

# Extensive Telco Knowledge Base for Customer Service Agents for Singtel

This document provides a comprehensive knowledge base designed to assist customer service agents (CSAs) in effectively responding to products, common inquiries, troubleshooting issues, and guiding customers through various telco services. It now focuses more extensively on products, billing, technical support, account management, promotions, and general policies.

## 1. Billing & Payment Management

### 1.1 Understanding Bill Components in Detail

A customer's monthly bill is a detailed breakdown of all charges, credits, and adjustments. CSAs must be proficient in explaining each component clearly.

- **Monthly Subscription Charges:** These are the recurring fees for the base plan (mobile, broadband, or bundled services). This typically includes the main data, call, and SMS allowances. Pro-rated charges may appear on the first or final bill if the service period doesn't align perfectly with the billing cycle.
- **Usage-Based Charges:**
  - **Excess Data:** Charges incurred when a customer exceeds their plan's data allowance. Clearly state the per-GB or per-MB rate.
  - **International Calls/SMS:** Charges for calls made to international numbers or SMS sent to international recipients not covered by an international bundle. Rates vary by destination.
  - **Premium Rate Services (PRS):** Charges from third-party content providers (e.g., voting lines, subscription services). CSAs should advise customers to be cautious with these services.
  - **Roaming Usage:** Charges for data, calls, and SMS incurred while traveling outside the home network without an active roaming pack. These can be significantly higher than domestic rates.
- **Add-ons & Value-Added Services (VAS):** Charges for optional services subscribed by the customer. Examples include:
  - Roaming data packs (e.g., Asia Pack, Global Traveler).
  - Entertainment bundles (e.g., streaming service subscriptions, TV channel packs).
  - Security services (e.g., anti-virus, parental control apps).
  - Cloud storage subscriptions.
- **Device Installment Payments:** For plans bundled with subsidized devices, these are the monthly payments towards the device cost, typically spread over the contract period (e.g., 12 or 24 months). Ensure the customer understands this is separate from the service charge.
- **One-Time Charges & Fees:**
  - **Activation Fee:** A fee for setting up a new line or service.
  - **SIM Card Fee:** Cost for issuing a new SIM card.
  - **Reconnection Fee:** Applied when a suspended service is reactivated due to late payment (e.g., SGD 10 for mobile, SGD 20 for broadband).
  - **Early Termination Fee (ETF):** Significant charges incurred if a contract is broken before its agreed term. Calculated based on remaining contract value or a fixed penalty.
  - **Administration Fees:** Miscellaneous fees for certain account changes or requests.

- **Discounts & Rebates:**
  - **Promotional Discounts:** Temporary or recurring reductions applied due to ongoing promotions (e.g., first 3 months free, 10% off for 12 months).
  - **Loyalty Rebates:** Discounts awarded based on customer loyalty or tenure.
  - **Bundle Discounts:** Savings achieved by subscribing to multiple services (e.g., mobile + broadband).
- **Government Taxes & Levies:** Standard taxes such as GST (Goods and Services Tax) or VAT (Value Added Tax) applied to all services and charges.

## 1.2 Detailed Payment Methods

CSAs should guide customers to their preferred, most convenient, and most secure payment options.

- **Digital Channels:**
  - **Online Portal/Mobile App (MyAccount):** The most recommended method. Customers can log in to view bills and pay instantly using Credit/Debit Cards (Visa, MasterCard, Amex) or PayNow (if applicable). Automated payment reminders are available.
  - **Direct Bank Transfer:** Provide clear bank details, account number, and reference requirements. Advise on processing times.
- **Automated Payments:**
  - **Auto-Debit (Credit/Debit Card):** Highly recommended for uninterrupted service. Payments are automatically deducted on the due date. Customers can set this up via the online portal or a dedicated form. Advise checking card expiry dates.
  - **GIRO / Direct Debit (Bank Account):** Recurring payments directly from a bank account. Requires an application form and bank approval (can take 2-4 weeks).
- **Physical Payment Channels:**
  - **AXS Machine/App:** Convenient self-service kiosks and mobile app available nationwide. Payments are usually reflected within minutes.
  - **Post Office (SingPost):** Cash or cheque payments accepted. Advise on transaction limits.
  - **7-Eleven Stores:** Cash payments accepted at any outlet. Provide specific instructions for bill identification.
- **Other Methods:**
  - **Cheque:** Accepted via mail. Advise customers to write their account number on the back of the cheque. **Processing time: 3-5 business days.**
  - **Phone Payment:** Limited acceptance via automated phone service or CSA for urgent payments (Credit/Debit card only).

## 1.3 Comprehensive Late Payments & Service Suspension Policy

It's crucial for CSAs to explain the implications of late payments clearly and empathetically.

- **Bill Due Date:** Clearly stated on the bill. Payment must be received by this date.
- **Grace Period (7 Days):** A short grace period is typically extended. During this time, service remains active but a reminder notice will be sent.
- **Late Payment Fee:** If payment is not received within the grace period, a late payment fee is imposed. This is usually a fixed fee (e.g., SGD 5.00) or a

percentage of the outstanding amount (e.g., 1%), whichever is higher. This fee is automatically added to the next bill.

- **First Suspension Notice (Day 10-14 after due date):** A formal notice is sent, indicating impending service suspension if payment is not received by a specific date.
- **Service Suspension (Day 15-21 after due date):** If the overdue amount is not settled, services (calls, data, internet) will be suspended. Outgoing calls/data may be restricted, and incoming services may also be affected. Emergency calls (e.g., 999/995) remain active.
- **Reconnection Process:** To restore service, the customer must pay the **full overdue amount** (including any late payment fees) PLUS a **reconnection fee** (SGD 10 for mobile, SGD 20 for broadband). Service restoration typically takes within 2 hours of payment confirmation.
- **Account Termination (Day 30+ after suspension):** Prolonged non-payment (e.g., 30 days after suspension) will lead to permanent account termination. All outstanding balances become immediately due, and the account may be referred to collections. Re-application for service will be treated as a new sign-up and subject to credit checks.

## 1.4 Managing Billing Disputes

Handling disputes professionally and efficiently is paramount to customer satisfaction.

- **Initiating a Dispute:** Customers must notify customer service within **30 days** of the bill's issue date to dispute any charges. Disputes raised outside this window may not be honored.
- **Information Required:**
  - Customer's Account Number and Name.
  - Bill Date and Billing Period concerned.
  - The exact Disputed Amount(s).
  - A clear and detailed Reason for the Dispute (e.g., "I did not make this international call," "My data usage seems incorrect for this period," "This add-on was not authorized").
  - Any supporting evidence (e.g., screenshots, call logs, past agreements).
- **Investigation Process:**
  - Upon receipt, the dispute is logged and assigned to a billing specialist.
  - Investigation typically takes **3 to 5 business days** for simple cases, and up to 14 business days for complex cases involving third-party charges or detailed usage analysis.
  - The disputed amount will be placed on hold and will not incur late payment fees during the investigation period. The customer is still required to pay the undisputed portion of their bill.
- **Resolution & Notification:**
  - Customers will be notified of the investigation's outcome via their preferred communication method (email, SMS, call).
  - If the dispute is validated, a credit adjustment will be applied to the next bill.
  - If the dispute is not validated, a detailed explanation will be provided, and the amount will become due. Customers can request further review if they disagree with the outcome.

## 2. Technical Support & Advanced Troubleshooting

## 2.1 Mobile Connectivity Issues

CSAs need to systematically troubleshoot mobile issues to identify root causes.

