

FAQs for Roaming

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1. **5G Roaming**

1. **Who can subscribe for 5G Roaming?**

Singtel mobile customers using a 5G enabled mobile device with a 5G NOW subscription or on a 5G XO Plus plan can enjoy 5G Roaming at selected destinations.

2. **What data roaming plans can I sign up for in order to enjoy 5G Roaming?**

You may sign up for any of the following data roaming plans to enjoy 5G Roaming on supported destinations:

- ReadyRoam Plans from \$5/GB
- DataRoam Unlimited Daily Plan from \$19/day
- DataRoam Monthly Recurring Plans

3. **Will I be charged a different pay-per-use rate for 5G Roaming?**

No, you will be charged based on the current prevailing pay-per-use rates. Please click [here](#) for more information.

4. **Which destinations support 5G Roaming?**

Here is the list of destinations & operators that support 5G Roaming.

Destination	Operator Name
Australia	Optus
Austria	T-Mobile (Magenta Telekom)
Bahrain	Batelco, Zain
Belgium	Belgacom (Proximus)
Bulgaria	A1 Bulgaria
Canada	Telus
China	China Mobile / China Unicom
Croatia	A1
Czech Republic	O2
Denmark	Nuuday (TDC)
Finland	Elisa
France	SFR
Greece	Cosmote
Hong Kong	HKT (CSL) / China Mobile HK, SmarTone
Indonesia	Telkomsel
Israel	Cellcom / Pelephone
Italy	TIM Italia
Japan	Softbank / KDDI
Kuwait	Zain KW
Latvia	Tele2
Monaco	Monaco Telecom
Netherlands	KPN
Oman	Oman Mobile (Omantel)
Philippines	Globe Telecom
Poland	Polkomtel (Plus GSM)
Portugal	MEO
Qatar	Ooredoo
Saudi Arabia	Zain / Mobily (Etihad Etisalat Company) / STC
Slovenia	A1 Slovenija
South Korea	SK Telecom / KT
Spain	Telefonica (Movistar)

Switzerland	Swisscom / Sunrise
Taiwan	Taiwan Mobile / Chunghwa Telecom / Far EasTone / Taiwan Star (T-Star)
Thailand	AIS (AWN) / TrueMove
UAE	du / Etisalat
USA	Verizon Wireless
Vietnam	Viettel

Note: This list is subject to updates by Singtel without prior notice.

5. Which are the supported devices for 5G Roaming?

These are some of the supported devices.

Brand	Model
Apple	iPhone 13 mini
Apple	iPhone 13
Apple	iPhone 13 Pro
Apple	iPhone 13 Pro Max
Apple (IOS 14.5)	iPhone 12 mini
Apple (IOS 14.5)	iPhone 12
Apple (IOS 14.5)	iPhone 12 Pro
Apple (IOS 14.5)	iPhone 12 Pro Max
Apple (IOS 14.5)	iPad Pro 2021
Huawei	Mate 30 Pro
Huawei	Mate XS
Huawei	P40
Huawei	P40 Pro
Huawei	P40 Pro+
Huawei	Nova 7 SE
Huawei	Mate 40 Pro
Oppo	Find X2 Pro 5G
Oppo	Find X3 Pro 5G
Oppo	Reno 5 5G
Oppo	Reno 5 Pro 5G
Oppo	Reno 5z 5G
Realme	X50 5G
Realme	X50 Pro 5G
Realme	Realme 7 5G
Samsung	Galaxy S20 Ultra 5G
Samsung	Galaxy Note 20 5G
Samsung	Galaxy Note 20 Ultra 5G
Samsung	Galaxy Tab S7+ 5G
Samsung	Galaxy Z Flip 5G
Samsung	Galaxy S20 FE 5G
Samsung	Galaxy Z Fold 2 5G
Samsung	Galaxy S21 5G
Samsung	Galaxy S21+ 5G
Samsung	Galaxy S21 Ultra 5G
Samsung	Galaxy A32 5G
Samsung	Galaxy A42 5G
Samsung	Galaxy A52 5G
Vivo	X50 Pro 5G
Vivo	X50e 5G
Vivo	X60
Vivo	X60 Pro

Vivo	Y52
Xiaomi	MI10T 5G
Xiaomi	MI10T Pro 5G
Xiaomi	Poco F2 Pro 5G
Xiaomi	Mi 11 5G
Xiaomi	Mi 11i 5G
Xiaomi	Mi 11 Lite 5G
Xiaomi	Redmi Note 10 5G

Note: This list is subject to updates by Singtel without prior notice.

6. Do I need to change any settings on my device to enjoy 5G Roaming?

Please perform the following steps in order to enjoy 5G Roaming:

1. Check that the following Data Roaming settings are enabled:
 - Your device setting
 - 'Roaming Settings' within My Singtel app
2. Check that 5G network setting is enabled on your device.
3. Manually select and connect to any of the 5G available networks mentioned above.

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2. LTE Roaming

1. What is LTE roaming?

LTE Roaming, also commonly known as 4G Roaming, offers faster speed than 3G. Customers on Singtel's 4G network will be able to seamlessly roam & enjoy a consistent 4G experience enabling rich content data applications with our overseas preferred operators.

2. What data roaming plans can I sign up for in order to enjoy LTE roaming?

Customers can sign up for any of the following data roaming plans to enjoy LTE roaming on supported countries.

- DataRoam Unlimited Daily Plan from \$19/day
- DataRoam 100MB Daily at \$10/day
- ReadyRoam Plans from \$5/GB
- DataRoam Monthly Recurring Plans

3. What are the pre-requisites to sign up for a roaming plan to use LTE roaming?

Only postpaid mobile customers and Broadband on Mobile customers fulfilling all the following requirements are eligible to sign up for a DataRoam Plan:

- AutoRoam or Pay-As-U-Roam service
- GPRS
- LTE VAS
- Using a LTE supported device

4. Will I be charged a different rate for pay per use on LTE roaming?

No, you will be charged at the prevailing pay per use rates. Please click [here](#) for more information.

5. Which are the supported devices for LTE roaming?

These are some of the supported devices.

Note: This list is subject to updates by Singtel without prior notice. For new device models, please refer to www.singtelshop.com for more information.

