



hi! Plan FAQs

Please note that the following content is only applicable to hi! Plan customers, not Singtel hi! Prepaid customers.

General

1. How do I sign up for hi! Plan?

To get a hi! Plan, you'll need to fulfil these requirements:

- Be 16 years or older
- Have a Singpass account or any of these ID documents to sign up:
 - Singapore NRIC / 11B
 - Employment Pass
 - S Pass
 - Work Permit
 - Dependent Pass
 - Student Pass
 - Social Visit Pass

2. What is the hi! Senior Plan?

hi! Senior plan is only available to all Singapore Citizens, Permanent Residents, Employment and Long-Term Pass holders aged 60 years old and above. Eligibility is based on date of birth.

3. Can I rollover my unused data, roaming data, calls, and SMS?

Unused local data, roaming data, IDD/local calls, and SMS can be carried forward when you top up your hi! Plan before it expires. They can be rolled over for up to 6 months and are automatically stacked.

4. How do I setup the Multi-factor Authentication (MFA) on the Singtel hi! app?

Simply set up your PIN and biometrics login (FaceID) as per guide [here](#).

Port in or transfer number to hi! Plan

1. Can I transfer my existing number to hi! Plan?

Yes. To transfer your existing number, it must be an active postpaid mobile line with no outstanding payments and registered under your NRIC/FIN with your telco. Your request to port-out from your existing telco must be submitted at least 7 days before your next billing cycle.

2. Do I need to terminate my mobile with my current telco before transferring my number to Singtel hi!?

Please do not terminate your mobile with your current telco. Simply indicate your existing number during sign-up and we will complete the process for you. Your mobile line with your current telco will be terminated automatically once it's successfully transferred to hi! Plan.

3. Is there any fee to transfer my number to hi! Plan?

Transferring your number to hi! Plan is completely free. However, remember to ensure your mobile and value-added services are out of contract with your current telco as early termination charges may apply.



4. I've opted to port in my number. When can I start using my hi! Plan?

Port-in takes 1–3 working days and you'll receive SMS updates along the way. In the meantime, we'll assign you a temporary number. When port-in completes, we'll do a seamless switch to your current number.

eSIM

You'll get an email to install your eSIM shortly after purchase.

What should I do if I need to replace my eSIM (e.g. due to phone change, loss or damage)?

You can easily request an eSIM replacement via the hi!App. Simply go to Login to the [Singtel hi! app](#) > Me > Request New SIM > Select number for eSIM request and follow the steps. Alternatively, you may visit any of our [hi! Authorised Retailer](#) for assistance.

Manage Account

1. Can I still make a call / use data / send SMS when I have used up all my hi! balances?

There is no pay-per-use charge for the hi! Plan. Simply top up your hi! Plan through our [Singtel hi! app](#) or any [hi! Retailer](#).

2. Can I rollover my unused data, calls, and SMS?

Unused local data, roaming data, IDD/local calls, and SMS can be carried forward when you top up your hi! Plan before it expires. They can be rolled over for up to 6 months and are automatically stacked.

3. Can I make 1800 or international calls and SMSes with my hi! Plan?

If you are in Singapore, you can receive incoming international calls and SMS for free. You can make 1800 local Singapore calls, but please note that it will be deducted from your local talktime bundle. Outgoing international calls can be made with the purchase of a hi! Plan or IDD Add-on.

4. Are there any features that cannot be used on the Singtel hi! plan?

hi! Plan does not support these features:

- Roaming calls/SMS services while overseas
- Outgoing local calls to 1900 numbers
- Incoming and outgoing video calling
- Incoming and outgoing MMS
- Outgoing Global SMS
- Transfer of ownership

5. What is hi! wallet?

hi! wallet refers to your charging account, with which you can purchase new hi! Plan or any Add-on pack with credits in the account.

6. How do I check my hi! balances and expiry?

Simply log in to the [Singtel hi! app](#) to check your balance and expiry of your hi! Plan.



7. My hi! Plan is expiring soon. How do I recharge?

Simply top up your hi! Plan through our [Singtel hi! app](#) or [Singtel hi! Retailers](#).

8. What should I do if I want to terminate my hi! Plan?

Your hi! SIM and all services will be automatically terminated if you do not top up with any hi! Plan within 180 days from last top-up date.

9. How can I opt out of the hi! marketing SMS?

You can do so via the [Singtel hi! app](#), under “Me” > “Settings”.

10. Where can I find out more about how hi!’s data protection policy?

Please refer to Singtel’s Data Protection Policy [here](#).

IDD

1. What are the destinations covered by the hi! Plan or \$5 IDD add-on?

These are the 23 IDD destinations for the hi! Plan:

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.

