

Overview

APAC Roaming – 7 destinations

Bangladesh, Hong Kong, Indonesia, Malaysia, Taiwan, Thailand, Vietnam.

APAC Roaming – 20 destinations

Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar, New Zealand, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam.

Worldwide Roaming – 67 destinations

Andorra, Australia, Austria, Bangladesh, Belgium, Brunei, Bulgaria, Cambodia, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Fiji, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guam, Hungary, Iceland, India, Indonesia, Ireland, Italy, Japan, Laos, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Malta, Mongolia, Nepal, Netherlands, New Zealand, Norway, Pakistan, Papua New Guinea, Philippines, Poland, Portugal, Puerto Rico, Reunion, Romania, Saudi Arabia, Slovakia, Slovenia, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Kingdom, United States, Uzbekistan, Vanuatu, Vietnam.

For new customers from 31 March 2026 onwards.

\$15 hi! Plan/hi! Monthly Plan/hi! 1-Year Plan:

18GB APAC Roaming + China and South Korea (20 destinations)

8GB Worldwide Roaming (67 destinations)

\$12 hi! Plan/hi! Monthly Plan/hi! 1-Year Plan:

12GB APAC Roaming (7 destinations)

3GB Worldwide Roaming (67 destinations)

\$5 hi! Senior Plan/hi! Monthly Plan:

3GB APAC Roaming (7 destinations)

3GB Worldwide Roaming (67 destinations)

For existing customers before 31 March 2026.

\$15 hi! Plan:

250GB – Malaysia, Bangladesh, India, Indonesia, Thailand

\$12 hi! Plan/hi! Monthly Plan/hi! 1-Year Plan:

250GB – Malaysia, Indonesia, Thailand

10GB – 15 Destinations (Australia, Bangladesh, Brunei, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam).

\$5 hi! Senior Plan/hi! Monthly Plan:

200GB - Malaysia, Indonesia, Thailand

Experience seamless connection overseas with our preferred partner operators.

Set up only when you are overseas to prevent unintended roaming usage.

APAC Roaming – 7 destinations

Destination	Operators
Bangladesh	Grameenphone / Robi
Hong Kong	HKT / China Mobile
Indonesia	Telkomsel / XL
Malaysia	Maxis / Celcom / Digi
Taiwan	Taiwan Mobile / Chunghwa
Thailand	AIS / Dtac
Vietnam	Mobifone / Viettel

APAC Roaming – 20 destinations

Destination	Operators
Bangladesh	Grameenphone / Robi
Hong Kong	HKT / China Mobile
Indonesia	Telkomsel / XL
Malaysia	Maxis / Celcom / Digi
Taiwan	Taiwan Mobile / Chunghwa
Thailand	AIS / Dtac
Vietnam	Mobifone / Viettel
Australia	Optus / Telstra
Brunei	DST / Progresif
Cambodia	Viettel / CamGSM
India	Bharti / Vodafone
Macau	CTM / Hutchison
Philippines	Globe / Smart
South Korea	KT / SKT
Sri Lanka	Dialog Axiata / Mobitel
China	China Mobile / China Unicom
Japan	KDDI / Softbank
Myanmar	MPT / Ooredoo
New Zealand	Spark / Twodegrees
Pakistan	CMPak (Zong) / Jazz (Mobilink)