- **No Signal / Weak Signal:**
  - **Location Assessment:** Confirm if the customer is in a known weak signal area (basements, remote rural areas, inside specific buildings with signal interference). Use network coverage maps.
  - **Device Reboot:** The most basic but often effective step. Power off the device completely, wait 30 seconds, then power on. This refreshes the network connection.
  - **SIM Card Integrity:** Instruct customer to remove and re-insert the SIM card securely. Check for any visible damage to the SIM card or SIM tray. Suggest testing the SIM in another compatible device to isolate if the issue is SIM- related or device-related.
  - **Network Mode Selection:** Guide customer to their phone settings (e.g., Android: Settings > Network & internet > Mobile network > Preferred network type; iOS: Settings > Cellular > Cellular Data Options > Voice & Data). Advise switching to Automatic selection or manually toggling between 4G/LTE, 3G, or 5G to force a network re-registration.
  - **APN Settings Verification:** Incorrect Access Point Name (APN) settings are a common cause of data issues. Provide exact APN details ([Company APN: e.g., internet.company.com.sg, username, password usually blank]) and guide them to configure it.
  - **Network Outage Check:** Cross-reference customer's location with the Service Status Page or internal network outage reports. Provide estimated resolution times if an outage is confirmed.
- **Slow Mobile Data / Intermittent Connectivity:**
  - **Data Allowance Check:** Confirm if the customer has consumed their high- speed data allowance for the billing cycle. Many plans throttle speed after exceeding a cap.
  - **Network Congestion:** Explain that during peak hours (e.g., evenings, public holidays) or in densely populated areas, network congestion can naturally lead to slower speeds.
  - **Background App Usage:** Advise customer to check their phone's data usage settings. Identify and close data-intensive apps running in the background. Suggest restricting background data for specific apps.
  - **Clear Cache/Cookies:** Browser cache or app data can sometimes interfere. Advise clearing browser cache and restarting apps.
  - **Firmware/OS Update:** Ensure phone's operating system and carrier settings are up-to-date. Outdated software can sometimes cause connectivity issues.
- **Call / SMS Issues:**
  - **Outgoing Call Barring:** Check customer's account for any activated outgoing call barring features (either self-activated via MyAccount or by CSA on request).
  - **Call Forwarding:** Advise customer to check their call forwarding settings (e.g., \*21\*# to deactivate unconditional forwarding).
  - **SMS Centre Number:** Verify the correct SMS Centre Number is configured in their phone's messaging settings (this is crucial for sending/receiving SMS).

- **International Call/SMS Restrictions:** Confirm if the customer has enabled international direct dialing (IDD) for international calls or if their plan supports international SMS.

## 2.2 Broadband Connectivity (Home Fibre/5G Broadband)

Comprehensive troubleshooting for home internet is vital, as it impacts the entire household.

- **No Internet Connection (Troubleshooting Flow):**

1. **Check All Lights on Router/Modem:**

- **Power Light:** Should be solid green. If off, check power supply.
- **Internet/WAN Light:** Should be solid green/blue. If red or blinking, indicates no connection to the ISP network.
- **Wi-Fi Lights:** Should be solid (for 2.4GHz and 5GHz). If off, Wi-Fi might be disabled.

2. **Power Cycle (Reboot) Equipment:** Instruct customer to unplug the main router/modem from power for at least 30-60 seconds, then plug it back in. Wait 2-3 minutes for all lights to stabilize. This can resolve temporary IP address conflicts or software glitches.

3. **Cable Integrity:** Guide customer to verify all cables are securely connected:

- Ethernet cable from the modem to the router's WAN/Internet port.
- Fibre optic cable from the wall point to the Optical Network Terminal (ONT)/Optical Network Unit (ONU). **Caution:** Advise not to bend fibre optic cables sharply.

4. **ONT/ONU Status (Fibre Only):** For fibre broadband, check the lights on the ONT/ONU device (usually a small box near the fibre point):

- **LOS (Loss of Signal) Light:** Should be OFF. If it's red or blinking, there's a problem with the fibre signal from the street. This requires a technician visit.
- **PON/AUTH Light:** Should be solid green. This indicates successful authentication and connection to the fibre network.

5. **Network Outage Check:** Confirm if there are reported service outages in the customer's area via Service Status Page or internal tools. Provide estimated restoration times.

- **Slow Broadband Speed:**

- **Wired vs. Wireless Test:** Strongly recommend the customer to connect a device (laptop) directly to the router via an Ethernet cable and run a speed test. This eliminates Wi-Fi as a potential bottleneck.
- **Router Placement & Interference:** Advise on optimal router placement (central, open space, away from large metallic objects, microwaves, cordless phones, and other electronics that emit radio waves).
- **Device Saturation:** Explain that too many devices streaming, downloading, or gaming simultaneously will consume bandwidth and slow down speeds for everyone. Suggest pausing large downloads or streaming.
- **Router Firmware:** Advise ensuring router firmware is up-to-date (can often be checked/updated via router's admin interface).
- **Regular Reboot:** Suggest a weekly or bi-weekly router reboot to maintain optimal performance.

- **Plan Speed Verification:** Confirm the customer's subscribed speed and manage expectations based on typical evening speeds which can be lower due to network congestion.
- **Wi-Fi Coverage & Stability Issues:**
  - **Signal Strength/Dead Zones:** Explain that Wi-Fi signal degrades with distance and obstacles. Suggest checking signal strength in different areas of the home. Recommend mesh Wi-Fi systems for larger homes or homes with many walls/floors.
  - **Wi-Fi Channel Interference:** Other Wi-Fi networks in the vicinity can cause interference. Suggest using a Wi-Fi analyzer app (on smartphone) to identify less congested Wi-Fi channels and changing the router's Wi-Fi channel via its admin interface (e.g., switch from auto to a fixed channel like 1, 6, or 11 for 2.4GHz).
  - **Incorrect Password/SSID:** Simple but common. Verify exact Wi-Fi network name (SSID) and password.
  - **Frequency Band Selection:** Advise using the 5GHz band for devices closer to the router that require higher speeds, and the 2.4GHz band for devices further away or those with older Wi-Fi adapters.

## 2.3 Device Support (Basic)

CSAs can offer fundamental device support but should know when to escalate.

- **SIM Card Detection Issues:**
  - **Phone Restart:** Always the first step.
  - **Re-insertion:** Guide careful removal and re-insertion of the SIM card.
  - **Cross-Device Test:** Encourage testing the SIM card in another known- working, compatible phone. If the SIM works in another phone, the original device is likely faulty. If it doesn't, the SIM card itself might be damaged and needs replacement.
- **APN (Access Point Name) Settings:** Provide step-by-step instructions for configuring APN settings for internet and MMS on Android and iOS devices, as incorrect APN is a frequent cause of data connectivity problems.
- **Battery Drain & Performance:**
  - **Background Apps:** Advise checking battery usage in device settings and closing or restricting background activity for power-hungry applications.
  - **Screen Brightness:** Suggest reducing screen brightness and setting shorter screen timeout.
  - **Location Services:** Advise disabling unnecessary location services or setting them to "only while using app".
  - **App Updates:** Outdated apps can be inefficient. Suggest updating all apps regularly.
  - **Device Age:** Acknowledge that older device batteries naturally degrade over time.