These are 9 IDD destinations for the \$5 IDD add-on:

Bangladesh, China, India, Indonesia, Malaysia, Myanmar, Philippines, Thailand, Vietnam.

Click here for the [guide](#).

2. What are the hi! IDD Add-on charges?

Each IDD Add-on costs \$5 and is valid for 30 days upon the date of purchase. All IDD calls are charged on a per-minute basis and will be deducted from the \$5 IDD Add-on credit.

3. How do I purchase another hi! Plan or IDD Add-on?

Simply purchase on [Singtel hi! app](#) or proceed to any [Singtel hi! Retailers](#).

4. How do I make an IDD call?

To make IDD calls from Singapore, simply dial 019, followed by country code, area code and the number which you wish to dial. Click here for the [guide](#).

5. Can I send out a Global SMS with the IDD Add-on?

Sorry, IDD credits cannot be used for sending Global SMS.

6. Can I rollover my unused IDD credits?

Unused IDD credits, up to a maximum limit of 6 months, can be rolled over if you purchase another hi! Plan or IDD Add-on before the expiry.



Troubleshoot Network

1. I am able to use Voice and SMS but am unable to use my mobile data. What should I do?

When you first insert your hi! SIM Card, your phone should automatically update with the required settings. In the event you need to do this manually, you will need to change your APN settings, then switch on and off the airplane mode.

For iPhone Go to Settings > Mobile Data > Mobile Data Network Type in APN: e-ideas If you are still unable to use your mobile data, please go to Settings > Mobile Data > Mobile Data Network > tap Reset Settings.

For Android Go to Settings > search for "Access Point Names" > select Add New APN Type in Name: hicard Type in APN: hicard Leave the other fields blank Roaming Data 1.

Roaming

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 here.

Click here for the [setup guide](#).

2. What are the roaming destinations covered for the hi! Plan?

\$20 hi! Plan:

AEAN (10 destinations): Malaysia, Indonesia, Thailand, Brunei, Cambodia, Laos, Myanmar, Philippines, Vietnam, Timor-Leste

36GB 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.

10GB 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.

\$15 hi! Plan:

18GB 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.

8GB 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.

\$12 hi! Plan:

12GB APAC Roaming (7 destinations): Bangladesh, Hong Kong, Indonesia, Malaysia, Taiwan, Thailand, Vietnam.

3GB 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.

\$5 Senior hi! Plan:

3GB APAC Roaming (7 destinations): Bangladesh, Hong Kong, Indonesia, Malaysia, Taiwan, Thailand, Vietnam.

3GB 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.

3. Where can I purchase Roaming Add-on?

You can use the [Singtel hi! app](#) and head on over to any [Singtel hi! Retailers](#) to purchase the \$3 Roaming Add-on. The hi! Roaming Add-on covers 20 APAC destinations and is valid for 7 days. The 7-day validity period for the Roaming Add-on will start on the date of purchase of the Add-on.

20 APAC destinations refer to: Malaysia, Indonesia, Thailand, Australia, Bangladesh, Brunei, Cambodia, Hong Kong, India, Macau, Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, China, Japan, Myanmar, New Zealand, Pakistan

4. How do I know when my Roaming data expires?

Simply keep track of your roaming balances and expiry on the [Singtel hi! app](#) under the 'Roaming' tab.

5. Will I be charged for additional data roaming usage charges after I have fully utilised the roaming bundle?

Fret not, there are no additional surcharges for roaming. No excess charges, such as Pay-Per-Use charges, will be incurred even after you have fully utilised your plan bundle. Once you have fully utilised the roaming bundle, simply purchase another hi! Plan or Roaming Add-on to continue using data overseas.

6. Why am I experiencing slow data roaming speed?



Data roaming speed may vary depending on: Overseas network coverage Overseas network capacity Overseas operators' Fair Usage Policy

7. How can I check if I'm connected to the right operator overseas?

You can connect to these preferred operators when overseas for the roaming data. Click here for the [guide](#).

Barring Service (International Incoming Voice)

1. What is Barring Service (International Incoming Voice)?

Level up your defence against international scams with Barring Service (International Incoming Voice). This is a free service that allows customers to block and unblock all international incoming voice calls.

2. Who can sign up for Barring Service (International Incoming Voice)?

This service is available to all hi! customers.

3. How do I subscribe or unsubscribe to Barring Service (International Incoming Voice)?

You can activate or deactivate via the [Singtel hi! app](#), under "Me" > "Settings".

4. Will I be charged for subscribing to Barring Service (International Incoming Voice)?

No. Barring Service (International Incoming Voice) is free of charge.

