





MIO HOME – MULTI-LINE

Frequently Asked Questions (FAQ)

1. What is mio Home Multi-Line promotion?

mio Home Multi-Line promotion offers mio Home customers who have a minimum of 1 SingTel Mobile line monthly discounts off their eligible nominated lines' subscription charges. In addition to monthly subscription discounts, the key mobile line can enjoy additional perks such as free handset upgrade every 12 months and 15% discount off v019 calls.

➤ Nominate your family's SingTel Mobile subscription **ANYTIME** to enjoy mobile multi-line discounts of up to **25%**

No. of SingTel Mobile Line(s)				
Savings on each Mobile subscription	10%	15%	20%	25%



Enjoy these mobile benefits on your nominated First Mobile Line:

- Annual handset upgrade
- 15% discount on v019 calls

2. Is there any registration fee or charges to enjoy the mio Home Multi-Line promotion?

No, there is no registration fee or charges required.

3. Is mio Home Multi-Line discount applicable for all price plans?

No. It is only applicable for iPlans, Youth Plans, 3G Flexi and iFlexi Plans.

4. How do I know which tier of mobile discount I am entitled to?

Based on the price plans, you can deduce your line count eligibility for the tier of mobile discount. The price plans of the line-counted lines will determine which lines will enjoy the mobile discount.

For example, when you have a total eligible line count of 4, with 1 lines eligible for the mobile discount, you will enjoy 25% discount on the single eligible line.

For example, when you have a total eligible line count of 2, with 2 lines eligible for the mobile discount, you will enjoy 15% discount on the 2 lines.

5. How many lines can I nominate to enjoy this discount?

You can nominate up to 4 lines to enjoy this discount.

6. Can I enjoy the discount off my VASes and/or usage charges?

No, the discount is only applicable for the monthly subscription charges.

7. My address registered in the system is incorrect/ not updated. How do I go about with the change of address? Can I change the address via the phone or by faxing in my request?

You may change your NRIC address personally at any Hello! Shop with your Identity Card (IC). In order to prevent fraud, we do not advise customers to do so via the phone or fax (strictly NO) as we require your verification in-person.

Note: Authorization letter and photocopy of NRIC is required for customers who request for Change via proxy.

8. Can I nominate a M1/StarHub number?

No, nominated numbers have to be SingTel mobile subscribers.

9. Can I port-in with a M1/StarHub number and nominate it to enjoy the Multi-Line discount?

Yes, if you have satisfied the eligibility criteria

- Subscriber of mio Home bundle or NRIC address has a mio Home bundle
- Eligible price plan for Multi-Line discount

10. Can I keep changing the key line to get the handset at CI-2 price during CI-1 recontract?

No. The Key line is not supposed to be re-nominated regularly. Please note Key line must be of the same NRIC as the Mio Home owner.

Note: SingTel will do regular audit to monitor this situation.

11. How is SingTel's mio Home Multi-Line promotion compared to StarHub's Hubber bonus?

SingTel's mio Home Multi-Line promotion allows nomination up to 4 mobile lines, as well as annual handset upgrade for key line at no additional cost.

12. How can I nominate my existing mobile lines to enjoy the new Multi-Line discount?

Please visit <https://www.singtelshop.com/mobilenomination/nominationholder.jsf> to nominate your mobile line.

13. I've nominated my numbers. When will I start to enjoy the Multi-Line discount?

Your new Multi-Line discount, depending on your bill cycle, should be reflected in your next month's bill at the earliest.

14. My mio Home bundle is registered under my name. Can I nominate my wife's line as the key line?

No, the mio Home owner must be the mobile key line owner. If customer terminates/change number to another new number, the new number (must be subscribed to the mio Home owner) has be nominated for the discount.

15. If I need to transfer my mobile line to another NRIC so that I can enjoy the key line Multi-Line discount, will there be transfer of ownership charges?

No, the normal charges for transferring of mobile line to different NRIC will be waived.

16. Will there be a Multi-Line discount for BBoM?

No, the current promotions for BBoM are very attractive, hence it will be advisable for customer to sign up for the BBoM promotions.

Line & Discount Eligibility:

1. I have 2 lines registered under my name, with one to a different billing address. Can I still enjoy mio Home Multi-Line promotion?

Yes, both lines can enjoy the Multi-Line discount as both lines are under the same NRIC address.

