



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

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

Singtel 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 transfer my existing number to Singtel hi!?

Yes. To transfer your existing number, it must be an active non-Singtel 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.

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

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

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

Unused local data, calls and SMS can be rolled over if you purchase another Singtel hi! plan before the expiry. You can rollover and have up to 400GB local data, 2000 minutes, 1000 SMS and \$20 IDD value on your Singtel hi! line at any point in time.

Port in or transfer number to Singtel hi!

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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 Singtel hi!

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

Transferring your number to Singtel hi! 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 Singtel hi!?

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.

Manage Account

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

There is no pay-per-use charge for the Singtel hi! plan. Simply top up your Singtel hi! plan through our Singtel hi! app or any Singtel hi! authorised retailer.

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Any unused balances for roaming data will not be rolled over to the next month.

3. Can I make 1800 or international calls and SMSes with my Singtel 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 Singtel hi! IDD Add-on for selected destinations.

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

Singtel hi! 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
5G

5. What is Singtel hi! wallet?

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

You can top up your Singtel hi! Account wallet credits in denominations of \$10 for 60 days validity or \$30 / \$50 for 180 days validity through the Singtel hi! app or Singtel hi! authorised retailers.

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

Simply log in to the Singtel hi! app to check your balance and expiry of your Singtel hi! plan.

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

Simply top up your Singtel hi! plan through our Singtel hi! app or Singtel hi! authorised retailers.

The validity period for the new Singtel hi! plan will start on the date of purchase of the new Singtel hi! plan.

You can also rollover unused local data and local mins if you top up before the plan expires.



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

Your Singtel hi! SIM and all services will be automatically terminated if you do not top up with any Singtel hi! plan within 90 days from last top-up date.

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

You can do so via the Singtel hi! app, under "Me" > "Settings".

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

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

IDD add-on

1. What are the destinations covered by the Singtel hi! IDD Add-on?

These are the applicable IDD call destinations:

Bangladesh
China
India
Indonesia
Malaysia
Myanmar
Philippines
Thailand
Vietnam

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

Each Singtel hi! 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 the Singtel hi! IDD Add-on?

Simply purchase on Singtel hi! app or proceed to any Singtel hi! Authorised Retailer.

4. How do I make an IDD call?

To make IDD calls from Singapore, simply dial <019>.

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

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

6. Can I rollover my unused IDD Add-on credits?

Unused IDD credits, up to a maximum limit of \$20, can be rolled over if you purchase another 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 Singtel 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.

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: hcard

Type in APN: hcard

Leave the other fields blank

Roaming Data

1. How can I use roaming data overseas?

Do follow these steps to set up roaming:

1. Ensure that you've enabled Mobile Data and Data Roaming on your device.
2. Ensure that you choose our preferred roaming partner [here](#).

2. Where can I purchase Singtel hi! Roaming Add-on?

You can use the Singtel hi! app head on over to any Singtel hi! authorised retailer to purchase the \$3 Singtel hi! Roaming Add-on. The Singtel hi! Roaming Add-on covers 15 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.

**15 destinations refer to Australia, Bangladesh, Brunei, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam*

3. How do I know when my Singtel hi! Roaming Add-on expires?

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

4. 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 Singtel hi! 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 Singtel hi! Roaming Add-on to continue using data overseas.

5. 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

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

You can connect to these preferred operators when overseas for Singtel hi! roaming data.

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 Singtel 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:

- 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. 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?

A8. 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?

A9. If the recipient does not have RCS enabled or supported, your message will be sent as SMS.

Q10. Can businesses message me using RCS?

A10. 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.