FAQ

Q: What is HOOQ?

HOOQ is a gateway to a world of unlimited entertainment!

Discover their catalog of more than 10,000 movies and TV shows right at your fingertips! You can watch anytime, anywhere, at home or at work! Download HOOQ now to satisfy your movie munchies!

Q: How do I qualify for HOOQ subscription?

You will need to purchase an eligible data plan in order to subscribe to HOOQ. You can purchase via hi!Account, *100# or *363. The eligible data plans are Super Plan 30-Day 1GB ($10), 3GB($20), 5GB($30) and 7-Day Value 1GB $7 Data Plan. A confirmation & instructional SMS will be sent shortly upon successful purchase.

Q: Where can I purchase eligible data plans to get HOOQ subscription?

You can purchase via hi!Account (www.singtel.com/hi) , *100# or *363 via Main Account Balance.

Q: I want to purchase only data plan without HOOQ, is this possible?

As part of Singtel Prepaid's promotion, the eligible data plans comes with the access to HOOQ subscription with no charges. You will still be able to use your data plan as usual regular internet surfing.

Q: I would like to purchase the eligible data plan with HOOQ with credit card or eNETS, is it possible?

Unfortunately, the current promotion only allows you to purchase data plan with HOOQ via Main Account. We are working towards opening up credit card & eNETS channel for payment.

Q: How do I renew my HOOQ subscription?

You will be able to renew / extend your HOOQ subscription period by purchasing another eligible data plan from hi!Account , *100# or *363.

Q: Are there data charges to access HOOQ App to stream video and/or download videos?

Yes, data charges applies to the following:

1. Downloading of HOOQ App
2. Streaming of videos on HOOQ
3. Downloading of videos on HOOQ App

Q: Do I need to use both email address & mobile number to register for HOOQ?

You will require email address & mobile number. Email address should be valid in order to allow you to receive the Activation Code. You should register with your Singtel Mobile number to enjoy the promotion.

Q: How much data per episode / movie does HOOQ uses?

The amount of data consume is dependent on the quality of the video. Download of videos will also take up your handset memory space.

Quality	Data Usage (MB) per hour (Approximate)	Memory Space

High	1 GB	1.5 GB
Medium	800 MB	800 MB
Low	300 MB	400 MB

The values above are approximate values of data usage & memory space.

Q: How do I improve my video streaming experience?

To improve your video streaming experience, you may want to enter a strong network connection area or connect to an available WiFi.

Q: How do I download movies & TV?

You will be able to download videos by selecting the movie/show you want to watch, and select the Season & Episode on the top-right corner, a list of Episodes will show to allow you to Download or Play the episode. Data charges applies to Download or Play of the movie/show.

Q: What are the types of supported devices and operating systems?

System Compatibility:

For Apple iOS Operating system (OS): iOS version 7.0 or higher. Region: Singapore

For Android Operating System (OS): Should be at least version 4.1 (Jellybean) to install the HOOQ app.

Meanwhile, your device should have at least version 4.3 (Jellybean) to install the HOOQ Beta app. Region: Singapore