## 3. Account Management & Lifecycle

### 3.1 Comprehensive Plan Changes (Upgrade/Downgrade/Switch)

- **Eligibility & Contractual Obligations:**
  - **Contractual Plans:** Customers must have completed their minimum contract term (e.g., 12 or 24 months) to change plans without incurring Early Termination Fees (ETFs).



- **No-Contract Plans:** Offer maximum flexibility; customers can change plans at any time without ETF.
- **ETF Calculation:** If a plan change involves breaking a contract, explain that the ETF is typically calculated based on the remaining value of the contract (e.g., monthly fee x remaining months x penalty %).
- **Change Process:**
  - **Self-Service:** Encourage use of the MyAccount online portal or mobile app for convenient self-service plan changes for eligible customers. This is often instant for certain changes.
  - **CSA Assisted:** Agents can process changes directly for customers after verifying eligibility and explaining any associated fees.
- **Effective Date of Change:** Plan changes generally take effect at the **start of the customer's next billing cycle**. Explain that charges for the current cycle will remain on the old plan. Immediate changes are rare and may incur pro-rated charges for the remainder of the current cycle.
- **Impact on Services/Bundles:** Verify if changing a plan will affect existing add-ons, bundles, or device installment plans. Some older add-ons may not be compatible with new plans.

### 3.2 Detailed Contract Renewals & Termination Procedures

Navigating contract ends and terminations requires clear, precise information.

- **Contract Renewal Notifications:**
  - **Timing:** Customers typically receive automated notifications (SMS, email, MyAccount alerts) starting **2 to 3 months** before their contract end date.
  - **Renewal Offers:** These notifications will include attractive offers for renewing their contract, such as:
    - Subsidized new devices (e.g., discounted smartphones, tablets).
    - Upgraded plans at the same or reduced prices.
    - Exclusive loyalty bonuses (e.g., extra data, bill rebates).
    - Free value-added services for a period.
  - **No Action:** If a customer takes no action, their plan may automatically convert to a no-contract basis at the prevailing (usually higher) non-contract rate, or they may be placed on a month-to-month auto-renewal of their existing contract terms. CSAs should clarify this.
- **Early Termination (Before Contract End):**
  - **Financial Penalties:** Explain that early termination incurs significant fees. These are designed to recover the subsidy provided for devices or promotional plan rates.
  - **Calculation:** Typically (Remaining Months x Monthly Service Fee) + (Remaining Device Installment) + Administrative Fee. Provide an estimated calculation based on the customer's current plan.
  - **Process:** Requires formal request, usually via a signed form or recorded verbal consent after full explanation of fees.
- **Termination (At or After Contract End):**
  - **Notice Period:** Customer must provide a **minimum of 30 days' advance notice** (or company-specific period) prior to the desired termination date to avoid charges for the subsequent billing cycle.
  - **No Fees:** No Early Termination Fees apply if the contract term is completed and proper notice is given.

- **Equipment Return:** For broadband services, customers must return all leased equipment (e.g., router, modem, TV set-top box) within a specified timeframe to avoid replacement charges. Provide instructions for return (e.g., drop-off points, scheduled pick-up).
- **Final Bill:** Explain that the final bill may include pro-rated charges up to the termination date, any outstanding usage, and unbilled add-ons.

### 3.3 International Roaming Activation & Management

- **Activation Methods:**
  - **Pre-Travel:** Strongly advise customers to activate roaming services **before** they travel.
  - **MyAccount Portal/Mobile App:** Self-service activation for most postpaid and prepaid roaming services.
  - **Customer Service Hotline:** CSAs can activate roaming after account verification.
  - **SMS Activation:** For some specific roaming packs, a keyword SMS may activate the service.
- **Roaming Packs:** Emphasize the importance of purchasing roaming packs to avoid bill shock from high pay-as-you-go rates. Highlight regional packs (e.g., Asia, Europe), daily passes, and multi-day options.
- **Data Roaming Limits/Alerts:** Explain that most roaming services include data usage alerts and automatic cut-offs to manage costs. Customers can also set their own roaming limits.
- **Troubleshooting Roaming:** Advise on toggling airplane mode, manually selecting partner networks, and checking APN settings for roaming data connectivity.
- **Prepaid vs. Postpaid Roaming:** Clarify that prepaid roaming typically involves purchasing credit/packs in advance, while postpaid is charged to the monthly bill.

### 3.4 Service Transfer (Residential/Business)

- **Transfer of Ownership:**
  - **Eligibility:** Both current and new account holders must be present (in-person or via authenticated call) and agree to the transfer.
  - **Outstanding Bills:** All outstanding bills must be settled before transfer.
  - **Credit Check:** The new account holder may be subject to a credit check.
  - **Contract:** Original contract terms may be transferred, or a new contract may be initiated.
- **Relocation (Broadband/Fibre):**
  - **Availability Check:** Crucial to check if fibre or 5G broadband service is available at the new address.
  - **Reinstallation Fees:** Often, a relocation incurs a reinstallation fee.
  - **Service Interruption:** Advise on potential service interruption during the transfer process and provide estimated downtime.
  - **Equipment Transfer:** Customer may need to bring their existing router/ONT to the new location or receive new equipment.

### 3.5 Temporary Service Suspension (Dormancy)

- **Eligibility:** Typically for long-term travel or temporary absence (e.g., minimum 1 month, maximum 12 months).



- **Fees:** A reduced monthly fee (dormancy fee) is usually charged during the suspension period.
- **Service Impact:** Services are fully suspended (no calls, data, SMS, or internet).
- **Reactivation:** Customers can reactivate their service at any time during the suspension period. Full monthly charges resume upon reactivation.
- **Contractual Implications:** For contract plans, the contract period may be extended by the duration of the suspension.

## 4. Promotions & Discounts Strategy

### 4.1 Types of Current Offers

CSAs must be aware of and clearly articulate active promotions.

- **New Customer Sign-Up Promotions:** Special rates, waived fees, or extra data/minutes for new subscribers (e.g., "First 6 months at SGD 10 off").
- **Existing Customer Upgrade/Renewal Promotions:** Incentives to encourage current users to upgrade their plans or renew contracts (e.g., "Free device upgrade," "Bonus 50GB for 12 months upon renewal").
- **Bundle Discounts:** Savings achieved by combining multiple services (e.g., mobile + broadband + TV; "Get 20% off your mobile bill when bundled with Fibre Broadband").
- **Seasonal/Event-Based Promotions:** Limited-time offers tied to holidays, national events, or specific product launches.
- **Referral Programs:** Incentives for existing customers who refer new customers (e.g., "Refer a friend, get SGD 50 bill credit").
- **Device Promotions:** Discounts on specific smartphone models when signing up for or renewing a postpaid plan.

### 4.2 Eligibility Criteria

- **New vs. Existing Customer:** Clearly distinguish which offers apply to whom.
- **Contractual Status:** Some promotions require signing a new contract or extending an existing one.
- **Specific Plan Requirement:** Certain discounts might only be applicable to specific plan tiers.
- **Demographic Eligibility:** Student ID, senior citizen proof, corporate employee verification.
- **Location-Based:** Some broadband promotions might be limited to specific building types or areas.