Brand	Model
Apple	iPhone 5 / 5S / 5C
BlackBerry	BB Z10 / Q10 / Q5 / Z30 LTE
HTC	One SV / One XL / One / One Max
HTC	8X / Butterfly S / Desire 601
Huawei	P1
Huawei	Mediapad 7 Youth / MediaPad 10 Link LTE
Huawei	Ascend P1 LTE / Ascend P2 LTE
LG	P936 / E975
LG	Optimus F5 LTE / Optimus F5 Non-Camera
LG	Optimus G / Optimus G Pro / G2 LTE
Nokia	Lumia 820 / Lumia 920 / Lumia 925 / Lumia 1020 / Lumia 625
Samsung	Galaxy SII LTE / SIII LTE / S4 LTE
Samsung	Galaxy S4 Active with LTE
Samsung	Galaxy Note LTE / Note II LTE / Note 3 LTE
Samsung	Galaxy ACE 3 LTE
Samsung	Galaxy Note 10.1 LTE / Note 8.0 with LTE
Samsung	Galaxy Mega 6.3 with LTE
Samsung	Galaxy Tab 3 10.1 LTE / Tab 3 7.0 LTE

Sony	Xperia V / Z / SP / Z Ultra / Z1
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Note: This list is subject to updates by Singtel without prior notice.

6. Can I use a WiFi dongle or tablet for LTE roaming?

Yes. However the device must be LTE supported to access LTE roaming. Please check with your device manufacturer to determine if your device is LTE supported. In addition, please ensure that you have the pre-requisites indicated in Question 3.

7. Is there a guaranteed speed for LTE roaming?

The connection speed is dependent on the Visitor Network's coverage of the partner operator. You may connect back to the 3G network if you are not located within the partner operator's LTE coverage.

8. Do I need to change any settings on my device to enjoy LTE roaming?

Please perform the following steps in order to enjoy LTE roaming:

1. Check that the following Data Roaming settings are enabled
 - Your device setting
 - 'Roaming Settings' within My Singtel app
2. Check that LTE network setting is enabled on your device
3. Manually select and connect to preferred network.

9. Are Multi-SIM users able to use LTE roaming with multiple devices?

You may not be able to use LTE roaming on all your devices as it is subjected to foreign operator's network restrictions.

Note: Multi-SIM customers will incur data roaming charges on a per SIM card basis. For instance, a customer with data roaming switched on for 2 devices (with data roaming usage detected on both devices) will incur charges on both SIM cards.

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3. VoLTE Roaming

1. What is VoLTE Roaming call?

It refers to Voice Roaming calls made over LTE.

2. Is there any difference in retail rate charging?

No, VoLTE calls is charged at the same rate as normal calls. Please click [here](#) to view the current published rates for calls.

3. What is VoLTE Roaming SMS?

It refers to SMS sent via LTE. VoLTE Roaming charges will be as per Roaming SMS charges (\$0.80 Roaming SMS + Local SMS deduction).

4. Where can I use VoLTE Roaming?

VoLTE Roaming is dependent on all of the following:

- Having a VoLTE Roaming profile provisioned
- Supported devices
- Supported operators

5. What are the devices* supported?

- **Apple:** iPhone 6s and above (only works on iOS 14 and above)
 - **Samsung:** Galaxy S20 & Note 20 onwards devices (Android 7.0 Nougat and above)
- *Future supported devices will be updated accordingly*

6. Which operators support VoLTE Roaming?

- NTT DoCoMo, Japan (7th January 2022 onwards)
- AT&T, USA (22nd Feb 2022 onwards)
- KDDI, Japan (23rd Mar 2022 onwards)
- Verizon, USA (30th Jun 2022 onwards)

7. If I turn off my Data Roaming, can VoLTE calls be made?

My Singtel app Data Roaming Settings	Device Data Roaming Settings	Can VoLTE calls be made?
Data Roaming OFF	Data Roaming OFF	No
Data Roaming OFF	Data Roaming ON	No
Data Roaming ON	Data Roaming OFF	Yes
Data Roaming ON	Data Roaming ON	Yes

8. Will VoLTE calls incur data charges?

No. It will not incur data charges or deduct from your data bundle. It will be charged at prevailing voice rates.

However, VoLTE calls require roaming data to be switched on, and you may be charged for roaming data charges for usage beyond the VoLTE calls.

9. Can I toggle between ON/OFF in the VoLTE settings on the device?

- For iOS devices – There is no option to toggle in the settings.
- For Android devices – the feature is enabled by default in the handset settings, and it can be turned on or off.

10. Can I make Toll-Free-Number calls for VoLTE?

No, Toll-Free call is not supported for VoLTE Roaming.

11. How about USSD calls?

No, USSD is not supported for VoLTE Roaming.

12. What if I cannot make voice calls at AT&T USA, Verizon USA or DoCoMo Japan?

The mentioned networks are strictly for roaming data only.

To make voice calls (non-VoLTE), please manually select the following networks in your phone setting:

- T-Mobile in USA
- Softbank in Japan

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4. **FAQs for AutoRoam and Pay-As-U-Roam**

1. **What is the difference between AutoRoam and Pay-As-U-Roam?**

AutoRoam and Pay-As-U-Roam enable you to connect to Singtel's roaming service (call, SMS, data) in more than 238 international destinations. AutoRoam has a recurring subscription fee of \$10 per month and you can roam with no added surcharge to the Pay-Per-Use roaming rates. Pay-As-U-Roam has no recurring monthly fee but a 25% surcharge will apply to the Pay-Per-Use roaming rates.

2. **I have subscribed to AutoRoam at \$10 per month. How much do I need to pay for the data roaming usage?**

Your data roaming usage will be charged according to the prevailing Pay-Per-Use roaming data rates starting from \$15/MB depending on the country that you are travelling in.

3. **I have subscribed to Pay-As-U-Roam. How much do I need to pay for the data roaming usage?**

Your data roaming usage will be charged according to the prevailing Pay-Per-Use roaming data rates starting from \$15/MB depending on the country that you are travelling in. In addition, a 25% surcharge will be applied on the accumulated data roaming rates.

4. **I have subscribed to AutoRoam at \$10 per month. Why do I still need to subscribe to a roaming plan?**

AutoRoam is a roaming enabler that enables you to connect to Singtel's roaming service in more than 238 international destinations. To avoid incurring Pay-Per-Use roaming data rates that start from \$15/MB, you can subscribe to a roaming plan that suit your needs. Visit My Singtel app to view the range of roaming plans.

