



Frequently Asked Questions

1. Where can I buy a hi!SIM Card?

You can buy a hi!SIM card from any Singtel shop or Singtel Exclusive Retailer, or from selected convenience stores and retail outlets conveniently located all over Singapore, including:

- 7-Eleven
- Cheers
- Sentosa FUN Shops
- mRemit Shop at Lucky Plaza
- Travelex Currency Exchange Counters at Singapore Changi Airport
- UOB Money Changing Counters at Singapore Changi Airport
- Changi Recommends at Singapore Changi Airport
- Authorized Prepaid Retailers

2. Compulsory recording of customer details

You must present the following ORIGINAL documents at point of purchase to register the Prepaid SIM Card. Registration is compulsory and mandated by IMDA.

From 15 July 2024 under IMDA's regulations, SIM registration with passport will be subjected to thirty (30) days validity. To retain your SIM for more than 30 days, re-registration is required at any Singtel Shop, Singtel Exclusive Retailer or Singtel mRemit Lucky Plaza #01-11 with a valid Singapore-issued Identity Card / Work pass within thirty (30) days of your SIM registration. After thirty (30) days, your passport registered Prepaid Card will be suspended without prior notice or liability to you, and there shall be no refund in relation to any such suspended Prepaid Card.

- Singaporeans: Pink identity cards
- Singapore Permanent Residents: Blue identity cards
- National Servicemen: SAF11 B, SPF11 B and SCDF11 B
- Foreigner Workers/Students: Work Permit Identification Cards (Work Permit Pass, S Pass, Employment Pass, EntrePass, Training Employment Pass, Personalised Employment Pass, Work Holiday Pass, Dependent's Pass, Long term/Visit Pass, Student Pass)
- Foreign Visitors: Passports

3. Can I buy a hi! SIM Card online?

You can buy a hi! SIM Card online at www.singtel.com/prepaid.

Singtel Postpaid customers have the additional option to buy a hi! SIM using mySingtel App (download the app by visiting www.singtel.com/mysingtelapp on your mobile phone).

4. Does Singtel Prepaid SIM Card support 2G devices?



All service providers in Singapore stopped supporting 2G networks from 15 November 2016. Please upgrade to a 4G or 5G device.

5. How do I activate my hi! SIM Card on my mobile phone?

Your hi! SIM Card will be activated automatically upon successful SIM Card registration.

6. How do I check my account balance or expiry?

Download hi!App (www.singtel.com/hiapp) on your mobile phone to check account balance or expiry.

7. How can I top up my hi! SIM Card?

Download hi!App (www.singtel.com/hiapp) on your mobile phone at to top up anytime, at your convenience.

You can also top up your hi!SIM card at Singtel shops, authorized Prepaid retailers, convenience stores and selected retail points all over Singapore.

Top up Online	<ul style="list-style-type: none">▪ Singtel hi!App @ www.singtel.com/hiapp▪ MySAM Online @ www.mysam.sg▪ DBS/POSB Internet Banking @ https://internet-banking.dbs.com.sg▪ OCBC Internet Banking @ https://internet.ocbc.com/internet-banking
Top up via Self-Serve Stations	<ul style="list-style-type: none">▪ Singtel Self-Serve Kiosks▪ AXS Stations/ AXS e-Station/ AXS m-Station▪ DBS/ POSB/ OCBC ATMs▪ iNETs Kiosk▪ SAM Kiosks
Other Methods of Top up	<ul style="list-style-type: none">▪ My Singtel app▪ Singtel Dash app▪ Singtel Postpaid line: Call *1355▪ SingPost SAM app▪ DBS PayLah!▪ DBS/POSB Mobile Banking▪ OCBC Mobile Banking

8. How do I check when my top up expires?

You can check the expiry date for your current top up using hi!App (www.singtel.com/hiapp) on your mobile phone.

9. When will I receive the total allowance of my top-up?

Bonus data, talktime and SMS (wherever applicable) will be credited within 3 days.

