



Terms and Conditions for Roaming

1. Unless expressly stated herein, Singtel Mobile's Specific Terms and Conditions of Service, and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to these terms and conditions.
2. You agree that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by you in accordance with Clause 15 of the General Terms and Conditions. You are entitled to withdraw such consent in accordance with the procedure as prescribed by Singtel Mobile from time to time.
3. Singtel Mobile reserves the right to revise these Specific Terms and Conditions for Roaming at its discretion and/or terminate, suspend in whole or in part any Roaming plans without prior notice. Use of Roaming will constitute acceptance of these Specific Terms and Conditions for Roaming and the amendments thereof.
4. To activate Roaming, you will need:
 - a. AutoRoam or Pay-As-U-Roam subscription;
 - b. GPRS service; and
 - c. A Singtel postpaid mobile line
 - d.

Specific Terms & Conditions

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1. AutoRoam and Pay-As-U-Roam

1. To use roaming overseas or to subscribe a roaming plan, you will need to activate either AutoRoam or Pay-As-U-Roam service.
2. AutoRoam service is chargeable at \$10 every month on a subscription basis. Roaming usages are chargeable at the prevailing pay-per-use roaming rates if you have not subscribed to a roaming plan. For more info on pay-per-use roaming rates, click [here](#).
3. Pay-As-U-Roam is a free service. Roaming usages are chargeable at the prevailing pay-per-use roaming rates if you have not subscribed to a roaming plan. An additional 25% surcharge will also be applied on the accumulated roaming rates. For more info on pay-per-use roaming rates, click [here](#).
4. Activation of AutoRoam or Pay-As-U-Roam via My Singtel app/*100#/*7626/My Account is free. However, if you choose to activate via Singtel Mobile's 1688 hotline (assisted activation), a S\$10 activation fee shall apply.

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2. ReadyRoam & Auto-Subscribe ReadyRoam

1. To activate ReadyRoam plans, you will need a Singtel postpaid mobile line registered under your personal NRIC.
2. ReadyRoam Single Destinations is valid for 7 days upon activation.
3. ReadyRoam 9 Destinations, 18 Destinations & 81 Destinations plans are valid for 30 days upon activation. The service will automatically deactivate at 12 midnight (based on foreign destination local time), 30 consecutive days after the date of activation. Prevailing data roaming charges apply for data roaming usage beyond the duration stated in the subscribed ReadyRoam Plan and/or if you log on to a non-preferred network operator.
4. ReadyRoam Single Destinations can only be used in Indonesia, Malaysia & Thailand.
5. ReadyRoam 1GB 30 Days 9 Destinations can only be used in Australia, Brunei, Cambodia, Indonesia, Laos, Malaysia, New Zealand, Philippines and Thailand.
6. ReadyRoam 2GB 30 Days 18 Destinations can only be used in Australia, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Malaysia, Myanmar, New Zealand, Philippines, South Korea, Taiwan, Thailand and Vietnam.
7. ReadyRoam 3GB 30 Days 81 Destinations can only be used in Albania, Argentina, Armenia, Australia, Austria, Bangladesh, Belgium, Brunei, Bulgaria, Burkina Faso, Canada, Cambodia, 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, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Timor-Leste, Thailand, Turkey, UAE, UK, Ukraine, USA, Uzbekistan and Vietnam.
8. ReadyRoam plans are bundled with 1GB data for 9 Destinations, 2GB for 18 Destinations and 3GB for 81 Destinations. Another bundle with the same data allowance will be provisioned automatically when you have fully utilised the bundled data within your current plan's validity period.
 - a. For ReadyRoam 1GB 7 Days single destination another 1GB of bundled data will be provisioned automatically at \$5, non GST taxable.
 - b. For ReadyRoam 1GB 30 Days 9 destinations, another 1GB of bundled data will be provisioned automatically at \$12, non GST taxable.
 - c. For ReadyRoam 2GB 30 Days 18 destinations, another 2GB of bundled data will be provisioned automatically at \$20, non GST taxable.
 - d. For ReadyRoam 3GB 30 Days 81 destinations, another 3GB of bundled data will be provisioned automatically at \$40, non GST taxable.
 - e. The upsize of 1GB to 2GB for the 18 Destinations plan and 1GB to 3GB for the 81 Destinations plan is a promotion starting from 30 May 2019 until further notice. Singtel reserves the right to withdraw or change this offer by publishing the updated details on our singtel.com/readyroam website.
9. Any cancellation of ReadyRoam plans must be made 24 hours before the selected start date. Otherwise, your subscription charge is non-refundable.
10. Activation of ReadyRoam plans and Auto-Subscribe to ReadyRoam via My Singtel app/*100#/*7626/My Account is free. However, if you choose to activate via Singtel Mobile's 1688 hotline (assisted activation), a S\$10 activation fee shall apply.
11. ReadyRoam plans are to be used for personal and non-commercial purposes only.
12. Auto-Subscribe to ReadyRoam plans will automatically activate a ReadyRoam plan once data usage is detected on the preferred network in any of the 81 destinations. When you enter a country on the 9 destination plan, you will automatically be subscribed to 1GB for \$12 tier. Should you then enter a country