5. **I have subscribed to Pay-As-U-Roam. Why do I still need to subscribe to a roaming plan?**

Pay-As-U-Roam is a roaming enabler that enables you to connect to Singtel's roaming service in more than 238 international destinations. To avoid incurring Pay-Per-Use roaming data rates that start from \$15/MB and an additional surcharge of 25%, you can subscribe to a roaming plan that suit your needs. Visit My Singtel app to view the range of roaming plans.

Note: The 25% surcharge is not applicable on the subscription of all roaming plans.

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5. FAQs for ReadyRoam & Auto Subscribe to ReadyRoam

1. What are the pre-requisites for subscribing to ReadyRoam?

- a. You must have:
 - Either an AutoRoam or Pay-As-U-Roam subscription; and
 - GPRS service;
- b. You must be a Singtel postpaid mobile customer with a mobile line registered under your personal NRIC. Please check with your respective account manager if your mobile line is registered under business registered number (BRN).
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

2. What are the channels available for me to subscribe to ReadyRoam?

You can subscribe to the plan via the following channels:

- My Singtel app > Roaming
- Dial *100# while overseas
- Call 1688 (S\$10 activation fee applies)

3. Will the start and end date of ReadyRoam plans be based on the timing of the foreign destination that I am in?

Yes, the start and end date of ReadyRoam plans will be based on the timing of the foreign destination that you are in.

4. I am transiting via Japan on 1 November and will arrive in USA on 31 October (US Eastern Standard Time). Which start date should I select for ReadyRoam Worldwide 3GB Plan to use roaming data in both destinations?

As USA is 13 hours behind Japan, please select the start date as 31 October to use the ReadyRoam Worldwide 3GB data bundle across both destinations.

5. Can I subscribe to ReadyRoam plans in advance?

Yes, you can subscribe up to 30 days in advance of the selected start date.

6. Can I subscribe to another ReadyRoam 30 Days Plan after I have utilised the purchased data bundle within 30 days?

You do not need to subscribe to another ReadyRoam plan when you have fully utilised the purchased data bundle within the current plan's 30-day validity period. Another new data bundle of the same rate and coverage will be automatically activated and be valid within the 30-day validity period.

7. What happens if I did not completely utilise the purchased data bundle within 30 days?

There will be no refund given for unused data allowance. All unused data allowance will expire at 23:59hrs (foreign destination time) of the 30th day upon activation.

8. I am travelling to Malaysia and Thailand. Can I use ReadyRoam Asia 2GB Plan in both destinations?

Yes, you can use the 2GB data bundle across any of the 18 destinations if your travel period to both destinations is within 30 days. E.G. 1GB in Malaysia and 1GB in Thailand.

9. I am travelling to Malaysia and Thailand and have both DataRoam 2GB Malaysia Monthly Recurring and ReadyRoam Asia 2GB. Can I subscribe to both roaming plans for my trip?

Yes, you can subscribe to both roaming plans. If you are in Malaysia first, data usage will be deducted from DataRoam 2GB Malaysia Monthly Recurring Plan followed by ReadyRoam Asia 2GB Plan. When the bundled data from both plans have been fully utilised, you will be automatically provisioned with another ReadyRoam Asia 2GB at \$15.

10. I am travelling to Vietnam and Myanmar. Can I use ReadyRoam Asia 2GB Plan in both destinations?

You will have to subscribe to ReadyRoam Asia 2GB Plan in order to have your data roaming usages covered by our ReadyRoam plans.

11. I am travelling to China and Indonesia. Can I use ReadyRoam Asia 2GB Plan in both destinations?

Yes, you can use the 2GB data bundle across any of the 18 destinations if your travel period is within 30 days. E.g. 1GB in China and 1GB in Indonesia.

12. I am travelling to China and Belgium and have both ReadyRoam Asia 2GB and ReadyRoam Worldwide 3GB plans. Can I subscribe to both roaming plans for my trip?

Yes, you can subscribe to both roaming plans. If you are in China first, data usage will be deducted from ReadyRoam Asia 2GB Plan followed by ReadyRoam Worldwide 3GB Plan. When the bundled data from both plans have been fully utilised and you are still in China, you will be automatically provisioned with another 2GB of data at \$15. If you are in Belgium, another 3GB of data will be provisioned automatically to you at \$30.

13. Will I receive any alerts on my data usage consumption?

Yes, alerts will be sent to you when you have utilised 80% and 100% of your bundled data. You can set the alert settings via My Singtel app > Roaming.

Do note that the expiry alerts will be sent on Singapore time zone.

14. How can I check my data usage consumption?

You can check via the following channels:

Channels	Location
a. My Singtel app > Roaming > Roaming Settings	In Singapore
b. Dial *100# and reply to the option stating "DataRoam Settings > select '2' (View usage)	While overseas
c. My Singtel app > Roaming	

15. I have subscribed to ReadyRoam Worldwide 3GB Plan from 1 to 30 November. Why have I received expiry alerts on 29 November?

The expiry alerts are sent based on Singapore timing (GMT +8). However, the end date of the plan is based on the foreign destination that you are in. Please ignore the expiry alert as you can still enjoy the plan till 23:59hrs on 30 November (USA Eastern Standard Time).

16. Can I sign up for two or more ReadyRoam plans of the same zone?

No, you can subscribe only to one ReadyRoam plan of the same zone within the 30-day period. Another bundled data of the same subscribed ReadyRoam plan will be provisioned automatically to you when you have fully utilised the purchased data bundle. Hence, you do not need to subscribe to two or more ReadyRoam plans of the same zone.

17. Can I sign up for three different ReadyRoam plans at the same time?

Yes, you can subscribe to different ReadyRoam plans within the same 30-day period. Data usage will be deducted from ReadyRoam Asia 2GB first followed by ReadyRoam Worldwide 3GB and lastly ReadyRoam Others 1GB.

18. Can I subscribe to ReadyRoam plan and DataRoam Unlimited Daily for the same destination within the same travelling period?

Yes. Data usage will be deducted from the DataRoam Unlimited Daily first. Data will only be deducted from your ReadyRoam plan bundle on the days that you do not have a DataRoam Unlimited Daily Plan.

