



Mobile Protect Frequently Asked Questions

1. What is Mobile Protect?

Enjoy enhanced real-time protection against cyber threats like phishing, malware, botnet attacks and more on your 5G network while on the go, with Mobile Protect.

[From Sep'24] Plus, receive a weekly personalised report of all the threats Mobile Protect has shielded you from. You may view it on MySingtel app.

Now you can explore the digital world worry-free!

2. Why do I need a Mobile Protect?

Business users have a need for protection against common cybersecurity risks to reduce the potential of being a victim of cybercrime, especially on their work devices. Singtel Mobile Protect offers protection against the following:

- Device viruses and hacking
- SMS/email phishing attacks
- Malicious URLs
- Complements email security measures by blocking access to malicious websites linked in emails or preventing malware from communicating with its command-and-control

3. Who can sign up for Mobile Protect?

Good news for all Singtel 5G customers! Mobile Protect is available for you at only \$4.90 a month - with no contract. Alternatively, you may complement your Business phone plans or SIM Only Plus plans with the 24-month contract or 12-month contract respectively, at \$3 a month.

Ensure that you are equipped with a 5G SIM card, 5G plan, and have a 5G-enabled mobile device to experience the full benefits of Mobile Protect. Click [here](#) to check your device compatibility.

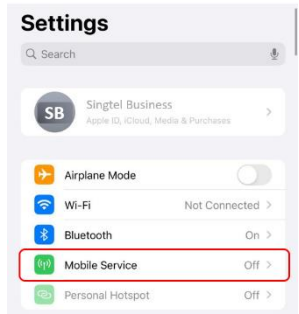
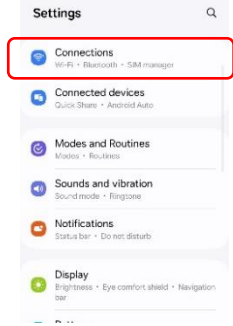

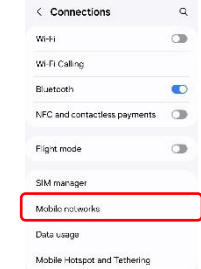
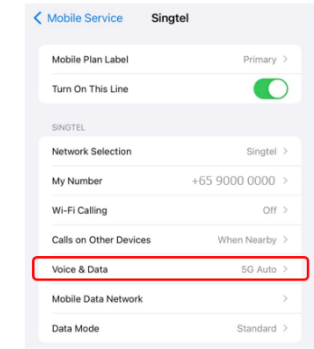
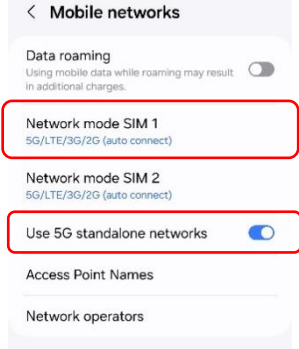

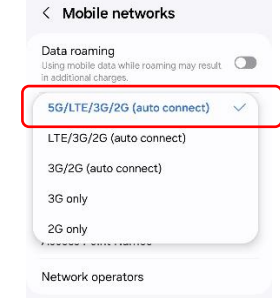
4. How do I sign up for Mobile Protect?

You can sign up for Mobile Protect via [MySingtel app](#), at any of our Singtel Shops or online here: <https://smemobile.bizportal.singtel.com/shops>. The best part? There's no additional set-up or installation required. Simply subscribe and you're good to go!

5. A Singtel 5G Standalone connection is required for Mobile Protect to be activated. How do I switch it on?

- On Apple device: Settings > Mobile Service > Mobile Data Options > Voice & Data > Select "5G On" and turn on "5G Standalone".

- On Android device: Settings > Connections > Mobile Networks > Select Network Mode > Select "5G/LTE" > Turn on "Use 5G standalone networks".

| | Apple device | | Android device |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <p>STEP 1: Go to your mobile Settings and tap into Mobile Service</p> |  | <p>STEP 1: Go to your mobile Settings and tap into Connections</p> |  |
| <p>STEP 2: Under Mobile Service, tap into your Singtel Business mobile number SIM</p> |  | <p>STEP 2: Under Connections, tap into Mobile networks</p> |  |
| <p>STEP 3: Under your Singtel Business mobile number SIM page, tap into Voice & Data</p> |  | <p>STEP 3: Under Mobile networks, turn on '5G standalone networks' to ensure your network stays on 5G!</p> |  |
| <p>STEP 4: Tap 5G On to ensure your network stays on 5G!</p> |  | <p>STEP 4: Next, tap into your Singtel Business mobile number SIM and select 5G/LTE/3G/2G (auto connect).</p> |  |

6. I have switched on 5G Standalone on my device. However, I am in an area where I am logged on to 4G instead. Am I still protected?