on the 18 destination plan but not covered in the 9 destination plan, you will be automatically subscribed to another plan at 2GB for \$20 tier. Your 30-day coverage for each new tier plan will commence from the day you arrive at that new tier destination. The subscription fee of the activated ReadyRoam Plans are charged separately and are based on prevailing rates, which can be found in Roaming Rate.

13. Auto-subscription to ReadyRoam plans is not applicable for the ReadyRoam single destination. When you enter Malaysia, you will automatically be subscribed to ReadyRoam 9 Destinations 1GB 30 Days at \$12.
14. For activation of ReadyRoam plans or Auto-Subscribe to ReadyRoam plans for Broadband on Mobile tablet subscribers, please download My Singtel app and activate via Roaming > Destination > Select a plan. If you are multi-SIM card holder, please click here to find out how you can roam with your Multi-SIM cards.
15. If you have auto-subscribed to DataRoam Unlimited Daily, you will need to terminate this service first before you can activate the auto-subscription of ReadyRoam plans. Any DataRoam Unlimited Daily plans already in effect before the day of termination will not be affected. The DataRoam Unlimited Daily plan activated on the day of termination will be replaced with the ReadyRoam plan.

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3. DataRoam Monthly Recurring Plans

1. DataRoam Monthly Recurring Plans include DataRoam 1GB Monthly Recurring Australia and DataRoam 2GB Monthly Recurring Malaysia.
2. DataRoam Monthly Recurring Plans are only applicable for customers roaming in Australia on Optus network and Malaysia on Maxis and Digi networks respectively. Prevailing data roaming charges will apply for data roaming usage if you log on to any other network.
3. DataRoam 1GB Monthly Recurring Australia & DataRoam 2GB Monthly Recurring Malaysia is only applicable for customers roaming in Australia on Optus network and Malaysia on Maxis and Digi network respectively. Prevailing data roaming charges will apply for data roaming usage if you log on to any other network.
4. DataRoam 2GB Monthly Recurring Malaysia is chargeable every month on a subscription basis. The monthly subscription for DataRoam 2GB Monthly Recurring Malaysia is \$10 for 2GB data bundle. If you exceed the specified data bundle, an excess charge of S\$0.005/MB (\approx \$5/GB) shall apply.
5. DataRoam 1GB Monthly Recurring Australia is chargeable every month on a subscription basis. The monthly subscription for DataRoam 1GB Monthly Recurring Australia is \$10 for 1GB data roam bundle. If you exceed the specified data bundle, an excess charge of S\$0.009/MB (\approx \$10/GB) shall apply.
6. Activation of DataRoam Monthly Recurring Plans via My Singtel app/*100#/*7626/My Account is free. However, if you choose to activate either of the DataRoam Monthly Recurring Plans via Singtel Mobile's 1688 hotline (assisted activation), a S\$10 activation fee shall apply.
7. DataRoam Monthly Recurring Plans are to be used for personal and non-commercial purposes only.