19. I am Auto-Subscribed to DataRoam Unlimited Daily. Can I subscribe to ReadyRoam plans?

Please note that you will not be able to subscribe to ReadyRoam plans if you have auto-subscribed to DataRoam Unlimited Daily. Please unsubscribe from the auto-subscription via My Singtel app.

20. If I have activated a ReadyRoam plan but would like to have more data, can I terminate my ReadyRoam plans and subscribe to a DataRoam Unlimited Daily plan instead?

No, once ReadyRoam plan has been activated at 00:00hrs of the requested start date, you will not be able to terminate the plan. However, you can subscribe to an additional DataRoam Unlimited Daily Plan to enjoy unlimited data roaming for the same travelling period.

21. Is there Pay-As-U-Roam surcharge for the subscription of ReadyRoam plans?

No, there is no Pay-As-U-Roam surcharge for the subscription of ReadyRoam plans.

22. How will the charges for ReadyRoam plan be reflected in my bill?

Below is a sample bill of how the subscription charge will be reflected in your mobile bill.

	One Time Charge	57.00
G	SIM Card	35.00
G	Service Registration Fee	10.00
Z	ReadyRoam Asia 2GB (11-Jun-22 to 09-Jul-22)	15.00

If you have exceeded the purchased bundled data, the automatically provisioned charges will be reflected under Data Roaming Usage section within the same bill.

Data Roaming Usage (1MB = 1024KB)			15.00
Date	Destination	Volume	
Malaysia - DiGi Telecom			
11 Jun	E-IDEAS	3.5000 GB	15.00

For example, you have subscribed to a ReadyRoam Asia 2GB Plan and incurred 2.5GB of data in Malaysia. The subscription price of \$15 will be reflected under the 'One Time Charge' section. The automatically provisioned charges of \$15 for the excess 500MB will be reflected under 'Data Roaming Usage' section.

23. When should I activate Auto-Subscribe to ReadyRoam plans (AutoReadyRoam)?

If you are a frequent traveler who travels to multiple destinations, AutoReadyRoam saves you the hassle of manually activating a ReadyRoam plan each time you travel. When you use roaming in any of the 150 destinations on our preferred networks, we will automatically activate the most affordable ReadyRoam plan for you.

24. What are the channels available for me to activate AutoReadyRoam?

To activate AutoReadyRoam, you only need to perform a one-time activation via My Singtel app > Roaming > Roaming Settings > Auto-subscribe to ReadyRoam

25. Do I need to pay for the AutoReadyRoam service?

No, AutoReadyRoam is a FREE service which you can subscribe before you travel. However, the subscription fee of the activated ReadyRoam plans are charged separately at \$5/ \$15/ \$30/ \$60.

26. Will the cheapest ReadyRoam plan be activated automatically when I travel to any of the 150 countries?

Yes, the lowest ReadyRoam tier will be automatically activated for all countries.

27. I am travelling to Malaysia only, what plan will I be provisioned with AutoReadyRoam?

AutoReadyRoam will automatically provision you with ReadyRoam Neighbour Malaysia 1GB plan at \$5.

If you are a frequent traveler to Malaysia, you can also subscribe to our DataRoam 2GB Monthly Recurring Malaysia plan at \$10 per month.

28. What happens if I am subscribed to AutoReadyRoam and I subscribe for a ReadyRoam Asia 2GB plan manually before my travel?

If you have subscribed to any ReadyRoam plans manually via My Singtel app, *100# or 1688 hotline, your subscription will be successful and you will receive a confirmation SMS. Additional ReadyRoam plans for the same coverage will not be automatically activated via AutoReadyRoam when you start to use data roaming in the foreign destination.

For example, you have already subscribed to AutoReadyRoam and you manually activate a ReadyRoam Asia 2GB plan via My Singtel app before you leave Singapore. You will receive a confirmation SMS upon

successful activation of your ReadyRoam Asia 2GB plan. When you use data roaming in any of the 18 destinations, you will not be auto-activated with another ReadyRoam plan via AutoReadyRoam. In your bill, you will only be charged with one ReadyRoam Asia 2GB plan at \$15. If you enter a destination that is not covered under the ReadyRoam Asia 2GB plan, then another ReadyRoam plan of a higher tier will be automatically activated for you.

29. I am travelling to more than one country in 30 days, will I be charged for two plans?

AutoReadyRoam will automatically activate the most affordable multi-destination ReadyRoam plan for you when data usage is detected on a preferred operator network in any of the 150 destinations covered.

For example:

- a. If you travel to Australia (first country), ReadyRoam Asia 2GB at \$15 will be automatically activated. If you travel to Indonesia (second country) within the next 30 days, no additional ReadyRoam plans will be auto-activated as both countries are covered under the ReadyRoam Asia 2GB plan.
- b. If you travel to USA (first country), ReadyRoam Worldwide 3GB at \$30 will be automatically activated. If you travel to Indonesia (second country) within the next 30 days, no additional ReadyRoam plans will be auto-activated as both countries are covered under the ReadyRoam Worldwide 3GB plan.
- c. If you travel to Australia (first country), ReadyRoam Asia 2GB at \$15 will be automatically activated. If you travel to USA (second country), ReadyRoam Worldwide 3GB at \$30 will be automatically activated because ReadyRoam Asia 2GB does not cover USA. In your bill, you will be charged for both ReadyRoam plans at \$15 and \$30 respectively.

Your 30-day coverage for each ReadyRoam plan will commence from the day the plan is activated. For example: You travel to Australia on 5 Nov, followed by USA on 20 Nov. Australia activation for ReadyRoam Asia 2GB plan will be from 05 Nov to 04 Dec, and USA activation for ReadyRoam Worldwide 3GB plan will be from 20 Nov to 19 Dec.

30. What happens when my bundled data is used up?

Excess roaming data will be charged at \$5/ \$15/ \$30/ \$60 depending on the ReadyRoam plan that has been auto-activated and the destination where you incur the roaming data usages.