If you have switched on 5G Standalone in your device setting, you will be protected against malicious links on our mobile network even if you are logged on to a 4G network.

7. I am changing my mobile number to another Singtel number. Can I keep my Mobile Protect?

You will need to sign up for Mobile Protect on your new mobile number.



8. I am changing my mobile device, can I keep my Mobile Protect?

Mobile Protect is tied to your mobile number, as such, it will continue to protect the mobile device you are using.

9. Where can I check if my 5G device is compatible with Mobile Protect?

You may check the compatibility of your 5G device here:

<https://www.singtel.com/personal/products-services/mobile/5g/5g-sa-compatible-phones>.

10. I have signed up for Mobile Protect. How do I set it up?

No setup or installation is required. Once you have received the confirmation SMS, you are all set to have your device protected.

11. My mobile number is already subscribed to another mobile security product. Can I sign up for Mobile Protect?

Of course you can! In fact, it's recommended that you complement Mobile Protect with a device security software for an additional layer of security. That way, you're protected even when you're not connected to our Singtel 5G network - for instance, when you're abroad.

12. Can I sign up for more than one subscription using the same mobile number?

Mobile Protect only protects your device that is used by your mobile number. As such, you will only require one subscription.

13. Will Mobile Protect drain my battery faster?

No, it will not.

14. Can Mobile Protect protect my SIM card too?

Mobile Protect keeps your device protected against device viruses and hacking, phishing attacks, malicious URL and domains, as well as alerts you on potentially fraudulent business websites.

15. What malicious software does Mobile Protect detect and protect against?

Mobile Protect safeguards you against various types of malicious threats and viruses, including:

- Malware and spyware - which gain unauthorised control on devices, and thus unpermitted access to on-device personal business data
- Phishing scams - which steals one's sensitive information
- Botnet attacks - which use hijacked networks to spread viruses and other malicious software to devices
- Potentially dangerous software operating on outdated systems



16. How does Mobile Protect works?

Mobile Protect monitors the network traffic to detect and blocks against malicious sites, malware, viruses, ransomware, scams, and other online threats. It blocks known, unknown, and evasive malware/spyware, malicious URLs and domains, and files that contain viruses. It also alerts users (via SMS notification) of URLs that contain insufficient content and are suspected of phishing. Mobile Protect is automatically activated once subscribed.

17. Do I need to scan for regular updates?

Everything is automatically done at Singtel's network level. You do not need to scan for updates.

18. Does Mobile Protect scan message content and attachments?

No, it does not. However, if you have clicked on a malicious link, Mobile Protect will block you from proceeding with the page.

19. How do I check when was the last update? (Coming soon)

You can check your score card via MySingtel app. Simply go to **Manage Add-ons**, click on **Mobile Protect**, and you will find your personalised score card.

20. I am a Mobile Protect subscriber, and I logged on to WiFi when I'm home. Does it keep me protected?

No, it does not.

21. Does Mobile Protect work for roaming?

No, it does not support when you are roaming.

22. I have just done a transfer of ownership. What happens if I want the Mobile Protect on my mobile number?

You can sign up for Mobile Protect via [MySingtel app](#).

23. I am using multiple SIM Cards. Can Mobile Protect work?

Ensure the Mobile Data option is enabled with the SIM card subscribed to Mobile Protect.

- On Apple device: Settings > Mobile Service > Mobile Data > Select the correct SIM
- On Android device: Settings > Connections > SIM Manager > Mobile Data

24. Can Mobile Protect detect malicious file download via email?



- **Email containing malicious file download link:** When user taps on the link, Mobile Protect will block it.
- **Email containing malicious file attachment:** When user tries to download the file, Mobile Protect will not block it because the file attachment is encrypted in the email app or email web client.