



Singtel Refer and Earn Program (Frequently Asked Questions)

1. How do I qualify to be in the Singtel Referral Program?

The program is available to all Singtel subscribers (excluding prepaid subscribers) with access to My Singtel app.

2. How do I qualify to receive the reward?

To qualify for a \$20 referral earning, your friend must successfully sign up or re-contract for a new Singtel Combo plan or 12-month SIM only plan through your referral link.

To qualify for a \$50 referral earning, your friend must be successfully port in from another service provider to a new Singtel Combo plan or 12-month SIM Only through your referral link.

3. How would I know if my friend has signed up using my referral code?

Your friend would be able to see the final payment in the Order Summary with the description "ST REFERRAL PROG".

Promotions	
ONLINE \$30 DISCOUNT	-\$30.00
\$100 OFF HANDSET(ST REFERRAL PROG)	-\$100.00

4. Is there a limit to the number of friends I can refer?

There is no limit to the number of friends you refer. There is a cap of \$1,000 referral earnings per month per referrer.

5. How would I receive the referral earnings?

The referral earnings will be credited to your Singtel bill within 2 billing cycles. You will see the amount reflected in your Singtel bill with the description "Singtel Referral Program".

6. When would I see the referral earnings in my Singtel bill?

You will see the referral earnings credited to your Singtel bill account within 2 billing cycles from the end of the month when your friend successful sign up and receive the mobile phone. Refer below.

Activity	Timeline
Your friend submitted the transaction online using your referral link	20 January 2019
Your friend received the mobile phone (order closed)	28 January 2019
You will see the referral earnings in your Singtel bill	By 28 February 2018

7. My friend has signed up for a Singtel service but I did not receive the referral earnings.

Your friend must sign up using your referral link and must not be cancelled or rejected.