	Plan offer	Credited Immediately	Credited Within 1-3 Days
1	[1 st month] New \$15 SIM	<ul style="list-style-type: none"> • 100GB • \$15 Main Account credits 	<ul style="list-style-type: none"> • 5G • 100GB Local data • 30GB MBIIT • Up to 500 IDD mins • 500 local mins • 100 SMS
	[For new SIM customers with welcome bonus – 2 nd month onwards] \$15 Ultimate Plan	<ul style="list-style-type: none"> • 15GB local data • 500 local mins • 100 local SMS 	<ul style="list-style-type: none"> • 5G • 185GB local data • 30GB MBIIT • Up to 500 IDD mins
2	[1 st month] New \$15 SIM customers with additional \$5 top-up	<ul style="list-style-type: none"> • 100GB • \$15 Main Account credits 	<ul style="list-style-type: none"> • 5G • 200GB local data • 30GB MBIIT • Up to 1000 IDD mins • 500 local mins • 100 SMS
	[2 nd month onwards] \$20 Plan	<ul style="list-style-type: none"> • 3GB 	<ul style="list-style-type: none"> • 5G • 297GB 5G local data • 30GB MBIIT • Up to 1000 IDD mins • 500 local mins • 100 SMS

3	[Existing customers] \$15 Ultimate Plan	<ul style="list-style-type: none"> • 15GB local data • 500 local mins • 100 local SMS 	<ul style="list-style-type: none"> • 5G • 85GB local data • 5GB MBIIT • Up to 500 IDD mins
4	\$15 Monthly Plan	<ul style="list-style-type: none"> • 19GB local data • Up to 300 IDD mins • 500 local mins • 100 local SMS 	<ul style="list-style-type: none"> • 5G • 81GB local data • 10GB MBIIT • Up to 200 IDD mins
5	\$19.90 YAY! Plan	<ul style="list-style-type: none"> • 5G • 50GB local data • Up to 1000 IDD mins • 2500 local mins • 500 local SMS 	<ul style="list-style-type: none"> • 30GB local data • 150GB MBIIT •
6	\$20 Ultimate Plan	<ul style="list-style-type: none"> • 3GB 	<ul style="list-style-type: none"> • 5G • 197GB • 10GB MBIIT • Up to 1000 IDD mins • 1000 local mins • 500 local SMS
7	\$35 Ultimate Plan *Fair Usage Policy of 300GB local & 250GB MBIIT data applies.	<ul style="list-style-type: none"> • 5G • 280GB local data • 5GB MBIIT • 1000 local mins • 500 local SMS 	<ul style="list-style-type: none"> • 20GB local data • 245GB MBIIT • 4500 local SMS • 2000 local mins

		<ul style="list-style-type: none"> • Up to 1000 IDD mins 	
8	<p>\$35 Monthly Plan</p> <p>*Fair Usage Policy of 300GB local & 250GB MBIIT data applies.</p>	<ul style="list-style-type: none"> • 5G • 280GB local data • 5GB MBIIT • 1000 local mins • 500 local SMS • Up to 1000 IDD mins 	<ul style="list-style-type: none"> • 20GB local data • 245GB MBIIT • Up to 1000 IDD mins • 4500 local SMS • 2000 local mins
9	<p>\$40 Ultimate Plan</p> <p>*Fair Usage Policy of 600GB local & 250GB MBIIT data applies.</p>	<ul style="list-style-type: none"> • 5G • 560GB local data • 10GB MBIIT • 3000 local mins • 5000 local SMS • Up to 2000 IDD mins 	<ul style="list-style-type: none"> • 40GB local data • 240GB MBIIT
10	<p>\$40 Monthly Plan</p> <p>*Fair Usage Policy of 600GB local & 250GB MBIIT data applies.</p>	<ul style="list-style-type: none"> • 5G • 560GB local data • 10GB MBIIT • 3000 local mins • 5000 local SMS • Up to 2000 IDD mins 	<ul style="list-style-type: none"> • 40GB local data • 240GB MBIIT

10. When will my hi! SIM Card or Top-up card expire?

- To check your hi! SIM Card expiry date, go to hi!App (www.singtel.com/hiapp).
- hi! Top-up cards also have an expiry date printed on the back of cards. Cards cannot be used once expired.

11. Is there a hotline for hi! SIM Card users?



Yes, you can call 1800-482-2800 (toll free, 8.30am to 8.30pm).

12. Do I need to configure my SMS Centre number in order to send SMSes from my hi! SIM Card?

Yes, you need to configure your mobile phone to a dedicated SMS centre +6596400001.

