



NumberShare FAQ

1. What is NumberShare?

NumberShare is an add-on service that allows phone users to share the same mobile number, data and talktime as your mobile plan on an eligible cellular watch. With NumberShare, you can make or receive calls and access the Internet on your cellular watch over 4G connection, even when your phone is not nearby or powered on. You can also get an additional 0.3GB data per month on your main mobile line.

2. What are the subscription charges and contract period?

You can enjoy Numbershare at just \$6.97/month for a limited time only. There is a minimum subscription period of 12 months. You can also enjoy free subscription for the first 3 months*. Terms & Conditions apply.

3. Who is eligible to a NumberShare subscription?

NumberShare is available as an add-on service for all Singtel Postpaid Mobile customers who have subscribed to a Combo, XO, XO Plus, SIM Only, SIM Only Plus or MobileShare Supplementary Plan with [4G ClearVoice](#). NumberShare can only be activated on eligible cellular watches. EasyMobile, Prepaid and Multi-SIM customers are not eligible for a Numbershare Subscription.

4. Is there an activation fee when I subscribe for NumberShare?

Yes, there is a one-time activation fee of \$10.80 that allows provisioning of eSIM on the cellular watch. A reactivation fee is applicable for the provisioning of new eSIM in the event that you lose, replace or damage your cellular watch.

5. How can I subscribe to NumberShare on Apple Watch (Cellular)?

Please click [here](#) for a step-by-step guide to subscribe NumberShare.

6. Why do I need to enter a NRIC/FIN number during sign up?

It will be used to verify your Singtel Account. Only the NRIC/FIN number of a Singtel Account holder can be used for verification. NumberShare will be paired to the mobile number used during the sign up and the subscription fees will be billed to the same Singtel Account.

7. Can I subscribe NumberShare on www.singtelshop.com?

Sorry, we are afraid not. Numbershare can only be subscribed via the default cellular watch app. Please click [here](#) for a step-by-step guide to subscribe to Numbershare

8. Can I sign up for more than (1) NumberShare service under the same mobile number?

Sorry, we are afraid not. Each main mobile line can only subscribe for one NumberShare service.



9. I have exceeded data/talktime usage on my cellular watch. Will I be charged for the excess usage?

Your cellular watch is sharing data/ talktime with the main line, any excess usage incurred on your main mobile line is subject to prevailing excess charges. For more information on excess usage charges, visit singtel.com/mobileterms.

10. Can I make or receive calls with my cellular watch when I am roaming overseas?

Sorry, we are afraid not. International roaming is not enabled for NumberShare service. However, you can still use your cellular watch in Bluetooth mode.

11. What happens if I change my mobile number?

If you have retained the same SIM card, NumberShare would still be available. If you have a new SIM card, you will need to terminate NumberShare on the previous mobile number and re-subscribe the service again under the new mobile number.

12. What happens if I delete the 'Data Plan' or eSIM profile by accident?

'Data Plan' on Apple Watch refers to the eSIM. You will need to re-download a new eSIM profile, by terminating the NumberShare Add-on and re-activate. Please note that an activation fee of \$10.80 applies.

13. Is there an early termination fee if I choose to terminate NumberShare within the 12 months subscription period?

Yes, early termination charges will apply. Termination charges can be calculated via multiplying the monthly service fee and remaining months of the subscription period.

14. How do I terminate my NumberShare subscription?

You can terminate your NumberShare subscription via My Singtel app. Please head to Browse Add-ons > My Add-ons > NumberShare > Unsubscribe. You will receive a SMS notification upon successful termination.

15. Which iPhone is compatible with Apple Watch (Cellular) and NumberShare?

Compatible iPhone models includes iPhone 6 and newer models. Your iPhone needs to be on iOS version 11.2.5 or later.

To check or download the latest software version on your iPhone, go to Settings > General > Software Update. You will also need the latest carrier settings. On your iPhone, tap Settings > General > About and follow the prompt to update to the latest carrier settings.

Your Apple Watch (cellular) needs to be on WatchOS version 4.2.2 or later.

16. Is NumberShare supported on Apple Watch (Cellular) which are not purchased in Singapore?

Customers are encouraged to get their Apple Watch in Singapore. For watches purchased in other countries, please click [here](#) to check if your Apple Watch model is supported.

17. Will I be able to send SMS/ MMS via my Apple Watch (Cellular)?

Yes you can. To send and receive SMS or MMS, your paired iPhone must be powered on and connected to WiFi or cellular. Your iPhone does not need to be near the Apple Watch to receive SMS/MMS.

18. When will my Apple Watch (Cellular) be connected via Bluetooth or Cellular?

If your iPhone and Apple Watch (Cellular) is within close proximity, your Apple Watch will be connected to your iPhone via Bluetooth. On the other hand, if your iPhone and Apple Watch is not within close proximity, your Apple Watch will be connected to Cellular network and will be using the same mobile number as your iPhone.

19. How do I know if I am connected to Cellular on my Apple Watch (Cellular)?

Look out for the green dot icon at the top left corner on your Watch control panel, this would indicate that you are connected to cellular. The green dot icon will only appear if your iPhone is not within close proximity to your Apple Watch (Cellular).



20. What happens if I change my iPhone?

NumberShare will still be available on the mobile number that you have signed up on. There is no need to terminate your NumberShare subscription. However, you will need to pair your original Apple Watch (Cellular) again to your new iPhone in order to use NumberShare. Your new iPhone will also need to be running on the latest iOS to be compatible with Apple Watch (Cellular).

21. What happens if I change my Apple Watch (Cellular). How can I transfer my NumberShare subscription to my new Apple Watch?

You can now change your Apple Watch seamlessly. Do note that an activation fee of \$10.80 applies to download a new eSIM profile into your watch. Please click [here](#) for a step-by-step guide to subscribe NumberShare.

22. What can I do if I'm unable to get mobile connectivity on my Apple Watch?

If you have successfully signed up for NumberShare & received a confirmation SMS, verify your watch mobile connection by turning off Bluetooth on iPhone & WiFi on the Watch. Restart the watch to enable connectivity. If the connection fails, verify your eSIM is present by referring to the Watch



'Settings > General > About' and if there is a string of digits present in 'ICCID'. Do not remove "Singtel plan" or "Plan" during un-pairing process as this will remove the eSIM in the Watch.

23. What can I do if I can't enjoy the new ECG feature on my Apple Watch?

The new ECG feature is only available on Apple Watch Series 4 & above. Please also ensure that your Apple Watch software is updated to watchOS 5.3.