### 4.3 Loyalty Programs in Depth

- **Points Accumulation:** Explain how customers earn loyalty points (e.g., based on monthly bill spend, tenure, specific engagements).
- **Redemption Options:**
  - **Bill Rebates:** Direct reduction on monthly bills.
  - **Device Discounts:** Discounts on new phone/device purchases.
  - **Exclusive Vouchers:** For partners (e.g., dining, entertainment).
  - **Data/Call Boosters:** Redeem points for extra allowances.
- **Tiered System (if applicable):**
  - **Bronze/Silver/Gold/Platinum:** Explain the criteria for reaching each tier (e.g., annual spending, tenure).
  - **Tier Benefits:** Outline the escalating benefits, which may include:
    - Priority customer service hotline.

- Dedicated account manager.
- Invitations to exclusive events.
- Higher data rollover limits.
- Faster technical support response times.
- **Maintaining Tier Status:** Explain the requirements to maintain their current tier.

## 5. General Inquiries & Expanded Policies

### 5.1 Fair Usage Policy (FUP) Clarification

- **Purpose Beyond "Unlimited":** Reiterate that FUP is a necessary measure to ensure equitable network access and prevent misuse by a small percentage of users who might excessively strain network resources. It's about maintaining service quality for the majority.
- **Typical Thresholds:** Provide clear examples of common FUP thresholds, such as 200GB/month for "unlimited" mobile plans.
- **Post-Threshold Behavior:** Explain what happens after the FUP threshold is reached: typically, speed is reduced (e.g., to 1Mbps, 512Kbps) while data remains "unlimited." Clarify that 1Mbps is generally sufficient for basic browsing, messaging, and standard definition streaming but not for heavy gaming or HD video.
- **Transparency:** Emphasize that the FUP is always stated in the terms and conditions (T&Cs) of the plan. CSAs should direct customers to where they can find these details.

### 5.2 Enhanced Customer Service Channels & Contact Points

Provide all contact methods with clear expectations.

- **24/7 Digital Assistant/Chatbot:** First line of support for instant answers to FAQs, basic troubleshooting, and guided self-help. Can escalate to live chat if needed.
- **Live Chat (Website/App):** Real-time text-based support with a human agent. Specify operating hours (e.g., Mon-Fri 9 AM - 6 PM, Sat 9 AM - 1 PM). Ideal for non-urgent account-specific queries.
- **Customer Service Hotline:** 111-1111-1111 urgent issues or direct voice interaction. State operating hours clearly (e.g., 8 AM - 10 PM daily). Advise on expected wait times during peak hours.
- **Email Support:** [company@hotmail.com](mailto:company@hotmail.com) for less urgent inquiries or those requiring detailed documentation. Provide an expected response time (e.g., within 24-48 business hours).
- **Retail Stores/Service Centres:** Provide locations, operating hours, and types of services available (e.g., new sign-ups, device collection, bill payment, complex troubleshooting). Recommend booking appointments if available.
- **Social Media Support:** Available on platforms like Facebook/Twitter for general queries or sharing public feedback. **Note:** Sensitive account information should never be discussed on public social media channels. Direct such inquiries to private channels (DM, chat, hotline).

### 5.3 Comprehensive Data Protection & Privacy Policy

Reinforce the company's commitment to customer data privacy.

- **Policy Accessibility:** Direct customers to the full, legally binding Privacy Policy available on the official company website [Link to Privacy Policy Page].
- **Data Collection & Usage:** Explain that data is collected for:
  - Provisioning and maintaining services.
  - Billing and account management.
  - Network optimization and performance improvement.
  - Personalized recommendations (with consent).
  - Compliance with legal and regulatory requirements.
- **Data Security Measures:** Briefly mention security measures in place (e.g., encryption, access controls, regular audits) to protect customer data from unauthorized access or breaches.
- **Consent & Preferences:** Explain how customers can manage their marketing communication preferences (e.g., opt-in/opt-out of promotional SMS/emails) and withdraw consent for data usage beyond essential service provision.
- **Data Sharing:** Clarify policies on data sharing with third parties (e.g., partners for bundled services, legal requirements), always emphasizing adherence to privacy laws.

#### 5.4 New Customer Onboarding Experience

Guide CSAs on providing a smooth welcome for new customers.

- **Welcome Pack Contents:** Describe what a new customer typically receives:
  - **Mobile:** SIM card, welcome guide, initial setup instructions.
  - **Broadband:** Router, ONT/modem (if applicable), Ethernet cables, power adapters, installation guide, Wi-Fi credentials sticker.
- **Service Activation Steps:**
  - **Mobile:** Guide activation via SMS, mobile app, or online portal. Explain porting process for number transfers (takes 1-3 business days).
  - **Broadband:** Outline self-installation steps or confirm technician appointment details.
- **First Bill Overview:** Proactively offer to explain the first bill, as it often includes one-time charges (activation, SIM/router fees) and pro-rated charges for the first partial month, which can be confusing.
- **MyAccount/App Setup:** Guide customers through registering for their online MyAccount portal and downloading the mobile app for self-service, bill viewing, and usage monitoring.

#### 5.5 Understanding Contract Terms & Conditions

- **Binding Agreement:** Emphasize that the contract is a legally binding agreement detailing service terms, pricing, duration, and obligations of both parties.
- **Key Sections:** Highlight important sections customers should review:
  - Minimum Contract Period.
  - Monthly Recurring Charges.
  - Early Termination Clauses & Fees.
  - Fair Usage Policy (FUP).
  - Data Roaming Rates & Packs.
  - Dispute Resolution Mechanism.
- **Availability:** Advise customers that full T&Cs are available on the website and provided at sign-up.

## 5.6 Network Status & Outages

- **Check Tools First:** Always consult internal network status dashboards/tools before informing customers.
- **Official Channels:** Direct customers to the company's official Service Status Page on the website or dedicated hotline for outage updates.
- **Communication:** If an outage is confirmed:
  - Apologize for inconvenience.
  - Provide estimated restoration time if available.
  - Advise on temporary workarounds (e.g., using Wi-Fi for mobile if broadband is down, or mobile hotspot if fiber is down).
  - Avoid speculation. Stick to confirmed information.

## 6. Products Available in Singtel

### 1. Postpaid Mobile Plan:

#### 5G Ultimate Unlimited Plan

Experience boundless connectivity with unlimited 5G data and calls, plus 1000 SMS, Perfect for heavy users and streaming enthusiasts, Speeds up to 1Gbps, SGD 68/month, Contract: 24 months

#### Family SharePostpaid

Share 150GB data, 1500 minutes talk time, and 1000 SMS across up to 5 family members, Centralized billing and easy management via app, Speeds up to 500Mbps, SGD 98/month, Contract: 24 months

#### Youth Mobile Freedom Plan

Designed for students, includes 30GB data, unlimited social media, and free calls to 3 nominated numbers, Age restrictions apply, Speeds up to 500Mbps, SGD 28/month, Contract: 12 months

#### 5G+ Priority Phone Plan

Experience priority network access on 5G+, bundled with a new flagship phone and exclusive perks, Includes unlimited 5G data, Speeds up to 1,5Gbps, SGD 118/month (excluding device cost), Contract: 24 months

#### Student Mobile Pack

Value-packed mobile plan for students, including 25GB data for e-learning platforms, 300 local calls, and student discounts, Speeds up to 500Mbps, SGD 22/month, Contract: 12 months

#### Postpaid Mobile Data Max

High-tier postpaid mobile plan offering 200GB of local data with unlimited calls and SMS, perfect for high-usage individuals, Speeds up to 1Gbps, SGD 88/month, Contract: 24 months

#### Postpaid Unlimited Local Calls

Add-on for postpaid plans, providing unlimited local calls to any network without additional per-minute charges, Speeds based on your main plan, SGD 10/month, Contract: 12 months