5. How do I know if I have subscribed for Barring Service (International Incoming Voice)?

You will receive a confirmation SMS upon successful subscription of the Barring Service (International Incoming Voice).

6. If I were to port out my mobile number to another telco, will my Barring Service (International Incoming Voice) be terminated?

Yes. Barring Service (International Incoming Voice) will be terminated when you cancel or port out your mobile plan.

7. Will I still be able to receive incoming calls from other international service providers?

No.

Barring Service (International Incoming SMS)

Q1. What is Barring Service (International Incoming SMS)?

Level up your defence against international scams with our new Barring Service. Block all incoming SMS from international numbers for free. Expecting an overseas SMS? Deactivate it anytime – it's your choice!

Q2. Who can activate Barring Service (International Incoming SMS)?



Good news for all Singtel hi! customers! Our Barring Service is available for you, completely free.

Q3. How do I activate or deactivate to Barring Service (International Incoming SMS)?

You can activate or deactivate via the Singtel hi! app, under “Me” > “Settings”.

Q4. How do I know if I have activated Barring Service (International Incoming SMS)?

Once you’ve activated Barring Service, keep an eye on your messages – we’ll send you a confirmation SMS.

Q5. Will I be notified when an international SMS has been blocked?

If you have activated the Barring Service (International Incoming SMS), any international SMS will be intercepted even before they reach your device. Do note that you will not receive any notification whenever there are any international SMS blocked by the network.

Q6. What happens if I deactivate Barring Service (International Incoming SMS)?

Unsolicited spam and scam SMS from international numbers will be able to come through to your devices. Hence, you may be exposed to phishing attempts and fraudulent SMS from these international numbers, and are at a higher risk of your personal information being stolen by malicious actors. Activate now to enjoy peace of mind on your devices!

Q7. If I were to port out my mobile number, will my Barring Service (International Incoming SMS) be terminated?

Yes. Barring Service (International Incoming SMS) will be terminated when you cancel or port out your mobile plan.

Q8. Will I still be able to receive incoming SMS from other international service providers?

No.

RCS

Q1. What is RCS?

RCS (Rich Communication Services) is an upgraded messaging technology that enhances traditional SMS with features like high-quality media sharing, read receipts, and typing indicators—directly within your phone’s Messages app.

Q2. How is RCS different from SMS?

Unlike SMS, RCS uses mobile data or Wi-Fi and supports richer features such as:

- Larger, high-quality photos and videos
- Read receipts and typing indicators
- Better group chat functionality

Q3. Is RCS a Singtel service?

Yes. RCS is a carrier-supported messaging service provided by Singtel, working in collaboration with global technology partners to ensure compatibility across devices.

Q4. Which devices support RCS on Singtel?

RCS is supported on:

Singapore Telecommunications Limited
Company registration number: 199201624D
Singapore Post Centre
#07-31, 10 Eunos Road 8, Singapore 408600
Tel: +65 6838 3388 Fax: +65 6732 8428
www.singtel.com



- iPhones running iOS 26.3 or later
- Compatible Android devices Both the sender and recipient need RCS-enabled devices for RCS features to work.

Q5. How do I enable RCS on my device?

For iPhone users (iOS 26.3 or later): RCS will be turned ON by default. Else, to follow the below steps:

1. Go to Settings → Apps → Messages
2. Select RCS Messaging
3. Turn it ON If you don't see the option, ensure your iOS is up to date.

For Android users:

1. Open the Google Messages app
2. Tap your profile picture (top right)
3. Go to Messages settings → RCS chats
4. Switch Turn on RCS chats ON Q6.

Q6. Do I need to download a new app?

For iPhone users: No. RCS works within Apple's native Messages app. No additional apps are required.

For Android users: Most Android devices' native messaging app is Google messages, which supports RCS by default. If you are using a different messaging app, you may need to download and switch to Google Messages to use RCS features.

Q7. Are there any additional charges for using RCS?

There are no additional charges to use RCS. However, RCS uses mobile data or Wi-Fi:

- Data usage counts toward your mobile plan
- Roaming data charges apply when overseas

Q8. Will RCS work when I'm roaming?

Yes, RCS can work while roaming as long as you have mobile data or Wi-Fi access. Standard roaming data charges will apply.

Q9. What happens if I message someone without RCS?

If the recipient does not have RCS enabled or supported, your message will be sent as SMS.

Q10. Can businesses message me using RCS?

Yes. RCS supports Verified Business Messaging, allowing brands to send authenticated, interactive messages. You'll see verified branding, so you know the message is from a legitimate sender.