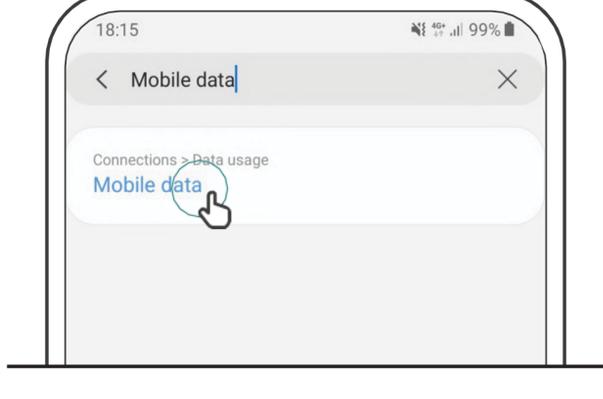
Worldwide Roaming – 67 destinations

Destination	Operators
Andorra	Andorra Telecom
Australia	Optus / Telstra
Austria	A1 Telekom / Tmobile
Bangladesh	Grameenphone / Robi
Belgium	Proximus / Telenet
Brunei	DST / Progresif
Bulgaria	A1 Bulgaria / Yettel
Cambodia	Viettel / CamGSM
Canada	Telus / Rogers
China	China Mobile / China Unicom
Croatia	Croatian Telecom / Vipnet
Cyprus	Epic
Czech Republic	Tmobile / Telefonica (O2 Czech Republic)
Denmark	Telia / Telenor
Estonia	Telia / Elisa
Fiji	Digicel Fiji / Vodafone Fiji
Finland	Orange / Bouygues
France	FRAorange / FRAbouygues
French Guiana	Digicel
Germany	Telekom / Telefonica
Gibraltar	Gibtelecom
Greece	Cosmote (OTE S.A) / Windhellas (Nova)
Guadeloupe	Magticom
Guam	IT&E
Hungary	Telenor (Yettel) / Magyar (One Magyarország Zrt)
Iceland	Siminn / Vodafone (Syn)
India	Bharti / Vodafone
Indonesia	Telkomsel / XL
Ireland	Vodafone / Three
Italy	WIND / H3G Italy / Vodafone Omnitel
Japan	KDDI / Softbank
Laos	Laotel (Lao Telecom)
Latvia	LMT / Tele2
Liechtenstein	Liechtenstein Telecom / Salt (Orange Liechtenstein)
Lithuania	Telia / UAB Bite Lietuva
Luxembourg	Orange Luxembourg / POST Luxembourg
Macau	CTM / Hutchison
Malta	Epic / Go Mobile (Mobisile Communications)
Mongolia	MobiCom / Unitel
Nepal	Ncell / Nepal Telecom
Netherlands	KPN / Tmobile
New Zealand	Spark / Twodegrees
Norway	Telia / Telenor
Pakistan	CMPak (Zong) / Jazz (Mobilink)
Papua New Guinea	Telikom Limited / Digicel PNG
Philippines	Globe / Smart
Poland	Polska (T-Mobile) / Polkomtel
Portugal	TMN (MEO) / NOS
Puerto Rico	AT&T / Claro
Reunion	SRR
Romania	Telekom Romania / Vodafone
Saudi Arabia	STC / Mobily
Slovakia	Slovak Telekom
Slovenia	Simobil (A1 Slovenija)
South Korea	KT / SKT
Spain	Telefonica / Vodafone
Sri Lanka	Dialog Axiata / Mobitel
Sweden	Telia / Telenor
Switzerland	Swisscom / Sunrise
Taiwan	Taiwan Mobile / Chunghwa
Thailand	AIS / Dtac
Turkey	Turkcell / Avea (Turk Telecom)
United Kingdom	TelefonicaO2uk (VMO2) / Vodafone
United States	Tmobile / Verizon
Uzbekistan	Unitel
Vanuatu	Digicel
Vietnam	Mobifone / Viettel