#### Postpaid International Add-on

Add-on for postpaid plans providing discounted international call rates and SMS bundles to frequently called countries, Speeds based on your main plan, SGD 15/month, Contract: 12 months

months

#### Postpaid Roaming Boost

Temporary roaming data and call boost for postpaid users traveling internationally, Available as a daily or weekly add-on, Speeds vary by region, starting from SGD 12/day, Contract: Flexible (daily/weekly)

#### Postpaid Device Bundle Pro

Postpaid plan bundled with a flagship smartphone, offering significant discounts and flexible payment options over 24 months, Includes 100GB data, speeds up to 1Gbps, starting from SGD 78/month (excluding device installment), Contract: 24 months

#### Postpaid Roam Data Saver

Cost-effective roaming data add-on for postpaid plans, allowing users to control roaming expenses with a fixed 5GB data allowance, Speeds vary by region, SGD 25/month, Contract: 12 months

#### Postpaid Corporate Flex

Flexible postpaid mobile plan for corporate clients, offering customizable data (e.g., 50GB), calls, and international roaming options, Speeds up to 1Gbps, starting from SGD 45/month, Contract: Flexible (e.g., 12/24 months)

#### Postpaid Data Sharing Add-on

Allows postpaid users to share their main data bundle (e.g., 20GB) with other linked lines or devices, Speeds based on your main plan, SGD 5/month per line, Contract: 12 months

#### Postpaid Device Protection

Optional add-on for postpaid phone plans, providing insurance and protection against device damage or theft, Speeds based on your main plan, SGD 8/month, Contract: Monthly

#### Postpaid eSIM Ready Plan

Postpaid plan compatible with eSIM, offering digital activation and flexible device switching without a physical SIM card, Includes 40GB data, speeds up to 1Gbps, SGD 35/month, Contract: 12 months

#### Postpaid Data Roam Multi-Zone

Roaming add-on for postpaid plans covering multiple international zones, simplifying roaming management for frequent global travelers, Includes 10GB data, speeds vary, SGD 50/month, Contract: 12 months

#### Postpaid VIP Service Plan

Exclusive postpaid plan offering priority customer service, dedicated account manager, and premium network access, Includes unlimited 5G data, speeds up to 2Gbps, SGD 150/month, Contract: 24 months

#### Postpaid Family Data Pool

Postpaid plan allowing multiple family lines to share a large pool of 300GB data, unlimited calls, and SMS, Speeds up to 1Gbps, SGD 120/month, Contract: 24 months

#### Postpaid Traveller's Choice

Postpaid plan with flexible roaming options, allowing users to select daily or weekly data

passes based on their travel needs, Includes 50GB local data, speeds up to 1Gbps, SGD 55/month (roaming passes extra), Contract: 12 months

#### Postpaid Data Saver Plan

Postpaid plan with lower 10GB data allowance but competitive call and SMS rates, designed for users who prioritize voice communication, Speeds up to 500Mbps, SGD 25/month, Contract: 12 months

#### Postpaid Loyalty Rewards Plan

Postpaid plan offering exclusive loyalty bonuses, discounted upgrades, and priority access to new services for long-term customers, Includes 60GB data, speeds up to 1Gbps, SGD 70/month, Contract: 24 months

#### Postpaid Digital Nomads Plan

Postpaid plan designed for digital nomads, featuring global 20GB roaming data bundles, 200 international call minutes, and flexible contract terms, Speeds up to 1Gbps, SGD 90/month, Contract: Flexible (monthly/quarterly)

#### Postpaid Shareable Data Plan

Postpaid plan allowing multiple family lines to share a large 100GB data, 800 minutes talk time, and 500 SMS bundle, Speeds up to 1Gbps, SGD 85/month, Contract: 24 months

#### Postpaid Entertainment Bundle

Postpaid plan integrated with premium entertainment services like streaming platforms, TV packs, and exclusive content access, Includes unlimited data, speeds up to 1Gbps, SGD 75/month, Contract: 24 months

#### Postpaid Value Pack

Postpaid plan offering excellent value with a balanced mix of 40GB data, 500 calls, and 500 SMS at a competitive monthly price, Speeds up to 1Gbps, SGD 38/month, Contract: 12 months

#### Postpaid Senior Special

Postpaid plan designed for seniors, offering simplified features, larger font support, and special discounts, Includes 10GB data, 300 calls, speeds up to 500Mbps, SGD 20/month, Contract: 12 months

#### Postpaid Data Only Tablet Plan

Postpaid plan specifically for tablets or secondary devices, providing a large 80GB data allowance with no calls or SMS, Speeds up to 1Gbps, SGD 25/month, Contract: Monthly

#### Postpaid Traveler's Companion

Postpaid plan featuring built-in global 15GB roaming data, 100 international calls, and travel insurance for frequent international travelers, Speeds up to 1Gbps, SGD 100/month, Contract: 24 months

### **1. Home Broadband Plan:**

#### Home Fibre Gigapro

Blazing-fast 1Gbps fibre broadband for your home, ideal for multiple devices, 4K streaming, and online gaming without lag, SGD 45/month, Contract: 24 months



#### Multi-Gig Broadband Xtreme

Experience 2Gbps fibre broadband with next-gen WiFi 7 router, Perfect for power users and smart homes with high demands, SGD 80/month, Contract: 24 months

#### Gaming Fibre Boost

Optimized broadband plan for online gamers, Low latency, stable connection, and priority bandwidth for a competitive edge, Speeds up to 1Gbps, SGD 55/month, Contract: 24 months

#### Content Creator Fibre Pro

Ultra-fast upload and download speeds (2Gbps symmetrical), specifically designed for content creators, streamers, and video editors working from home, SGD 95/month, Contract: 24 months

#### AR/VR Fibre Optimize

Broadband plan optimized for Augmented Reality and Virtual Reality experiences, Ultra-low latency and high bandwidth (1,5Gbps) for seamless immersion, SGD 70/month, Contract: 24 months

#### Home Gaming Hub

Centralized home gaming network hub with optimized routing, QoS, and dedicated gaming servers for the best online gaming experience, Includes 1Gbps Fibre, SGD 60/month, Contract: 24 months

#### Fibre Optic for Rural Areas

High-speed fibre broadband expansion to rural and underserved areas, bridging the digital divide, Speeds up to 500Mbps, SGD 35/month, Contract: 12 months

#### Senior Broadband Connect

Simplified broadband plan for seniors, easy setup, reliable connection, and dedicated support for basic internet needs, Speeds up to 300Mbps, SGD 30/month, Contract: 12 months

#### 5G Home Broadband

Wireless 5G broadband for homes, offering ultra-fast speeds (up to 500Mbps) without the need for fibre installation, Easy plug-and-play setup, SGD 50/month, Contract: 12 months

#### Fibre Broadband Eco-Plan

Environmentally friendly broadband plan with energy-efficient router and digital-only billing, Contribute to a greener future, Speeds up to 1Gbps, SGD 42/month, Contract: 24 months

#### Home WiFi Mesh System

Eliminate WiFi dead zones with a whole-home mesh system, Seamless connectivity and easy setup for large homes, Includes 1Gbps Fibre, SGD 75/month, Contract: 24 months

#### Fibre Broadband Business Lite

Economical fibre broadband plan for small businesses, providing reliable internet for essential operations, Speeds up to 500Mbps, SGD 60/month, Contract: 24 months

