and Pay Later?**

- Pay Online allows you to make payment online, with the option of home delivery or POPStation collection and store collection.
- Pay Later allows you to make payment and collect your new iPhone at Singtel Shops and selected Singtel Retail Shops.

#### **2. Is a deposit required to reserve for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

A deposit is not required when you reserve the new iPhone.

#### **3. How would I know if I have successfully reserved an iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini for purchase earlier, on the pre-order website?**

You will receive a confirmation SMS and email from us with a successful pre-order. If you are unable to find the email kindly check your junk or spam folder. Alternatively, you can choose to retrieve the confirmation email via the same webpage where you pre-registered earlier [here](#).



**4. Why are there so few appointment slots and only selected stores available? And, why are they taken up so fast?**

We appreciate your interest in the new iPhone. Due to overwhelming demand for the new iPhone, booking of appointment slots for the stores are on a first-come-first-served basis. We are doing our best to bring in more stocks. If you have registered your interest, we will give you priority when new stocks arrive. Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.

**5. How many units of for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini can I purchase during the pre-order?**

Please note that you can purchase a maximum of two units of the new iPhone only, based on your NRIC/FIN used during pre-registration. Each purchased unit requires a 24-month mobile contract sign-up.

**6. I would like to pre-order two units of for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini at Singtel Comcentre. Do I need to book two separate appointment slots?**

No, you do not need to book two appointment slots. You can select the second phone that you would like to pre-order in the same appointment booking.

**7. If I did not pre-register, will I still be able to pre-order the for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

Unfortunately, you will not be able to do so. However, you can still purchase the iPhone by visiting any Singtel Shop or online at [www.singtel.com](http://www.singtel.com) when island-wide sales commence.

**8. I have pre-registered for iPhone 12 Pro Silver 256GB but would like to purchase a different model / color / capacity instead. Do I need to pre-register again or can I change my preferred model when pre-ordering?**

Yes, you may select your preferred model for purchase during pre-order, however, please note that this is subject to stock availability.

**9. I'm unable to collect my iPhone on the allocated appointment timeslot at the selected store. Can I change my appointment slot or collect it at any time after my allocated appointment slot?**

Your iPhone will be reserved for you till the end of your allocated appointment timeslot. You may wish to appoint a representative to purchase and collect your iPhone on your behalf.

Please note your representative needs to be at least 21 years old and is required to present his/her original NRIC/Foreigner ID, an authorisation letter signed by you, a copy of your NRIC/Foreigner ID and a printed copy of the appointment confirmation slip.



**10. During the pre-order, if all the available store appointment slots are not suitable for me, are there any alternative methods for me to collect my new iPhone?**

You may choose to purchase the new iPhone online and have your iPhone delivered to you. Alternatively, you can also choose to collect your iPhone at your nearest POPstations.

**11. I did not manage to book an appointment for the selected store. Can I walk-in to any Singtel Shops to purchase the for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

Only customers who have made appointments will be able to purchase the new iPhone at the pre-selected store. Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.

**12. Can I transfer my confirmed appointment slot to someone else?**

No, your appointment slot is non-transferrable.

**13. Can I trade-in my old phone at the Singtel Shop or Singtel Retail Shop that I have booked an appointment at?**

Yes, you can trade-in your old phone at prevailing trade-in prices to offset the price of your new iPhone. Please have your old device and any other accessories ready for the trade-in. The trade-in must meet these criteria:

- Good working condition with complete original packaging with charger, battery, original accessories.
- No cosmetic damage to the mobile device, e.g. broken or missing parts.
- The LCD screen must be sharp and clear with no scratches, cracks or broken.
- Original chargers must be returned for all Apple devices.

The above conditions are only applicable at all Singtel Retail shops. Singtel Exclusive Retailers will have their own trade-in values and terms and conditions. Singtel reserves the right to charge the trade-in value in the non-conformance of any of the above criteria.

**14. Are there any promotions if I pre-order the for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

Yes! To find out more about the available iPhone promotions, click [here](#).

**15. Can I use my vouchers to purchase the for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

Yes, you can. Vouchers are accepted when you purchase the iPhone at the Selected store. Here's the list of vouchers accepted:



- a. Singtel Price Plan vouchers
- b. Singtel Prestige Vouchers
- c. Singtel Re-contract Vouchers
- d. Singtel Rewards Vouchers
- e. Singtel-UOB Vouchers

**16. Can I combine my Singtel Prestige voucher with a Price Plan voucher to purchase the for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

Yes. You may combine a Singtel Prestige voucher with a Price Plan voucher to purchase the new iPhone. However, the new iPhone is only available with a 24-month Device Agreement and the vouchers are applicable for a single purchase only. Please note that you are unable to combine two or more Singtel Prestige Vouchers for a single purchase.