2. I have not subscribed to mio Home but wish to nominate my line for this mio Home Multi-Line promotion. Am I entitled to the discount?

No, you have to be subscribed to the mio Home first before you can enjoy the Multi-Line discount.

3. I am subscribed to mio Home and am enjoying the mio Home Multi-Line promotion for my own line. Can my father who has his line registered under his own name but is staying at the same address enjoy this mio Home Multi-Line promotion?

Yes, your father's line can also enjoy this Multi-Line discount as both lines' NRIC addresses are of the same.

Please note: Only your number can be nominated as the key line. You can only nominate your father's line as a non-key.

4. I am subscribed to mio Home and am enjoying the mio Home Multi-Line promotion for my own line. Can my father who has his own line but staying at the different address enjoy this mio Home Multi-Line promotion?

No, your father will not be able to be nominated for the discount under your mio Home bundle as his line's NRIC address is different. You can opt to change ownership of his line to your name and nominate the number to enjoy the Multi-Line discount.

5. I am subscribed to mio Home and am on the mio plan. Can I nominate the number and enjoy the discount?

No, mio plan is not eligible for a line count or for the Multi-Line discount.

6. I am subscribed to mio Home and am on the Classic plan. Can I nominate the number and enjoy the discount?

The Classic plan can be considered as a line count. However, as this plan is already enjoying tenure discount, it will not be entitled to the Multi-Line discount.

7. I have subscribed to mio Home and have 2 lines - mio plan and mio supplementary line. Can I nominate both numbers and enjoy the discount on both?

No, both lines cannot be considered as line counts and will not be able to enjoy the Multi-Line discount.

8. I am subscribed to mio Home and have 3 lines – mio plan, mio supplementary plan and Premium 1500. Can I nominate all 3 lines and enjoy discount off all?

Only Premium 1500 can be considered as 1 line count. However, for mio plan and mio supplementary lines, both plans are not eligible as line counts and cannot enjoy the Multi-Line discount.

Hence, you will not enjoy any discount off the Premium 1500 line as it already has tenure discount.

9. I've been on Classic/ P700/ P15 for very long. Why can't I enjoy the Multi-line discount?

This is because these plans are already enjoying tenure loyalty discount, and hence will not be able to enjoy the Multi-Line discount. However, it will be considered as a line count.

For detailed illustration on line and discount eligibility, please refer to the following:

Name	NRIC Add	Billing Add	Install Address	Mobile Plan	Line Count Eligibility	Discount Eligibility	Remarks
Mr Tan (Mio Home Owner)	AMK	AMK	<u>Tampiness</u>	-	-	-	Main account owner
Mr Tan's Mobile	AMK	AMK	-	<u>iTwo plus</u>	✓	✓	Key Mobile
Mrs Tan's Mobile	AMK	<u>Paya Lebar</u>	-	<u>iOne plus</u>	✓	✓	Non-Key
Peter Lim' Mobile	Jurong	Woodlands	-	P700	x	x	Not eligible for line & discount
Mrs Lim's Mobile	Bedok	Woodlands	-	<u>iTwo Value Youth</u>	x	x	Not eligible for line & discount
Bernard Lim	AMK	Woodlands	-	Classic	✓	x	Eligible for line count but not eligible for discount
Susan Tan	AMK	AMK	-	Mio plan Main line	x	x	Not eligible for discount
Brenda Tan	AMK	AMK	-	<u>Mio Suppl Line</u>	x	x	Non-Key
In summary, Mr Tan's family can enjoy 20% discount (with 3 lines count) on 2 lines.					3	2	

10. I am the subscriber of the mio Home bundle. Can I de-nominate and nominate the numbers?

Yes, you can nominate and de-nominate the numbers.

11. I am the non-key subscriber of mio Home Multi-Line promotion. Can I nominate and de-nominate the numbers?

No, only the mio Home owner can nominate and de-nominate the numbers.

12. If there is any removal of non key line, would there be a SMS notification to non key line customer?

At this moment we will not be sending any SMS notification. However, as customers should be staying at the same NRIC address, we hope that any clarification can be done within the family.

13. I am currently enjoying another promotion (eg: Bill rebates) on my mobile line. Can I enjoy the mio Home Multi-Line promotion on my line?

No, the mobile discount cannot be applied on top on any existing promotions. However, you can nominate for multi-line discount upon your CI-2 date.