#### Fibre Broadband Hybrid Work

Broadband plan designed for hybrid work models, balancing high speeds (1Gbps) for work with entertainment needs for personal use, SGD 58/month, Contract: 24 months

#### Fibre Broadband Remote Work

Broadband plan optimized for remote workers, ensuring stable video calls, fast file transfers, and secure connectivity, Speeds up to 1,5Gbps, SGD 70/month, Contract: 24 months

#### Family Broadband Ultra

Premium home broadband plan with 2,5Gbps speed, designed for large families with multiple simultaneous users and smart devices, SGD 110/month, Contract: 24 months

#### Fibre Broadband Lite

Economical 500Mbps fibre broadband plan, suitable for small households with basic internet needs like browsing and light streaming, SGD 38/month, Contract: 12 months

#### Home Mesh WiFi Pro

Advanced mesh WiFi system for large homes, ensuring seamless coverage and high-speed internet in every corner, Includes 2Gbps Fibre, SGD 90/month, Contract: 24 months

#### Fibre Broadband Gaming XL

Ultimate gaming broadband plan with 3Gbps speed, ultra-low latency, and dedicated gaming servers for competitive online play, SGD 120/month, Contract: 24 months

#### Home Office Broadband Plus

Dedicated broadband plan for home office users, featuring enhanced upload speeds and stable connection (1Gbps), and VPN support, SGD 65/month, Contract: 24 months

#### Fibre Broadband Value-Plus

Cost-effective 700Mbps fibre broadband plan with unlimited data, suitable for standard home usage and streaming, SGD 40/month, Contract: 24 months

#### Home Security Broadband

Broadband plan bundled with basic home security features, including a smart hub, motion sensor, and remote monitoring capabilities, Includes 1Gbps Fibre, SGD 85/month, Contract: 24 months

#### Fibre Broadband Power User

High-performance 1,5Gbps fibre broadband plan for demanding users, including advanced QoS features and dedicated support, SGD 80/month, Contract: 24 months

#### Home Entertainment Fibre

Fibre broadband plan optimized for entertainment, ensuring smooth 4K streaming, online gaming, and multi-device connectivity, Speeds up to 1Gbps, SGD 50/month, Contract: 24 months

#### Fibre Broadband Smart Home Ready

Broadband plan designed for smart homes, ensuring stable connection for numerous IoT devices and smart appliances, Speeds up to 1Gbps, SGD 60/month, Contract: 24 months

#### Home Business Fibre

Business-grade fibre broadband for home-based businesses, offering symmetrical speeds (1Gbps), static IP, and priority support, SGD 75/month, Contract: 24 months

#### Fibre Broadband Rural Access

Affordable fibre broadband for rural areas, bridging the connectivity gap with reliable internet access, Speeds up to 300Mbps, SGD 30/month, Contract: 12 months

#### Home Office Security Bundle

Broadband plan combined with cybersecurity tools and VPN for secure remote work and data protection, Includes 1Gbps Fibre, SGD 95/month, Contract: 24 months

#### Fibre Broadband Smart Business

High-speed fibre broadband with features like static IP, cloud integration, and priority business support for smart offices, Speeds up to 2Gbps, SGD 110/month, Contract: 24 months

#### Home Broadband Gaming Basic

Entry-level broadband plan optimized for casual online gaming with stable speeds (500Mbps) and low latency, SGD 40/month, Contract: 12 months

#### Fibre Broadband Streamer Pro

Broadband plan with optimized bandwidth for high-quality video streaming across multiple devices, ideal for avid streamers, Speeds up to 1,5Gbps, SGD 70/month, Contract: 24 months

#### Home WiFi Extender Bundle

Fibre broadband plan bundled with WiFi extenders to boost coverage and eliminate dead spots in larger homes, Includes 1Gbps Fibre, SGD 55/month, Contract: 24 months

#### Fibre Broadband Small Business

Reliable and cost-effective fibre broadband for small businesses, ensuring stable internet for daily operations, Speeds up to 700Mbps, SGD 65/month, Contract: 24 months

#### Home Entertainment Streamer

Broadband plan optimized for video streaming services, ensuring buffer-free 4K content on demand, Speeds up to 1Gbps, SGD 50/month, Contract: 24 months

#### Fibre Broadband Ultra-Low Latency

Specialized fibre broadband plan designed for applications requiring extremely low latency, such as high-frequency trading or cloud gaming, Speeds up to 2,5Gbps, SGD 100/month, Contract: 24 months

#### Home Broadband Plus

Mid-tier home broadband plan offering enhanced speeds (700Mbps) and stability for active online households, SGD 48/month, Contract: 24 months

#### Fibre Broadband Basic Connect

Entry-level fibre broadband plan providing reliable internet for fundamental online activities like email and browsing, Speeds up to 300Mbps, SGD 33/month, Contract: 12 months

#### Home Broadband Secure Gateway

Broadband plan bundled with an advanced security gateway, providing robust protection against cyber threats for the home network, Includes 1Gbps Fibre, SGD 80/month, Contract: 24 months

#### Fibre Broadband Hybrid Gaming

Broadband plan balancing high speeds (1Gbps) for daily use with optimization features for casual and competitive gaming, SGD 62/month, Contract: 24 months

#### Home Broadband Student Pack

Affordable broadband plan for students, offering sufficient speed (500Mbps) for online learning, streaming, and social media, SGD 35/month, Contract: 12 months

#### Fibre Broadband 500Mbps

Reliable 500Mbps fibre broadband plan, suitable for standard home use, online browsing, and HD streaming, SGD 38/month, Contract: 24 months

#### Home Broadband Backup Link

Broadband plan offering a secondary, lower-speed (50Mbps) connection as a backup in case of primary line disruption, ensuring continuous connectivity, SGD 20/month (as add-on), Contract: 12 months

#### Fibre Broadband Pro Gamer

Elite fibre broadband for professional gamers, featuring dedicated fiber lines, guaranteed bandwidth (5Gbps), and professional-grade support, SGD 150/month, Contract: 24 months

#### Home Broadband Family Plus

Enhanced home broadband plan for active families, providing higher speeds (1,5Gbps) and stable connection for multiple users and devices, SGD 78/month, Contract: 24 months

#### Fibre Broadband Fast Connect

Quick and easy fibre broadband setup for immediate internet access, Speeds up to 1Gbps, SGD 45/month, Contract: 12 months

#### Home Broadband Security Enhanced

Broadband plan with advanced security features, including intrusion detection, VPN, and secure DNS for enhanced home network protection, Includes 1,5Gbps Fibre, SGD 105/month, Contract: 24 months

#### Fibre Broadband Home Office Pro

Premium fibre broadband for home offices, offering dedicated bandwidth, symmetrical speeds (2Gbps), and advanced network stability for demanding work, SGD 120/month, Contract: 24 months

#### Home Broadband Basic Plus

Upgraded entry-level home broadband plan with slightly higher speeds (400Mbps) and improved reliability compared to the most basic option, SGD 35/month, Contract: 12 months

#### Fibre Broadband Home Server Ready

Broadband plan optimized for home server setups, with high upload speeds (1Gbps)

symmetrical), stable connection, and port forwarding support, SGD 90/month, Contract: 24 months

#### Home Broadband Unlimited Data

Fibre broadband plan offering truly unlimited data without fair usage policies, ideal for very heavy downloaders and streamers, Speeds up to 1Gbps, SGD 50/month, Contract: 24 months