**17. What kind of SIM card does the new iPhone require? Will there be any SIM card charges?**

The new iPhone requires a Nano SIM. A change of SIM card is needed if you are currently using a regular/micro-SIM card. An administrative fee of \$10.70 and SIM card fee of \$37.45 apply with a new mobile line sign-up. An administrative fee of \$10.70 applies when you recontract your current mobile line.

**18. Where can I check the availability of both iPhone for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**

Please stay tuned to our stock availability tab on [www.singtel.com/iphone](http://www.singtel.com/iphone) for stock updates. Stock availability status is updated every 10 minutes. Do refresh your webpage for the latest information.

**19. Can I purchase the iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini at the recommended retail price (RRP) during reservation?**

Please note that pre-order purchase of the new iPhone is only available with a 24-month mobile contract.

**20. What are the recommended browsers to use during pre-order?**

For a seamless web experience, we recommend using these browsers: Chrome v63, Safari v10, FireFox v57, Internet Explorer v11 or their latest versions. Learn how to check your current browser version [here](#).

**21. I have received an SMS to purchase my iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini at the Singtel Shop / Singtel Retail Shop that I have selected. Can I get my iPhone delivered to me or can I collect it at another Singtel Shop / Singtel Retail Shop location instead?**

Unfortunately, we are unable to change your preferred collection method once you have successfully pre-ordered your iPhone.



## **Making Payment:**

- 1. I have successfully reserved the iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini during the pre-order. When can I make payment online to complete the purchase?**

You will receive a confirmation SMS and email from us upon successful pre-order. Please refer to the email with steps to complete your purchase online. A date and duration for purchase will be allocated to you.

- 2. How much time do I have to make payment for my iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini online?**

Please refer to your email for the payment date and time that is assigned to you.

- 3. How long do I have to purchase my iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini online?**

Please refer to your email with more information on the allocated iPhone purchase date and duration. Kindly note that the reserved phone may be released if you do not make payment within the allocated date and duration.

- 4. I have secured an appointment for the selected store. Can I request to change my phone model at the selected store?**

Unfortunately, we are unable to change your reserved iPhone model or colour once you have successfully ordered your iPhone.

## **Collection:**

- 6. Where can I collect my new iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini after I've successfully pre-ordered it?**

iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 mini will be available via:

- Free Home delivery
- Free POPStation collection
- Collection at Singtel Shops and selected Singtel Retail Shops

Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for updates on the new iPhone.

- 7. I have secured an appointment for the selected store. Can I arrive earlier than my scheduled appointment timeslot to purchase iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini?**



Sorry, we are afraid not. Kindly arrive at your scheduled appointment timeslot to collect your iPhone as we will be serving all customers according to their pre-allocated appointment timeslots.

**8. What documents do I need to bring along for the purchase of iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini at the selected store?**

Please bring along your **original** NRIC/Foreigner ID together with a digital or printed copy of the appointment confirmation slip for your purchase at the pre-selected store.

For Corporate Individual Scheme customers, please bring your company pass as well as the rest of the required documents.

**9. Can I appoint someone else to purchase the iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini on my behalf at the selected store?**

Yes. Your representative has to be at least 21 years old and will need to bring along the digital or printed copy of the appointment confirmation slip, an authorisation letter signed by you, the front and back printed copy of your NRIC/FIN and his/her original NRIC/FIN (E or S pass). E or S pass holders will need to present their original documents with six (6) months validity. You may download a copy of the authorisation letter from [here](#).

**10. What are the payment options available at the selected store?**

We accept cash, NETS & credit cards (Visa, MasterCard).

**11. Can I change my delivery or POPStations timing?**

Unfortunately, we are unable to change your preferred delivery date and time once you have successfully ordered your iPhone.

**12. What are the Covid-19 safety measures at the Singtel Shops / Singtel Retail Shops?**

The following measures have been put in place to ensure the safety of all our customers:

- SafeEntry is enforced when you visit your selected shop to collect your iPhone.
  - Temperature screening is required for all customers before entering our shops.
  - To ensure our customers well-being are taken care of, a limited number of customers are allowed in the shops at one time.
  - Safe distancing measures of 1 metre between each customer to be adhered
- We strongly encourage that you arrive at your selected collection time slots.

**13. When will iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini be available for island-wide sale by Singtel?**

Details on the start of island-wide sales for Combo and XO plans will be announced at a later date. Please stay tuned to [www.singtel.com/iphone](http://www.singtel.com/iphone) for the latest updates on iPhone island-wide sales.