13. How do I access the internet on my mobile phone?

You are encouraged to purchase a top up with bundled data before using your mobile phone to surf the internet. If you exceed your data bundle, the pay-per-use rate for local mobile data is 6.4¢ per 10KB.

a) To configure your phone for data usage:

Android:

- Set both internet WAP and MMS APN: hicard
- MMS Centre: <http://mms.singtel.com:10021/mmsc>
- MMS Proxy: 165.21.42.84
- Port: 8080
- MCC: 525
- MNC: 01

iOS:

- Click Settings → General → Network → Cellular Data Network
- Cellular APN: hicard
- MMS APN: hicard
- MMSC: <http://mms.singtel.com:10021/mmsc>
- MMS Proxy: 165.21.42.84:8080

Authentication type: PAP

14. How is my data usage charged?

Data usage charges will be deducted in this sequence where Plan or Account is available and valid.

Social Data plans → Bonus Data → Data Plans → Special Bonus Account → Main Account

15. How do I make a call to an overseas number?

a) To call using IDD001: Dial +<Country Code><Area Code><Tel. No.>

b) To call using v019: Dial 019<Country Code><Area Code><Tel. No.>



16. How do I send SMS to my overseas friend?

a) Enter +<Country Code><Area Code><Mobile Number>in the sender field when sending your message.

b) Note:

- 001 cannot replace the “+” key when sending an SMS overseas.
- Please refer to your phone manual on how to key in “+”.
- Key in <area code> only if applicable.

17. Can my friend reply to my SMS while I am roaming overseas?

Yes, but only if his/her network allows this feature.

18. What are the charges for receiving a SMS when I am roaming overseas?

Receiving SMS is free.

19. How do I top up my hi!SIM Card while roaming?

You can purchase a roaming plan by visiting singtel.com/hiapp on your mobile phone.

20. How many SIM Cards am I permitted to register or own at any one time?

Under IMDA regulations, from 1 April 2014, the maximum number of prepaid SIM Cards per subscriber is 3 Cards. Each subscriber can only register up to a maximum of 3 prepaid SIM Cards in total, regardless of whether they are purchased from one or more mobile service providers.

21. Why do I get charged for data usage even after turning off mobile data on my phone?

As we transit our customers from the 3G network to the 4G network, you may notice a small amount of data traffic even after switching off data on your handset. This data traffic is incurred when your handset connects to the network, and is unavoidable if you are using a mobile phone.

Prepaid customers are encouraged to top up with a data plan to avoid pay-per-use data charges being deducted from your Main Account.

International Barring Service

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

Level up your defence against international scams with Barring Service (International Incoming Voice/SMS). This is a free service that allows customers to block and unblock all international incoming voice calls or SMS. Simply call 1800 538 5833 to subscribe to this service.



- 2. Who can sign up for Barring Service (International Incoming Voice/SMS)?**
This service is available to all Singtel Prepaid customers.
- 3. How do I subscribe or unsubscribe to Barring Service (International Incoming Voice)?**
You will be able to opt in or out of Barring Service (International Incoming Voice/SMS) during SIM registration. Subsequently, you may subscribe or unsubscribe to this service by calling 1800 538 5833 in Singapore.
- 4. Will I be charged for subscribing to Barring Service (International Incoming Voice/SMS)?**
No. Barring Service (International Incoming Voice/SMS) is free of charge.
- 5. How do I know if I have subscribed for Barring Service (International Incoming Voice/SMS)?**
You will receive a confirmation SMS upon successful subscription of the Barring Service (International Incoming Voice/SMS).
- 6. Will I be charged if I call 1800 538 5833 to subscribe or unsubscribe Barring Service (International Incoming Voice/SMS)?**
Calling 1800 538 5833 in Singapore is free.
- 7. If I were to port out my mobile number to another telco, will my Barring Service (International Incoming Voice/SMS) be terminated?**
Yes. Barring Service (International Incoming Voice/SMS) will be terminated when you cancel or port out your mobile plan.
- 8. Will I still be able to make outgoing international calls/SMS to other international service providers' customers?**
Yes, depending on network availability.
- 9. Will I still be able to make outgoing international calls/SMS to other roaming customers from other telcos?**
Yes, depending on network availability.
- 10. Will I still be able to receive incoming calls/SMS from other telcos' roaming customers?**
Yes.
- 11. Will I still be able to receive incoming calls/SMS from other international service providers?**
No.

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