#### Fibre Broadband Smart Home Premium

Top-tier fibre broadband for smart homes, offering dedicated bandwidth for IoT devices, priority support, and advanced smart home integration, Speeds up to 2,5Gbps, SGD 130/month, Contract: 24 months

#### Home Broadband Voice Bundle

Fibre broadband plan (1Gbps) bundled with a home voice line, offering unlimited local calls and competitive international call rates, SGD 55/month, Contract: 24 months

#### Fibre Broadband Security Pro

Advanced fibre broadband plan (2Gbps) with integrated enterprise-grade security features, including advanced threat protection and VPN services for home use, SGD 125/month, Contract: 24 months

#### Home Broadband Family Bundle

Comprehensive fibre broadband plan for families, including robust speeds (1,5Gbps), mesh WiFi options, and parental control features, SGD 90/month, Contract: 24 months

#### Fibre Broadband Entertainment Pack

Fibre broadband plan (1Gbps) bundled with premium streaming service subscriptions and optimized for high-quality entertainment consumption, SGD 65/month, Contract: 24 months

#### Home Broadband Student Special

Affordable fibre broadband plan for students (500Mbps), including enough speed for online classes, research, and entertainment, SGD 35/month, Contract: 12 months

#### Fibre Broadband Dedicated Gaming

High-tier fibre broadband plan (3Gbps) exclusively for competitive gamers, offering dedicated fiber lines, guaranteed bandwidth, and professional-grade support, SGD 140/month, Contract: 24 months

#### Home Broadband Smart TV Bundle

Fibre broadband plan (1Gbps) bundled with a smart TV and optimized for streaming, providing a complete entertainment solution, SGD 75/month (excluding TV cost), Contract: 24 months

#### Fibre Broadband Work-From-Home

Fibre broadband plan (1,5Gbps) tailored for remote work, ensuring stable and fast connection for video conferences, cloud applications, and large file transfers, SGD 85/month, Contract: 24 months

## **2. Prepaid Mobile Plan:**

Prepaid Power 50GB

Get 50GB high-speed data, 500 local minutes, and 100 SMS, valid for 30 days, No contract, ultimate flexibility, Speeds up to 500Mbps, SGD 25, Contract: No contract (30-day validity)

#### Prepaid Tourist SIM

Essential connectivity for visitors to Singapore, Includes 100GB data, 500 local calls, and 100 SMS, Valid for 7 days, Speeds up to 1Gbps, SGD 18, Contract: No contract (7-day validity)

#### Prepaid Unlimited Weekend

Unlimited data and calls on weekends for prepaid users, Stay connected with friends and family during your free time, Speeds up to 1Gbps (weekend), SGD 15/month, Contract: No contract (30-day validity)

#### Prepaid Data Booster 10GB

Add 10GB high-speed data to your existing prepaid plan, Perfect for unexpected data needs, Speeds up to 1Gbps, SGD 10, Contract: No contract (7-day validity)

#### Prepaid Youth Starter Pack

Affordable prepaid starter pack for young users, includes 15GB data, 100 calls, and free messaging apps, Speeds up to 500Mbps, SGD 12, Contract: No contract (30-day validity)

#### Prepaid Data & Social Pack

Prepaid plan with extra 20GB data for social media apps (Facebook, Instagram, WhatsApp) and a base 5GB data bundle, Speeds up to 1Gbps, SGD 18, Contract: No contract (30-day validity)

#### Prepaid Long-Validity Plan

Prepaid plan with extended validity (e.g., 90 days), includes 20GB data, 200 calls, and 100 SMS, Speeds up to 500Mbps, SGD 40, Contract: No contract (90-day validity)

#### Prepaid Unlimited Calls

Prepaid add-on providing unlimited local calls to any network, ideal for heavy talkers, Speeds based on your main plan, SGD 8, Contract: No contract (30-day validity)

#### Prepaid Flexi-Talk Bundle

Flexible prepaid add-on for calls, allowing customization of talk time bundles (e.g., 100 minutes) for specific needs, Valid for 7 days, Speeds based on your main plan, SGD 5, Contract: No contract (7-day validity)

#### Prepaid Data Only 20GB

Prepaid plan exclusively for data users, offering 20GB high-speed data with no calls or SMS, Ideal for tablets and dongles, Speeds up to 1Gbps, SGD 15, Contract: No contract (30-day validity)

#### Prepaid Social Media Pack

Unlimited data for popular social media apps like Facebook, Instagram, TikTok, for prepaid users, Does not include other data, Speeds up to 1Gbps, SGD 12, Contract: No contract (30-day validity)

#### Prepaid Combo Saver

All-in-one prepaid bundle with 10GB data, 100 calls, and 50 SMS at a discounted rate,



Various sizes available, Speeds up to 500Mbps, SGD 10, Contract: No contract (30-day validity)

#### Prepaid Weekend Unlimited

Unlimited data on weekends only for prepaid users, perfect for streaming and social media during leisure time, Speeds up to 1Gbps (weekend), SGD 15, Contract: No contract (7-day validity)

#### Prepaid International Call Add-on

Add 50 international calling minutes to specific countries for prepaid plans, Various denominations available, Speeds based on your main plan, SGD 7, Contract: No contract (7-day validity)

#### Prepaid Talk-Only Plan

Prepaid plan exclusively for 200 calls and 100 SMS, with minimal 1GB data, Ideal for users who primarily use voice communication, Speeds up to 100Mbps, SGD 8, Contract: No contract (30-day validity)

#### Prepaid SMS Power Pack

Add-on for prepaid plans providing a large bundle of 500 local and 100 international SMS for frequent texters, Speeds based on your main plan, SGD 6, Contract: No contract (30-day validity)

#### Prepaid Data + Voice Combo

Balanced prepaid bundle offering a good mix of 15GB data and 200 minutes talk time for everyday use, Speeds up to 500Mbps, SGD 16, Contract: No contract (30-day validity)

#### Prepaid International SMS Pack

Add-on for prepaid plans providing a bundle of 200 international SMS for communicating with contacts abroad, Speeds based on your main plan, SGD 4, Contract: No contract (30-day validity)

#### Prepaid Voice Roaming Bundle

Prepaid add-on for 30 international voice calls while roaming, offering a fixed bundle of minutes to use overseas, Speeds vary by region, SGD 15, Contract: No contract (validity varies)

#### Prepaid Giga Data Pack

Large data top-up pack for prepaid users, offering a significant 50GB of high-speed data for a short period (30 days), Speeds up to 1Gbps, SGD 28, Contract: No contract (30-day validity)

#### Prepaid Talk & Text Pack

Prepaid bundle focusing on 150 local calls and 100 SMS, with minimal data, for users who prefer traditional communication, Speeds up to 100Mbps, SGD 7, Contract: No contract (30-day validity)

#### Prepaid Data Top-Up 5GB

Small data top-up pack for prepaid users, providing 5GB of high-speed data for short-term needs (7 days), Speeds up to 1Gbps, SGD 6, Contract: No contract (7-day validity)

#### Prepaid Budget Data Plan

Most affordable prepaid plan with a limited 2GB data allowance, suitable for very light internet usage or emergencies, Speeds up to 100Mbps, SGD 5, Contract: No contract (30-day validity)

#### Prepaid Data Top-Up Unlimited

Unlimited data top-up for prepaid plans, providing a fixed period (3 days) of unlimited high-speed data access, Speeds up to 1Gbps, SGD 10, Contract: No contract (3-day validity)