For example:

- a. If you travel to both Australia (first country) and Brunei (second country), ReadyRoam Asia 2GB at \$15 will be activated automatically. If you exceed the 2GB data in either countries, another 2GB will be activated automatically at \$15.
- b. If you travel to both Australia (first country) and Argentina (second country), ReadyRoam Asia 2GB at \$15 and ReadyRoam Worldwide 3GB for \$30 will be activated automatically.
 - If you exceed the 2GB data in Australia before traveling to Argentina, another 2GB will be activated automatically at \$15.
 - If you exceed the 3GB data in Argentina, another 3GB will be activated automatically at \$30.
 - If you travel to Australia again after Argentina, excess roaming data usage will be deducted from the ReadyRoam Asia 2GB plan if you have leftover data. Once you have used up the left over bundled data from ReadyRoam Asia 2GB plan, the roaming data usage will be deducted from ReadyRoam Worldwide 3GB plan if you have leftover data. Once you used up the leftover bundled data from ReadyRoam Worldwide 3GB plan, another 2GB from ReadyRoam Asia 2GB will be activated automatically at \$15.
- c. If you travel to both Argentina (first country) and Australia (second country), ReadyRoam Worldwide 3GB at \$30 will be activated automatically. If you exceed the data bundle allowance in either countries, another data bundle will be activated automatically at \$30.

31. What happens if I am subscribed to AutoReadyRoam and I travel to a destination that is not covered by any of the ReadyRoam plans?

If you travel to any destinations that is not covered by our ReadyRoam plans, the ReadyRoam Network Lock will be activated and your data roaming usage will be restricted. You will receive a SMS to guide you on how to subscribe to another roaming plan that is available for the destination you are in.

32. I am currently subscribed to the Auto-subscribe to DataRoam Unlimited Daily, can I also subscribe to the AutoReadyRoam?

If you are currently auto-subscribed to DataRoam Unlimited Daily, you will need to unsubscribe the auto-subscription from My Singtel app > Roaming Settings. You will be able to subscribe to AutoReadyRoam thereafter.

33. What is the difference between AutoReadyRoam and Auto-subscribe to DataRoam Unlimited Daily?

AutoReadyRoam automatically activates the most affordable tier of multi-destination ReadyRoam plans that include the 1GB Single Destination Neighbours plan at \$5, 2GB Asia 18 Destinations plan at \$15, 3GB Worldwide 81 destinations plan at \$30 and 1GB Others 150 destinations plan at \$60 when you use data roaming in any of the 150 destinations on our preferred operator networks.

Auto-Subscribe DataRoam Unlimited Daily automatically activates a DataRoam Unlimited Daily plan at \$19/ \$25/ \$29 per day when data usage is detected on our preferred networks in over 100 destinations.

34. I am a MobileShare customer and have subscribed to AutoReadyRoam on my main line. Will my supplementary lines be able to enjoy this feature as well?

All roaming plans are not shareable between the main and supplementary lines for MobileShare. If your supplementary lines would like to enjoy the AutoReadyRoam service, they will need to subscribe to it via My Singtel app.

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6. FAQs for DataRoam Monthly Recurring Malaysia

1. What are the pre-requisites for subscribing to DataRoam 2GB Monthly Recurring Malaysia?

- a. You must have:
 - Either an AutoRoam or Pay-As-U-Roam service; and
 - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily.

2. What are the channels available for me to subscribe to DataRoam 2GB Monthly Recurring Malaysia?

You can subscribe to the plan via the following channels

- My Singtel app > Roaming
- Dial *100# while overseas
- Online via [My Account](#)

3. Can I carry forward any unused data to the following month?

No, you are not able to.

4. How will I be charged if I have used up my 2GB data bundle?

Excess data beyond the 2GB data bundle on preferred networks (Maxis, Digi or Celcom) will be chargeable at \$0.005/MB (~\$5/GB).

5. How will I be charged if I do not use data on preferred network?

Network lock will be activated therefore you will not be able to use data on non-preferred network (U Mobile). However, if you decide to disable network lock and use data, you will be chargeable at \$25/MB.

Note: If you have turn off Network Lock before, you will have to manually turn on to be protected.

6. What is the contract term? Do I have to pay a penalty if I terminate on the 2nd month?

This is a 1-month plan, so if you terminate your plan on the 2nd month, you are not required to pay a penalty.

7. Will the plans terminate automatically after 1 month?

No, it will not terminate automatically. To terminate the plan, please submit your termination request via [My Account](#) or My Singtel app. Alternatively, please call the 1688 hotline (admin fee of \$10 applies). No refund will be given for any unused portion of the subscription.

8. What happens if I sign up in the middle of my bill cycle? Will it be subjected to pro-ration?

Your subscription will be pro-rated. In addition, you will get to enjoy the full 2GB data bundle.

9. What happens if I transfer my line to someone else?

The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

10. I have both DataRoam Unlimited Daily Malaysia Plan and DataRoam 2GB Monthly Recurring Malaysia Plan. When I use my data, what is the sequence of data deduction from both plans?

Data usage will be deducted from the bundled data in your DataRoam Unlimited Daily Malaysia Plan, followed by DataRoam 2GB Monthly Recurring Malaysia Plan.

11. Are MobileShare lines eligible for DataRoam 2GB Monthly Recurring Malaysia?

Yes, MobileShare supplementary lines can sign up for this plan. However, the data bundle cannot be shared between the main and supplementary lines.

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7. FAQs for DataRoam 1GB Monthly Recurring Australia

1. What are the pre-requisites for subscribing to DataRoam 1GB Monthly Recurring Australia?

- a. You must have:
 - Either an AutoRoam or Pay-As-U-Roam service; and
 - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have Auto-Subscribed to DataRoam Unlimited Daily

2. What are the channels available for me to subscribe to DataRoam 1GB Monthly Recurring Australia?

You can subscribe to the plan via the following channels

- My Singtel app > Roaming
- Dial *100# while overseas
- Online via [My Account](#)

3. Can I carry forward any unused data to the following month?

No, you are not able to.

4. How will I be charged if I have used up my 1GB data bundle?

Excess data beyond the 1GB data bundle on preferred networks (Optus, Telstra, TPG Telecom) will be chargeable at \$0.009/MB (≈\$10/GB).

5. How will I be charged if I do not use data on the preferred networks?

Network Lock will be activated therefore you will not be able to use data on non-preferred networks. However, if you decide to disable Network Lock and use data, you will be chargeable at \$35/MB.

Note: If you have switched off Network Lock before, you will have to manually switch it on to be protected.