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4. DataRoam Unlimited Daily & Auto-Subscribe DataRoam Unlimited Daily

1. DataRoam Unlimited Daily is only applicable for customers roaming in one destination on Singtel's preferred network. If you are logged on to a non-preferred network, the prevailing data roaming charges will apply.
2. DataRoam Unlimited Daily will automatically deactivate at 12 midnight of the end date (foreign destination timing).
3. Expiry alerts for the following countries are based on the time-zone of key cities.
 - Australia (Sydney)
 - USA (New York)
 - Canada (Toronto)
 - Indonesia (Jakarta)
 - Russia (Moscow)
4. Any cancellation of DataRoam Unlimited Daily must be made 24 hours before the day of plan activation, otherwise subscription charge is non-refundable.
5. DataRoam Unlimited Daily Plans are to be used for personal and non-commercial purposes only and are subject to Singtel Mobile's fair usage policy on data roaming usage per day. If the customer's usage exceeds the recommended fair usage within the day, Singtel Mobile will, without any notification to the customer, impose a speed limit on the service until the end of the affected day. For more info on Singtel Mobile's Fair Usage Policy, click [here](#).
6. Auto-Subscribe DataRoam Unlimited Daily will automatically activate an unlimited daily data plan once data usage is detected on the preferred network in any Singtel-covered destination. The subscription fee of the activated DataRoam Unlimited Daily plans are charged separately and are based on prevailing rates, which can be found [here](#).
7. For activation of DataRoam Unlimited Daily for Broadband on Mobile tablet subscribers, please download My Singtel app and activate via Roaming > Destination > Select a plan. If you are multi-SIM card holder, please click [here](#) to find out how you can roam with your Multi-SIM cards.
8. Activation of DataRoam Unlimited Daily or Auto-Subscribe to DataRoam Unlimited Daily via My Singtel app/*100#/*7626/My Account is free. However, if you choose to activate via Singtel Mobile's 1688 hotline (assisted activation), a \$10 activation fee shall apply.
9. If you have auto-subscribed to ReadyRoam plans, you will need to terminate this service before you can activate the auto-subscription of DataRoam Unlimited Daily. Any ReadyRoam plans already in effect will not be affected.

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5. DataRoam 100MB Daily

1. DataRoam 100MB Daily is only applicable for roaming in one destination on preferred network. The service will automatically deactivate at 12 midnight of the end date. Prevailing data roaming charges apply for data roaming usage beyond the duration stated in the subscribed DataRoam Plan and/or if you log on to a non-preferred network operator.
2. Each DataRoam 100MB Daily is bundled with 100MB data. If you exceed the specified data bundle, another DataRoam 100MB Daily Plan will be activated automatically for you. The maximum number of plans that you will be charged is up to 5 plans per day. Thereafter, you will enjoy unlimited data usage for the rest of the day at no additional charge.
3. In order to provide customers with fast and reliable mobile internet service, DataRoam 100MB Daily is subject to Daily Fair Usage Policy. If you exceed the daily fair usage, Singtel will impose a speed limit (64kbps) on data roaming service without prior notification. This speed limit will be lifted at 00:00 hours (based on overseas time) the following day.
4. Do note that data roaming speed may vary depending on:
 - Overseas network coverage
 - Overseas network capacity
 - Overseas operators' Fair Usage Policy
 - For more information on the Daily Fair Usage Policy, please refer [here](#).
5. Any cancellation of DataRoam 100MB Daily must be made 24 hours before the day of plan activation. Otherwise, your subscription charge is non-refundable.
6. Activation of DataRoam 100MB Daily via My Singtel app/*100#/*7626/My Account is free. However, if you choose to activate DataRoam 100MB Daily via Singtel Mobile's 1688 hotline (assisted activation), a S\$10 activation fee shall apply.
7. DataRoam 100MB Daily is to be used for personal and non-commercial purposes only.