#### Prepaid Talktime Booster

Add-on for prepaid plans to increase local talktime minutes by 100, suitable for users who make many calls, Speeds based on your main plan, SGD 3, Contract: No contract (30-day validity)

#### Prepaid eSIM Travel Data

Prepaid eSIM specifically for travel, providing easy activation of data bundles (e.g., 5GB for 7 days) in various countries without a physical SIM, Speeds vary by region, SGD 20, Contract: No contract (validity varies)

#### Prepaid International Roam Pack

Prepaid add-on for 1GB international roaming data and 10 calls, available for a wide range of countries and flexible durations (e.g., 3 days), Speeds vary by region, SGD 18, Contract: No contract (validity varies)

#### Prepaid Data Saver Option

Prepaid feature that automatically reduces data speed to 1Mbps after bundle exhaustion, preventing unexpected charges for over-usage, Speeds reduced, SGD 0 (feature), Contract: No contract

#### Prepaid Roaming Voice Pack

Prepaid add-on providing a bundle of 50 international voice roaming minutes for selected countries, for crucial calls overseas, Speeds vary by region, SGD 22, Contract: No contract (validity varies)

#### Prepaid Unlimited Social Media

Prepaid add-on offering unlimited data for all major social media platforms (e.g., Facebook, Instagram, WhatsApp), ideal for staying connected without worrying about data usage, Speeds up to 1Gbps, SGD 10, Contract: No contract (30-day validity)

### **3. SIM-Only Plan:**

#### SIM-Only Value Plan

Affordable SIM-only plan with 20GB data, 300 minutes talk time, and 200 SMS, No contract, switch anytime, Speeds up to 500Mbps, SGD 18/month, Contract: No contract

#### Youth SIM-Only Creator

SIM-only plan tailored for young content creators, Large 60GB data, free streaming to popular platforms, and social media analytics tools, Speeds up to 1Gbps, SGD 38/month, Contract: No contract

#### SIM-Only Roam Ready

SIM-only plan with built-in 5GB roaming data to popular destinations, Ideal for frequent

travelers who want flexibility, Speeds up to 1Gbps, SGD 25/month, Contract: No contract

#### SIM-Only Basic Call & Text

Essential SIM-only plan for basic call and text needs, Low 2GB data, ideal for light users or secondary lines, Speeds up to 100Mbps, SGD 10/month, Contract: No contract

#### SIM-Only Data Only

SIM-only plan focused purely on 50GB data, with no bundled calls or SMS, Ideal for tablets, mobile hotspots, or data-centric users, Speeds up to 1Gbps, SGD 20/month, Contract: No contract

#### SIM-Only Business Pro

Robust SIM-only plan tailored for business professionals, including large 80GB data, 50 international calls, and productivity app access, Speeds up to 1Gbps, SGD 45/month, Contract: No contract

#### SIM-Only Student Edge

Student-exclusive SIM-only plan with affordable 30GB data, discounted international calls, and free access to academic resources, Speeds up to 500Mbps, SGD 20/month, Contract: No contract

#### SIM-Only Flexi-Plan 50GB

Customizable SIM-only plan where users can adjust data, calls, and SMS bundles monthly, Starts with 50GB data, Speeds up to 1Gbps, SGD 30/month, Contract: No contract

#### SIM-Only Senior Connect

Simplified SIM-only plan for seniors with essential 5GB data, 200 calls, and 100 SMS, easy top-ups, and priority customer support, Speeds up to 200Mbps, SGD 15/month, Contract: No contract

#### SIM-Only Tourist Data Pack

Short-term SIM-only data plan for tourists visiting Singapore, providing generous 50GB data for navigation and communication, Valid for 14 days, Speeds up to 1Gbps, SGD 22, Contract: No contract (14-day validity)

#### SIM-Only Data Rollover

SIM-only plan feature that allows unused data (up to 10GB) from the current month to be carried over to the next month's allowance, Speeds up to 1Gbps, SGD 0 (feature), Contract: No contract

#### SIM-Only Family Link

SIM-only plan designed for family members, allowing data (e.g., 10GB) and call sharing from a primary account, Easy to manage, Speeds based on primary, SGD 8/month per line, Contract: No contract

#### SIM-Only No Contract Unlimited

Unlimited data SIM-only plan with no contract, offering maximum flexibility for users who don't want commitment, Speeds up to 1Gbps, SGD 48/month, Contract: No contract

#### SIM-Only Roam-Free Asia

SIM-only plan with free 5GB data roaming in selected Asian countries, perfect for

regional travelers, Speeds up to 1Gbps, SGD 35/month, Contract: No contract

#### SIM-Only Unlimited Local Calls

SIM-only plan focusing on unlimited local calls and SMS, with a smaller 5GB data allowance, Ideal for heavy talkers, Speeds up to 500Mbps, SGD 20/month, Contract: No contract

#### SIM-Only Data + Social Unlimited

SIM-only plan with unlimited data for social media apps and a generous 40GB data allowance for general usage, Speeds up to 1Gbps, SGD 30/month, Contract: No contract

#### SIM-Only International Calls

SIM-only plan with competitive rates for international calls (eg 100 minutes), ideal for users who frequently call overseas, Includes 20GB data, Speeds up to 1Gbps, SGD 28/month, Contract: No contract

#### SIM-Only Basic Data Plan

Cost-effective SIM-only plan with a small 5GB data allowance, suitable for light internet users, Speeds up to 200Mbps, SGD 12/month, Contract: No contract

#### SIM-Only Unlimited SMS

SIM-only plan primarily for unlimited local SMS, with minimal 1GB calls and 1GB data, Ideal for frequent texters, Speeds up to 100Mbps, SGD 10/month, Contract: No contract

#### SIM-Only Roam Plus Worldwide

SIM-only plan with included 10GB roaming data for a wide range of global destinations, catering to frequent international travelers, Speeds up to 1Gbps, SGD 55/month, Contract: No contract

#### SIM-Only Weekend Unlimited

SIM-only plan offering unlimited data on weekends, perfect for streaming and heavy usage during leisure time, Speeds up to 1Gbps (weekend), SGD 25/month, Contract: No contract

#### SIM-Only Hybrid Data Plan

SIM-only plan offering a mix of 20GB local data, 10GB social media data, and a small 2GB roaming allowance, catering to diverse usage, Speeds up to 1Gbps, SGD 32/month, Contract: No contract

#### SIM-Only Device Upgrade Option

SIM-only plan that allows users to get discounts on new device purchases after a certain period, without locking into a traditional contract, Includes 50GB data, Speeds up to 1Gbps, SGD 40/month, Contract: No contract (with device subsidy option)

#### SIM-Only Custom Bundle

Highly customizable SIM-only plan where users can build their own mix of data, calls, and SMS to suit exact needs, Base includes 20GB, 200 calls, 100 SMS, Speeds up to 1Gbps, starting from SGD 22/month, Contract: No contract

#### SIM-Only Pay-As-You-Go

Flexible SIM-only plan where users only pay for the data, calls, and SMS they consume,

with no fixed monthly fee, Speeds vary, charges per usage, e.g., SGD 0,01/MB, Contract: No contract

#### SIM-Only Flexible Contract

SIM-only plan with a short (e.g., 6-month) or flexible contract term, allowing users to adjust their plan or switch easily, Includes 30GB data, Speeds up to 1Gbps, SGD 28/month, Contract: Flexible (e.g., 6/12 months)