6. What is the contract term? Is there a penalty if I terminate on the 2nd month?

This is a 1-month plan. So if you terminate your plan on the 2nd month, you are not required to pay a penalty.

7. Will the plan terminate automatically after 1 month?

No, it will not terminate automatically. To terminate the plan, please submit your termination request via [My Account](#) or My Singtel app. Alternatively, please call the 1688 hotline (admin fee of \$10 applies). No refund will be given for any unused portion of the subscription.

8. What happens if I subscribe in the middle of my bill cycle? Will it be subjected to pro-ration?

Your subscription charge will be pro-rated. In addition, you will enjoy the full 1GB data bundle.

9. What happens if I transfer my line to someone else?

The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

10. I have both DataRoam Monthly Recurring Plan for multiple destinations and DataRoam 1GB Monthly Recurring Australia Plan. When I use my data, what is the sequence of data deduction from both plans?

Data usage will be deducted from the bundled data in your DataRoam 1GB Monthly Recurring Australia Plan, followed by DataRoam Monthly Recurring Plan for multiple destinations.

11. I have both DataRoam Unlimited Daily Australia Plan and DataRoam 1GB Monthly Recurring Australia Plan. When I use my data, what is the sequence of data deduction from both plans?

Data will be deducted from DataRoam Unlimited Daily Australia Plan first, followed by DataRoam 1GB Monthly Recurring Australia Plan.

12. Are MobileShare lines eligible for DataRoam 1GB Monthly Recurring Australia?

Yes, MobileShare supplementary lines can sign up for the plan. However, the data bundle cannot be shared between the main and supplementary lines.

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8. FAQs for DataRoam Unlimited Daily & Auto-Subscribe Unlimited Daily

1. What is the coverage for DataRoam Unlimited Daily Plans?

\$19/day	\$25/day	\$29/day	
Australia	Anguilla	Albania	Jordan
Brunei	Antigua and Barbuda	Argentina	Kazakhstan
Burkina Faso	Bangladesh	Armenia	Kuwait
Cambodia	Barbados	Aruba	Latvia
Chad	Cayman Islands	Austria	Lithuania
Gabon	China	Azerbaijan	Macedonia
Ghana	Dominica	Belarus	Malta
Hong Kong	El Salvador	Bahrain	Mauritius
India	Grenada	Belgium	Mexico
Indonesia	Jamaica	Belize	Monaco
Kenya	Japan	Bermuda	Mongolia
Kyrgyzstan	Jersey	Brazil	Montenegro
Laos	Liechtenstein	British Virgin Islands	Morocco
Macau	Luxembourg	Bulgaria	Mozambique
Madagascar	Montserrat	Canada	Myanmar
Malaysia	Nicaragua	Cape Verde	Nauru
Niger	Panama	Chile	Nepal
Nigeria	Papua New Guinea	Colombia	Netherlands
Pakistan	Peru	Congo DRC	New Zealand
Philippines	Saudi Arabia	Costa Rica	Norway
Seychelles	Serbia	Cote d' Ivoire (Ivory Coast)	Oman
Sierra Leone	Slovenia	Croatia	Palestine
South Korea	St. Kitts and Nevis	Cyprus	Paraguay
Sri Lanka	St. Lucia	Czech Republic	Poland
Taiwan	St. Vincent and The Grenadines	Denmark	Portugal
Tanzania	Turks and Caicos	Dominican Republic	Qatar
Thailand	Uzbekistan	Ecuador	Reunion
Timor-Leste		Egypt	Romania
Uganda		Estonia	Russia
		Faroe Islands	Rwanda
		Fiji	Slovak Republic
		Finland	South Africa
		France	Spain
		Germany	Sweden
		Georgia	Switzerland
		Greece	Tajikistan
		Guam	Tonga
		Guatemala	Tunisia
		Guernsey	Turkey
		Haiti	UAE
		Hungary	United Kingdom (UK)
		Iceland	Ukraine
		Iran	Uruguay
		Ireland	USA
		Isle of Man	Vanuatu
		Israel	Vietnam
		Italy	Zambia

2. What are the pre-requisites for subscribing to DataRoam Unlimited Daily Plans?

- a. You must have:
 - Either an AutoRoam or Pay-As-U-Roam service; and
 - GPRS service
- b. You must be a Singtel postpaid mobile customer
- c. You should not have AutoReadyRoam

3. What are the channels available for me to subscribe to DataRoam Unlimited Daily Plans?

You can subscribe to DataRoam Unlimited Daily Plans via the following channels

- My Singtel app > Roaming
- Dial *100# while overseas

4. Can I subscribe to DataRoam Daily Unlimited Plans in advance?

Yes, you can subscribe to the plans up to 7 days in advance.

5. Why am I charged for data roaming usage even when I'm in Singapore?

Due to our close proximity to our neighboring countries, you may occasionally receive a signal from an overseas operator even though you are in Singapore. If you encounter such a problem or to prevent accidentally roaming to a foreign network, please manually select 'Singtel' on your mobile handset/device.

6. Why am I being charged for data roaming even though I have signed up for DataRoam Unlimited Daily Plans?

DataRoam Unlimited Daily Plans are only applicable if you log on to the preferred networks. Please ensure you are logged on to the correct partner network when roaming overseas. Please activate My Singtel app and select "Roaming" or refer to our Roaming User Guide for a list of our preferred networks.

7. What is the supported network and handset display for my DataRoam Unlimited Daily Plans?

You can view the partner networks online [here](#) or via My Singtel app > "Roaming".

8. Will I receive any expiry and usage alerts for my DataRoam Unlimited Daily Plans?

Yes, you will receive alerts 3 hours before your plan expires and upon expiry.

Note: Alerts are sent out based on Eastern Standard Time for destinations with multiple time zones.

9. Are the alerts free?

There is no roaming charge when you receive the SMS alert. However, there will be data charges if you choose to view email alerts via mobile.

10. How can I view my data roaming usage?

You can view it via the following channels:

- a. Activate My Singtel app and select Roaming
- b. Dial *100# when you are overseas (no charge)

Please note that the prevailing roaming data charges apply if you are checking overseas.

11. What is Daily Fair Usage Policy?

In order to provide customers with fast and reliable mobile internet service, all DataRoam Unlimited Daily Plans are subject to daily fair usage policy. Please refer to [these FAQs](#) for details.

