



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.