



Frequently Asked Questions

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

- a) Click [here](#) to find out more.
- b) All hi! SIM Cards need to be registered. Please bring along your identification documents for registration purposes. Click [here](#) to find out the type of documents to bring.

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

From 15 November 2016, all service providers in Singapore will not support 2G network on newly activated Prepaid SIM cards. Please upgrade to a 3G or 4G device. Singtel Prepaid handset bundles with free bonuses can be purchased at Singtel Retail Shops, SERS, and selected retailers.

3. How to activate my hi! SIM Card on my mobile phone?

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

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

Go to www.singtel.com/hi (free access) or call *100#.

5. Where can I top up my hi! SIM Card?

Click [here](#) to find out where to top up your hi! SIM Card.

6. Is there an expiry date on my hi! SIM Card or Top-up card?

- a) To check your hi! SIM Card expiry date, go to www.singtel.com/hi (free access) or call *139#.
- b) hi! Top-up cards also have an expiry date printed on the back of cards.
Cards cannot be used once expired.

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

Yes, you can call 1800-482-2800 (toll free, 8am-10pm) or contact Customer Care [here](#).

8. 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.



9. How do I purchase Data Plans to surf the internet?

- a) Click [here](#) to find out more about our Data Bundles.
- b) Alternatively, you can also surf using pay-per-use rate of 6.4¢ per 10KB.
- c) To configure your phone for data usage:

For iPhone:

- 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

For Blackberry:

- Call 100# to activate a BlackBerry® Data Plan
- Upon activation, data configuration will be pushed to your BlackBerry®

For other phones:

- 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
- Authentication type: PAP

10. 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.>

11. 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.



- 12. How do I perform a first time activation of SIM when roaming?**
Call *130#
- 13. Can my friend reply to my SMS while I am roaming overseas?**
Yes, but only if his/her network allows this feature.
- 14. What are the charges for receiving a SMS when I am roaming overseas?**
Receiving SMS is free.
- 15. How to top up my hi! SIM Card while roaming?**
 - a) Purchase a hi! Top-up Card before leaving Singapore.
 - b) Applicable hi! Top-up Cards are \$10 hi! Top-up Card, \$20 hi! Top-up Card and \$50 hi!Top-up Card. Only these cards can be used when roaming. Click [here](#) to find out where to buy.
 - c) Dial 132<10 Digit Top-up Card Number><6 Digit Pin Number> # on your mobilephone to top up your hi! SIM Card.
- 16. Is there a customer service hotline to call when I am roaming?**
Yes, you can call 1800-482-2800 from 8am to 10pm Singapore time daily.
Call charges apply.
- 17. 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
- 18. What happens after my Data Plan balance is used up or expired?**
After you deplete your Data Plan balance, any GPRS or data usage will be charged at 6.4¢ per 10KB, deducted from your available balances. You are encouraged to subscribe to a data plan to avoid incurring pay-per-use data charges. To subscribe to a data plan, dial *100#.
- 19. How many SIM Cards am I permitted to register or own at any one time?**
Under IDA regulatory, the maximum number of prepaid SIM Cards per subscriber will be reduced from 10 to 3, with effect from 1 April 2014. 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. Click [here](#) for more information.



20. What is the new expiry extension policy for Prepaid Data Plans?

- a) With every purchase of a Prepaid Data Plan, the data plan validity period will start from the day of purchase.
- b) Example:
 - If you buy a 7-Day 1GB Data Plan on 1 January and purchase another 7-Day 1GB Data Plan on the 6 January, your 2GB data will be valid till 12 January.
 - If you buy the 7-Day 1GB Data Plan twice on 1 January, your 2GB will be valid till 7 January.