



Phone plans FAQ

1. What are the changes to phone plans?

From 31 Aug'23, we are giving you more value in our new phone plans, including Loyalty voucher, Worldwide roaming and Security.

	XS	S	M	L	Pro	Fam
Local Data	30GB	100GB	130GB	160GB	230GB	Unlimited
Local Outgoing Talktime	100 mins	300 mins	600 mins	800 mins	1200 mins	1800 mins
Local SMS	100 SMS	300 SMS	600 SMS	800 SMS	1200 SMS	1800 SMS
5G	FREE					
McAfee Security	McAfee Mobile Security (2 devices) U.P. \$4.95					
Loyalty Voucher*		\$100	\$150	\$250	\$400	\$500/yearly
Worldwide Roaming			1GB	2GB	3GB	30GB
Subscription Charges (incl GST)	\$62/mth U.P. \$68/mth	\$78/mth	\$98/mth	\$128/mth	\$178/mth	3 lines for \$288/mth

*Loyalty vouchers are given every 21 months. Fair Usage Policy applies. Prevailing GST is included.

2. I'm currently on an XO Plus plan, will I be affected by these changes?

No. There will be no changes to your XO Plus plan. If your contract has ended, we recommend you upgrade to our new phone plans that are packed full of value.

3. What is the difference between XO Plus plans and new Phone plans?

Our new phone plans have been upgraded to include worldwide roaming, loyalty vouchers and McAfee security to fit your needs and budget.

4. Can I share my data, mins & SMSes included in my new phone plan with my MobileShare supplementary lines?

Yes. You can share across 3 MobileShare lines.

5. How much will it cost if I exceed my local data in my new phone plan?

Every 18GB is \$18.17, this works out to \$1 per GB. This data is also sharable across your MobileShare lines, and we cap charges to a maximum of \$189.76/mth to help you manage your costs.

6. Do I get to enjoy 5G on new phone plans?

Yes. All new phone plans come with Singtel 5G.

7. Can I sign up?

All customers, 18 years old & above, with an NRIC/FIN can sign up.

8. Do Singtel Circle customers still get 10% OFF services?

Yes. To find out more about Singtel Circle benefits, please visit the [Singtel Circle page](#) for more information.

9. How do I sign up for more data on the new phone plans?

Get Datamore or DATA X Infinity using My Singtel app or find out more [here](#).

10. If I am on a Combo plan with an existing DATA X add-on within that is still in contract, can I still change my plan to the new phone plan?

Yes, you can. Just upgrade your plan and we'll waive any further charges on your DATA X 2/3/4 add-on.



If you have Data X INFINITY, you can keep it on your new phone plan. Or if you've upgraded to the FAM phone plan, it'll be replaced with the plan's Unlimited data and all further charges will be waived.

11. I am on a XO Plus 52 plan with an existing 5G NOW add-on that is still in contract, can I change my plan to the new phone plan?

Yes, you can. We'll waive any further charges on your 5G Now add-on.

Worldwide Roaming

Where can I use the worldwide roaming data included in my phone plan?

It can be used in 81 destinations: *Albania, Argentina, Armenia, Australia, Austria, Bangladesh, Belgium, Brunei, Bulgaria, Burkina Faso, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Mexico, Mongolia, Myanmar, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Slovak Republic (Slovakia), South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Timor-Leste, Turkey, UAE, UK, Ukraine, USA, Uzbekistan and Vietnam.*

2. Can I remove the worldwide roaming data included in my phone plan?

No. Unfortunately, this is not possible as monthly roaming data is built into your phone plan so it's always there for you when you need it.

3. What if I have multiple roaming plans covering some or all of the 81 destinations?

The worldwide roaming data from your phone plan will always be used first. The only exception is when you've signed up for DataRoam Unlimited Daily, in this case, we will first draw down from this daily plan, before using your worldwide roaming data from your phone plan.

4. What happens if I've used up my monthly worldwide roaming data?

All phone plans come with AutoReadyRoam (ARR), which means that we'll automatically sign you up for your next ReadyRoam pack when you need it. The most affordable pack for your destination will be selected. Please do not disable ARR as it helps to avoid any accidental pay-per-use roaming in the 81 destinations.

5. Can I share the 30GB worldwide roaming data included in my Fam phone plan across my 3 mobile lines?

No. Unfortunately, this is not possible as the 30GB worldwide roaming is built in for your main mobile line. But not to worry, just log-in to My Singtel App to explore our affordable & convenient ReadyRoam plans that start at \$5/mth.

Updated: 31 Aug'23