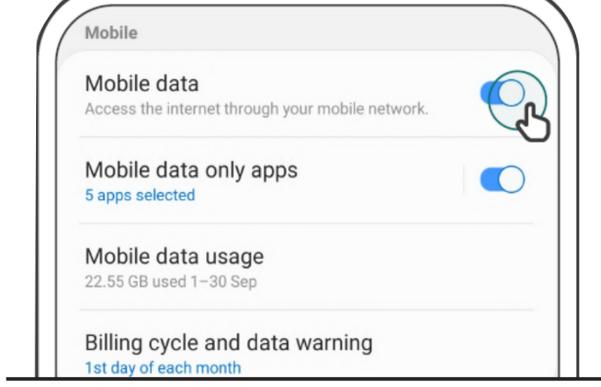
Android

Enable mobile data

1. Go to your **device settings**.
2. Search for **'mobile data'** and tap on it.

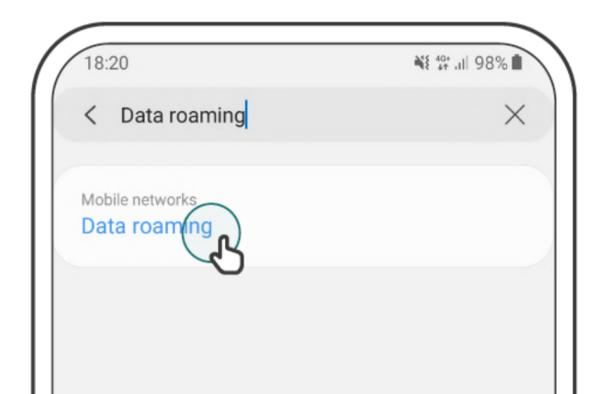


3. Check that mobile data is enabled

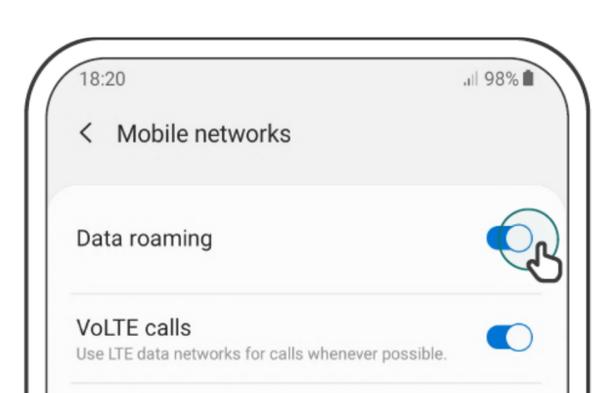


Enable data roaming

1. Search for **'data roaming'** under device.



2. Check that **data roaming is enabled**.



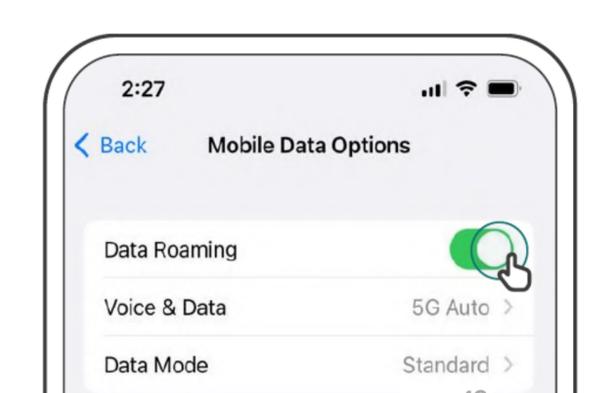
IOS

Enable mobile data

1. Go to your **'device settings' > 'mobile data'**.
2. Check that **mobile data is enabled**.



3. Select **'mobile data option'** and ensure that data is enabled.



Questions on roaming data

1. How can I use roaming data overseas?

Do follow these steps to set up roaming:

- Ensure that you've enabled Mobile Data and Data Roaming on your device.
- Ensure that you choose our preferred roaming partner.

2. How do I know when my hi! dataroam bundle expires?

Simply keep track of your hi! dataroam balances and expiry on the Singtel hi! app under the 'Roaming' tab.

3. There seems to be an issue with the connection overseas, what went wrong?

Do check if you have sufficient roaming data balance for usage and follow the steps below to stay connected overseas:

- Check that Mobile Data and Data Roaming are enabled on your mobile phone.
- Ensure that Access Point Network (APN) setting is set to 'hicard'.

4. I have multiple roaming packs. How will it be used?

If you have more than one roaming pack, your data will be used automatically based on the following priority order:

- Singapore, Malaysia, Indonesia, Hong Kong, Thailand
- APAC roaming (7 destinations)
- APAC roaming (20 destinations)
- Worldwide roaming (67 destinations)

Followed by earliest expiry.

This means the most relevant roaming pack for your destination will be used first, followed by earliest expiry (if same pack). Once the data from that pack is used up, the system will continue to deduct from the next available pack in the list.



Need help?

Visit www.singtel.com/hi or chat with customer service using the Singtel hi! app. Alternatively, you can chat with our live hi!

teammates daily from 9AM to 10PM.

IDD to 23 destinations

Australia, Bangladesh, Brazil, Brunei, Canada, China, Hong Kong, India, Indonesia, Ireland, Israel, Italy, Japan, Malaysia, Mongolia, New Zealand, Norway, Romania, South Korea, Thailand, USA, Philippines, Vietnam.

For new customers from 31 March 2026 onwards.

\$15 hi! Plan/hi! Monthly Plan/hi! 1-Year Plan.

Call 600 mins to 23 destinations.

\$12 hi! Plan/hi! Monthly Plan/hi! 1-Year Plan.

Call 500 mins to 23 destinations.

\$5 hi! Senior Plan/Monthly Plan.

Call 100 mins to 23 destinations.

For existing customers before 31 March 2026.

\$15 hi! Plan/hi! Monthly Plan.

Call up to 600 mins to 9 destinations.

- China/India/Malaysia 600 IDD mins
- Bangladesh 240 IDD mins
- Thailand 120 IDD mins
- Indonesia 90 IDD mins
- Vietnam 60 IDD mins
- Myanmar 36 IDD mins
- Philippines 40 IDD mins

\$12 hi! Plan/hi! Monthly Plan/hi! 1-Year Plan.

Call up to 500 mins to 9 destinations.

- China/India/Malaysia 500 IDD mins
- Bangladesh 200 IDD mins
- Thailand 100 IDD mins
- Indonesia 75 IDD mins
- Vietnam 50 IDD mins
- Myanmar 30 IDD mins
- Philippines 33 IDD mins

\$5 hi! Senior Plan/Monthly Plan.

Call up to 100 mins to 9 destinations.

- China/India/Malaysia 100 IDD mins
- Bangladesh 40 IDD mins
- Thailand 20 IDD mins
- Indonesia 15 IDD mins
- Vietnam 10 IDD mins
- Myanmar 6 IDD mins
- Philippines 6 IDD mins

How to make IDD calls

Call 019 <Country code> <Area code>

<Telephone number>

For new customers from 31 March 2026 onwards

Destination	Country code
Australia	61
Bangladesh	880
Brazil	55
Brunei	673
Canada	1
China	95
Hong Kong	63
India	91
Indonesia	62
Ireland	353
Israel	972
Italy	39
Japan	81
Malaysia	60
Mongolia	976
New Zealand	64
Norway	47
Romania	40
South Korea	82
Thailand	66
USA	1
Philippines	63
Vietnam	84

For existing customers before 31 March 2026.

Destination	Country code	Rate/min
Bangladesh	880	S\$0.03
China	86	S\$0.01
India	91	S\$0.01
Indonesia	62	S\$0.07
Malaysia	60	S\$0.01
Myanmar	95	S\$0.17
Philippines	63	S\$0.15
Thailand	66	S\$0.05
Vietnam	84	S\$0.10

Rates are rounded to the nearest cent.



Need help?

Visit www.singtel.com/hi or chat with customer service using the Singtel hi! app. Alternatively, you can chat with our live hi! teammates daily from 9AM to 10PM.