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6. SMSVoiceRoam 7 Days

1. To subscribe for SMSVoiceRoam 7 Days, you will need to have:
 - AutoRoam; or
 - Pay-as-U-Roam subscription (Note: An additional 25% surcharge will apply on roaming usage)
2. SMSVoiceRoam 7 Days can only be used in selected destinations of the zone chosen by you. A list of the destinations in each zone is available [here](#).
3. Prevailing voice and SMS roaming charges apply for roaming usage beyond the specified 30 minutes and 60 SMS bundle.
4. Activation of SMSVoiceRoam 7 Days via My Singtel app/*100#/*7626/My Account is free. However, if you choose to activate SMSVoiceRoam 7 Days via Singtel Mobile's 1688 hotline (assisted activation), a S\$10 activation fee shall apply. Activation shall be effected the following day.
5. 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 comes first.
6. For USA and Canada, their operators will start charging after 30 seconds of ringing even if incoming calls are unanswered. If you hang up the call before 30 seconds, no charges will be incurred. This is subjected to change by our overseas roaming partners.
7. SMSVoiceRoam 7 Days is to be used for personal and non-commercial purposes only.
8. Singtel Mobile shall not provide any refund for SMSVoiceRoam 7 Days regardless of any usage or expiry.
9. These Terms and Conditions may be amended by Singtel Mobile from time to time as Singtel Mobile deems appropriate and any such amendments shall be posted on www.singtel.com and shall take effect from the date that they are so posted.
10. Use of the SMSVoiceRoam 7 Days will constitute your acceptance of these Terms and Conditions.
11. You hereby affirmatively consent to and authorise Singtel Mobile or Singapore Telecommunications Limited ("Singtel") to collect, use and/or disclose your personal data in accordance to Clause 15 of Singtel's General Terms and Conditions and/or prevailing policies, where applicable.

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7. In-flight Unlimited Data

1. In-flight Unlimited Data Plan is only applicable for roaming on preferred network on specific flights on selected airlines where in-flight connectivity is available. The service will be provided for 24 hours from the time of activation. To monitor your usage and duration of the subscribed plan, you may check under the Roaming page in My Singtel app. Prevailing data roaming charges apply for data roaming usage beyond the duration stated in the subscribed In-flight Unlimited Data Plan and/or if you log on to a non-preferred network operator.
2. In-flight Unlimited Data Plan can only be used during a flight when the plane is cruising but not when the plane is on the ground, during take-off or landing. The speed of In-flight data connection supports messaging optimally. Your experience with photo sharing or web surfing on content & image intensive sites may not be optimal.
3. In order to provide customers with fast and reliable mobile internet service, In-flight Unlimited Data Plan is subject to Daily Fair Usage Policy. If you exceed the daily fair usage, Singtel will impose a speed limit (64kbps) on data roaming service without prior notification. This speed limit will be lifted at 00:00 hours the following day.

Do note that data roaming speed may vary depending on:

- a. Overseas network coverage
- b. Overseas network capacity
- c. Overseas operators' Fair Usage Policy

For more information on the Daily Fair Usage Policy, please refer to [here](#).

4. Any cancellation of In-flight Unlimited Data Plan must be made 24 hours before the day of plan activation. Otherwise, your subscription charge is non-refundable.
5. Activation of In-flight Unlimited Data Plan via *100# is free. However, if you choose to activate In-flight Unlimited Data Plan via Singtel Mobile's 1688 hotline (assisted activation), a S\$10 activation fee shall apply.
6. In-flight Unlimited Data Plan is to be used for personal and non-commercial purposes only.

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8. Pay-Per-Use Roaming Rates

1. Pay-Per-Use Roaming Rates and destinations are subject to change without prior notice by the foreign network operators.
2. Voice and video calls are subject to a connection fee of \$0.35 on each incoming or outgoing call except for Malaysia and Brunei which remains at \$0.25 for each incoming or outgoing call. .
3. All voice and video calls are charged in 1 minute increments.
4. Video call service is only available for 3G roamers using 3G supported mobile device.
5. Receiving a call while overseas include both incoming call roaming rate and rerouted IDD call charges (from Singapore to the roaming destination). Roaming call and Rerouted IDD call are charged in 1 min increments. 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.
6. For USA and Canada, their operators will start charging after 30 seconds of ringing even if incoming calls are unanswered. If you hang up the call before 30 seconds, no charges will be incurred. This is subject to change by our overseas roaming partners.
7. Call forwarding service may not be supported by all foreign network operators.
8. Sending and receiving of SMS while overseas is not supported if the foreign network operator does not have a roaming arrangement with Singtel.
9. Using 3G Data service overseas is only available for users with 3G SIM cards and accessing 3G supported networks.
10. LTE roaming is only available for selected destinations. You will need to subscribe to a 4G vas and use a LTE enabled mobile device.
11. Data roaming usage, sending & receiving of MMS are charged in 10KB increments.
12. Sending a MMS while overseas is supported on selected foreign network operators and data roaming rate apply on this usage.
13. Some applications on mobile devices (e.g. BlackBerry, email) may require a constant exchange of small packets of data with a central server, even when they are in idle mode. This would result in a series of charges throughout the period that the devices are logged onto the foreign network.

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