12. When should I activate the auto-subscription to DataRoam Unlimited Daily Plans?

If you are a frequent traveller who would like to enjoy seamless mobile data connectivity, you can auto-subscribe to a DataRoam Unlimited Daily Plan when you use data roaming in over 100 destinations. An unlimited daily data plan will be automatically activated when data usage is detected on preferred network in any Singtel-covered destination.

13. What are the channels available for me to auto-subscribe to DataRoam Unlimited Daily Plans?

To auto-subscribe to DataRoam Unlimited Daily Plans, you only need to perform a one-time activation via My Singtel app > Roaming > Roaming Settings > Auto-Subscribe to DataRoam

14. Do I need to pay for the auto-subscription to DataRoam Unlimited Daily Plans?

No, auto-subscription to DataRoam Unlimited Daily is a free service. However, the subscription fees of the activated DataRoam Unlimited Daily Plans are charged separately and are based on prevailing rates which can be found [here](#).

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9. FAQs for Fair Usage Policy

1. What is included in my DataRoam Unlimited Daily Plan subscription?

For a daily flat rate, you will enjoy unlimited data for the day.

2. What is Daily Fair Usage Policy?

In order to provide customers with fast and reliable mobile internet service, all DataRoam Unlimited Daily and BlackBerry DataRoam plans subscribers are subject to Daily Fair Usage Policy. The Daily Fair Usage Policy reduces the speeds of a minority of users who are responsible for generating large volumes of traffic on our roaming partner's networks. These users often download large-format files such as music, videos and movies consistently.

If Customers exceed the daily fair usage, Singtel may impose a speed limit without prior notification. This speed limit will be lifted at 00:00h (based on destination time) the following day.

3. Is the Fair Usage Policy being communicated on the website?

Please find the Fair Usage Policy under the Terms & Conditions for DataRoam Unlimited Daily [here](#).

4. What is the Daily Fair Usage Limit?

The Daily Fair Usage Limit is subjected to change without prior notification depending on network capacity and traffic management.

5. Will I still be able to use data roaming after I have exceeded the Daily Fair Usage Limit?

Yes you may continue using roaming data for the rest of your subscription period. However, you may experience slower speeds for heavy internet activities like streaming and downloads.

6. Are there any alternatives to increase the speed limit after I have exceeded the Daily Fair Usage Limit?

No, there are no alternatives to increase the speed limit after you have exceeded the Daily Fair Usage Limit. The Fair Usage Policy will be lifted the next day and you can continue to enjoy normal surfing speeds.

DataRoam Unlimited Daily Plans are generally meant for normal surfing, emails, browsing and search activities. Customers who frequently use file-sharing software or peer-to-peer/torrent apps on their phones/tablets to download large files such as music, videos and movies consistently may wish to explore local wifi connectivity as an alternative for such activities.

7. Why am I experiencing slow data roaming speeds?

Data roaming speed may vary depending on:

- Overseas network coverage
- Overseas network capacity
- Daily Fair Usage Policy

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10. FAQs for In-flight Unlimited Data Plan

1. What are the pre-requisites for subscribing to In-flight Unlimited Data Plan?

- a. You must have:
 - Either AutoRoam or Pay-As-U-Roam service; and
 - GPRS service
- b. You must be a Singtel postpaid mobile customer.

2. What are the channels available for me to subscribe to In-flight Unlimited Data Plan?

You can dial *100# during a cruising flight to subscribe to the plan.

3. Which airlines offer In-flight Unlimited Data Plan?

OnAir and AeroMobile are currently available on selected aircrafts under Singapore Airlines or other airlines. The cabin crew on the flight will make an announcement if an inflight service is available.

4. Can I get connected immediately once I enter the aircraft?

You can connect to OnAir or AeroMobile network while cruising but not on ground, during aircraft take-off or landing.

5. What can I do with In-flight Unlimited Data Plan?

In-flight Unlimited Data Plan supports messaging optimally. If you'll like to share photos or surf on content & image intensive sites, your experience may not be optimal.

6. What is the speed of the In-flight Unlimited Data Plan?

The network speed of in-flight connectivity is dependent on the in-flight network operators (OnAir or AeroMobile) and the regulations governing air travel. The in-flight network operators are constantly reviewing and innovating their services to provide a better surfing experience for the customers.

7. I will be travelling from United Kingdom to Singapore with different time zones. How will I be charged for the In-flight Unlimited Data Plan?

In-flight Unlimited Data Plan will be activated for 24 hours from the time of activation. If the total travelling time for your flight from United Kingdom to Singapore is less than 24 hours, you will only need to subscribe to one In-flight Unlimited Data Plan. Please check the status of your subscribed plan via My Singtel app > Roaming.

8. I will be travelling from Singapore to Japan and will be stopping over in Hong Kong for a few hours. Can I use the In-flight Unlimited Data Plan for both flights?

If you are transiting or have 2 flights, you will need to purchase 2 plans of Inflight plans; one plan for each flight. If OnAir or AeroMobile network is available on both of your flights, please use the In-flight Unlimited Data Plan within 24 hours from the time of activation. Please check the status of your subscribed plan via My Singtel app > Roaming.

9. I have Auto-Subscribed to DataRoam Unlimited Daily, will the In-flight Unlimited Data Plan be automatically activated when I start to use data in the aircraft during a cruising flight?

In-flight Unlimited Data Plan will not be automatically activated via auto-subscription to DataRoam Daily Unlimited. You will need to subscribe to the In-flight Unlimited Data Plan in order to enjoy unlimited data roaming in the aircraft during a cruising flight.

10. I have Auto-Subscribed to DataRoam Unlimited Daily. Why am I being activated with a DataRoam Unlimited Daily Malaysia Plan when I am in the aircraft?

During take-off or landing, a DataRoam Unlimited Daily Plan may be automatically activated due to low elevation of the aircraft, and strong signals from ground levels. To prevent this from happening, please turn on flight-mode on your phone during take-off and landing, and when the aircraft is near your destination.

11. I have received the SMS check from SIA and would like to continue using data. Will there be any roaming charges if I reply to the SMS?

Yes, roaming SMS charges will apply based on the prevailing rates.