14. I have 50% discount off my mobile price plan now. Can I enjoy the mio Home Multi- Line promotion?

No, the mobile discount cannot be applied on top on any existing promotions. However you will be able to enjoy multi-line discount upon your CI-2 date.

Change of plan / Temporary Suspension of Service (TOS)

1. I am currently enjoying the mio Home Multi-Line promotion. If I wish to request for temporary suspension of service (TOS @ \$5), will I continue to enjoy the Multi-Line discount after I re-con from TOS?

Yes, the discount will be applicable when you re-con from TOS. However, in the period when you TOS, the line count will be reduced by 1 count, hence the discount may differ for the non-key lines.

2. I am currently enjoying the mio Home Multi-Line promotion. However, if I Change Plan to another price plan, e.g. Classic Plan, will I still be able to enjoy the Multi-Line discount?

If you change to an eligible price plan, your discount will continue.

Eg: Currently enjoying 10% discount for iTwo Value; Change plan from iTwo Value to iTwo Plus, discount of 10% continues for iTwo Plus.

If you change to a non-eligible price plan (but eligible line count), the non-eligible price plan will not enjoy the Multi-Line discount, though not affecting the discount to be enjoyed across all nominated lines.

Eg: Currently enjoying 15% discount for iOne Plus and iTwo Plus. Change plan for iOne Plus to Classic, discount of 15% continues for iTwo Plus only. Classic will not enjoy any Multi-Line discount.

If you change to a non-eligible line count plan, you will not enjoy the Multi-Line discount and the discount may be affected due to reduction of 1 line count.

Eg: Currently enjoying 20% discount for iOne Plus, iTwo Plus and iThree Plus. Change plan for iThree Plus to CIS Plan, discount of 20% will be reduced to 15% (line count dropped to 2) and applicable only for iOne Plus and iTwo Plus only. The CIS plan will not enjoy any Multi-Line discount.

Termination

1. Can I terminate my key line anytime? Is there any penalty?

If you terminate the mobile line after completion of any existing equipment contract, you are not liable for any penalty. If you terminate the mobile line before completion of any existing equipment contract, you are liable for early termination charges.

Please note that when key line is terminated, line count will be reduced and thus, affecting the tier of Multi-Line discount to be enjoyed by the non-key lines. However, the non-key lines will still enjoy the discount.

In addition, with the cessation of the key line, the benefits (enjoyed by the key line) will be ceased and not transferable to the non-key lines.

2. Can I terminate my non-key line anytime? Is there any penalty?

If you terminate the mobile line after completion of any existing equipment contract, you are not liable for any penalty. If you terminate the mobile line before completion of any existing equipment contract, you are liable for early termination charges.

Please note that when non-key line is terminated, line count will be reduced and thus, affecting the tier of Multi-Line discount to be enjoyed by all nominated lines.

3. Can I terminate my nomination or mio Home anytime? Is there any penalty?

Yes there will be a penalty for termination of Mio Home. Please refer to the Mio Home policy. There is no penalty for termination of nomination.

Transfer of Ownership

1. I am subscribed to the mio Home and enjoying the Multi-Line promotion. However, I wish to Transfer my key mobile line to my wife. Will the line still continue to enjoy the Multi-Line discount?

When the line is transferred to the same NRIC address and having fulfilled the eligibility criteria, the Multi-Line discount will still continue.

2. I have Change Plan but am still eligible for the Multi-Line promotion. How is my bill calculated?

Example:

Customer's CRD: 25 October 2008
Customer bill run date: 19 November - 18 December 2008
Discount ceased: 25 October 2008

Customer has already enjoyed Multi-line discount for October bill (19 October to 18 Nov).

In the next bill, SingTel will:

- a. Refund the subscription from 25 Oct to 18 Nov based on the nett price after the mobile discount.
- b. Rebill the correct subscription from 25 Oct to 18 Dec with discount.

3. I have terminated my mobile line and will not enjoy the Multi-Line promotion. How is my bill calculated?

Example:

Customer's CRD: 25 October 2008

Customer bill run date: 19 November - 18 December 2008

Discount ceased: 25 October 2008

Customer has already enjoyed Multi-line discount for October bill (19 October to 18 Nov).

In the next bill, SingTel will:

- a. Refund the subscription from 25 Oct to 18 Nov based on the nett price after the mobile discount.
- b. Rebill the correct subscription from 25 Oct to 18 Dec without discount