Singtel hi!

Live the hi! Life on the best network.

Hello Possibilities

Welcome to the hi! Life!

FAQ

We are moving to Singtel hi!

At Singtel, we're always looking ahead to bring you better experiences. That's why heya is moving to the newly rebranded Singtel hi!, offering even more value, flexibility and seamless connectivity.

heya has offered customers a flexible and affordable mobile plan with local and roaming data. With the new Singtel hi!, we're taking things further. This rebrand is more than just a name change, it reflects our commitment to upgrading our systems and services to serve our customers better. Starting **1 December 2025**, existing heya customers will enjoy a smooth transition to Singtel hi!. Our customers will be notified via SMS.

Singtel hi! is another way of saying hello to possibilities, whether you're staying connected locally or exploring the world. More details on Singtel hi!: www.singtel.com/hi

1. What will happen to my heya plan subscription?

We will **automatically** move your heya plan to Singtel hi!. You don't need to do anything until your next top-up.

- If you are on a **heya monthly plan**, your plan and auto-payment will continue on Singtel hi! with the same benefits.
- If you are using a **one-time heya plan**, your current plan will continue on Singtel hi! with the same remaining validity, data and minutes. After it ends, just top up a Singtel hi! Plan.
- If you are **60 years old and above**, you can top up the **$5 hi! Senior Plan**. Please ensure your NRIC age is updated correctly.

Download the **new Singtel hi! app** (https://hiapp.singtel.com) to check your balance or buy plans/add-ons, or visit any **Singtel hi! Retailer** to buy a Singtel hi! Plan.

2. What will be moved over to the Singtel hi!?

Your active plan entitlements, balance wallet credits, registered details, and preset payment will be moved over to Singtel hi! .

3. Will I be able to continue using my heya app?

We will officially move from heya app to Singtel hi! app starting from 1 December 2025. Please retrieve all your past heya bills from heya app by then.

4. How do I check my heya bills?

Unfortunately, after moving to the new Singtel hi! app, only new transactions made within the app will be visible. We recommend taking screenshots of your past bills in the heya app before 1 December 2025.

5. How to download the new Singtel hi! app?

Yes, you may download Singtel hi! app via Apple App Store or Google Play Store (https://hiapp.singtel.com) to manage your account.

6. Can I change my heya one-time plan to a monthly plan before the migration?

Yes, you may subscribe to any heya monthly plan on the heya app before 1 December 2025 if you wish to continue enjoying your heya plan benefits after the move to Singtel hi!.

7. Do I need to change SIM card or my mobile number?

No, this transition to Singtel hi! is seamless, just download the new app and we will do the rest.

8. I am on the SG60 free 6 months heya plan promotion. What will happen to my mobile plan?

We will notify you when your free 6-month period is ending. After that, you can top up the $5 hi! Senior Plan on the Singtel hi! app (https://hiapp.singtel.com) or at any hi! retailer.

9. What are the plans available on Singtel hi!?

Do check out our plans at www.singtel.com/hi

10. Will the heya rollover feature still be available when moving to Singtel hi!?

We will maintain the heya rollover feature in Singtel hi!.

Singtel hi! Plan Support Guide

1. Can't log in?

If you are using the heya app, please switch to the **Singtel hi! app** instead.

Download here   *OR*   **Search "Singtel hi!" in the Play Store / App Store**

2. How to top up?

Simply go to **Singtel hi! app**: https://hiapp.singtel.com or visit any **hi! Retailer**: https://singtel.com/hiretailers.

hi! app   hi! Retailers

3. Need help?

Simply visit https://hi.singtel.com/faq, tap **Chat now**, or top right icon, 🗨 from 9am to 10pm.

Singtel FAQ

4. Port-In not successful?

Make sure your details with your previous telco are correct:
Name and **ID number (NRIC/FIN)**
When they match, your port-in will be completed smoothly.

5. Unable to update email / contact number in app?

In **Singtel hi! app** > **Select Me** > **Contact info** > **edit**.
If edit filed is greyed, do visit https://hi.singtel.com/faq,
tap **Chat now** from 9am to 10pm.

6. Credit value missing or not correct?

Simply visit https://hi.singtel.com/faq, tap **Chat now**, from 9am to 10pm.

7. No network? Try these steps.

For **Android**
   Settings > Mobile Network > Access Point Name
   (APN) > Select Singtel (Prepaid) or input APN:
   hicard.

For **iPhone**
   Settings > Mobile service > Mobile data network > scroll down
   and select "Reset Setting".

8. No plan showing after migration?

If you are on **SG60 Promo**, your plan will **auto-renew**. You may ignore any SMS saying the plan will expire.

9. No connection/ No valid line?

1. Connect to **Wi-Fi**.
2. Open the **Singtel hi! app**, **check** if your plan is **active**.
3. **Restart** your phone.

For iPhone users: reset your network settings.
Go to Settings > General > Transfer or Reset iPhone.
> Reset > Reset Network Settings.
Note: This will remove your saved Wi-Fi networks.

10. Mobile Data Not Working?

1. Restart your phone.
2. Check your APN (see step 7).

> 1. **Android:** Set APN to **hicard** or **Singtel (Prepaid)**
> 2. **iPhone:** Reset Mobile Data Network settings

3. Ensure you have an active plan in the Singtel hi! app.
4. Try removing and reinserting your SIM.