12. Are MobileShare lines eligible for In-flight Unlimited Data Plan?

Yes, MobileShare supplementary lines can sign up for the plan. However, the plan cannot be shared between the main and supplementary lines.

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11. FAQs for SMSVoiceRoam 7 Days

1. What is the coverage for SMSVoiceRoam 7 Days?

Countries	Zone	Subscription	Bundled Mins	Bundled SMS
Malaysia/ Brunei	1	\$20	30	60
Asia	2	\$20 (U.P. \$40)		
Europe/ US	3	\$60		
Rest of World	4	\$90		

Zone 1	Brunei, Malaysia
Zone 2 - Asia	Australia, Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Myanmar, New Zealand, Papua New Guinea, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Vanuatu, Vietnam
Zone 3 – Europe/ USA	Albania, Austria, Bahamas, Belgium, Bulgaria, Burkina Faso, Canada, Cayman Islands, Costa Rica, Croatia, Czech Republic, Denmark, Dominica, Estonia, Finland, France, Germany, Greece, Guam, Guatemala, Haiti, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Lithuania, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Tahiti, United Kingdom, USA, Ukraine
Zone 4 – Rest of the World	Afghanistan, Algeria, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia, Botswana, Brazil, British Virgin Islands, Burundi, Cameroon, Cape Verde, Chad, Chile, Colombia, Congo DRC, Cote d'Ivoire (Ivory Coast), Cuba, Cyprus, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Faroe Islands, Fiji, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guinea Bissau, Guyana, Honduras, In-Flight, Iran, Iraq, Isle of Man, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Liberia, Liechtenstein, Luxembourg, Macedonia, Madagascar, Malawi, Maldives, Mali, Maritime, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Paraguay, Peru, Qatar, Reunion, Rwanda, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Timor-Leste, Togo, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Yemen, Zambia, Zimbabwe

2. What are the pre-requisites for subscribing to SMSVoiceRoam 7 Days?

- a. You must have either
 - An AutoRoam or Pay-As-U-Roam service; and
 - GPRS service
- b. You must be a Singtel postpaid mobile customer.

3. What are the types of call available for the bundled minutes?

You can use the bundled minutes for the following type of calls:

- Incoming: User receives an incoming call. This is subjected to re-routed call charges.
- Outgoing Call Local: User makes an outgoing call to a local number in the destination that the user is travelling in.
- Outgoing Call Singapore: User makes an outgoing call back to Singapore

Note:

1. Roaming voice call is charged on a per minute basis. For USA and Canada, call charges will be incurred after 30 seconds of ringing even if incoming calls are unanswered.
2. Rerouted IDD Calls are incoming calls you received (including rejected calls) while you were overseas and have been rerouted from Singapore to the country you are in. You will be billed the Singtel IDD rate.

4. How will I be charged if I have used up the bundled 30 minutes of voice call or 60 SMSes?

You will be charged at prevailing voice and SMS roaming rates.

5. What happens if I subscribe to SMSVoiceRoam 7 Days in the middle of my bill cycle? Will it be subjected to pro-ration?

This plan is independent of the bill cycle. Hence your subscription and your bundled voice and SMS will not be pro-rated.

6. Can I transfer my plan to someone else? What will happen to the plan when I do so?

Yes, it is possible to transfer your plan. The service will be available to the transferee (Customer B). The transferee follows transferor's (Customer A) tenure.

7. Can I have 2 SMSVoiceRoam 7 Days plans of the same zone at any one time?

No, you are not able to.

8. Can I purchase 2 SMSVoiceRoam 7 Days plans of different zones at any one time?

Yes, you are able to.

9. Is SMSVoiceRoam 7 Days a recurring plan?

No, SMSVoiceRoam 7 Days will automatically deactivate at 12 midnight, 7 consecutive days after the date of activation or upon exhaustion of the bundled minutes and SMS, whichever is earlier.

10. Will my call be covered under SMSVoiceRoam 7 Days Asia if I call my friend who is in Korea from Taiwan?

No, this will be considered Call International, and it will not be covered within the plan.

11. Will the start and end date of SMSVoiceRoam plans be based on the timing of the foreign destination that I am in?

Yes, the start and end date of SMSVoiceRoam plans will be based on the timing of the foreign destination that you are in. For destinations with multiple timezones, it will be based on the earliest timezone (e.g. Eastern Standard Time for USA).

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12. FAQs for Multi-SIM with Roaming

1. **Can I roam with all the Multi-SIM Cards?**

This is subjected to foreign network restriction. Hence, it is recommended to turn on ONLY 1 device while roaming.

2. **What will happen if I turn on all devices with Multi-SIM Cards while roaming?**

You might not be able to use data on some of your Multi-SIM Cards. This is subjected to foreign network restriction. However, please use any of the devices to send/receive calls and SMS.

Note: Multi-SIM customers will incur data roaming charges on a per SIM card basis. For instance, a customer with data roaming turned on for 2 devices (and data roam usage detected on both devices) will incur charges on both SIM cards.

If you do not wish to incur data roaming charges, please access My DataRoam Settings by activating My Singtel app > Roaming > Usage to disable data roaming before travel.

3. **I have to use 2 Multi-SIM Cards but only wish to use 1 card (assuming card A) to use data while roaming. How can I do so?**

You need to first turn on the device inserted with card A when you are overseas. Then follow by the other device.

Note: For foreign operators which support 2 simultaneous data sessions, you can use all 2 Multi-SIM cards for data.

4. **When roaming, will all Multi-SIM Cards log on to the same network?**

If the SIM Cards are set to "Auto Selection of Network", it is possible that the different SIM Cards will log on to different operators/networks. To ensure that they log on to a single operator/ network, set the Multi-SIM cards to "Manual Selection of Network" and select your desired network.

5. **I have only turned on 2 Multi-SIM Cards using Optus network. Why is it that I can only use data on 1 device?**

Newer devices allow multiple data sessions. For example Blackberry can have 2 data sessions (1 for sending/receiving emails, while another for data/WAP surfing). This is subjected to foreign network restriction. Some of the networks allow only 2 data sessions simultaneously.

6. **Can I trigger any of the Multi-SIM Cards to receive calls/SMS while roaming?**

Yes, you can dial *141# to change the preferred Multi-SIM card for receiving calls/SMS.

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