



Multi-SIM with Roaming

1. Can I roam with all the Multi-SIM Cards?

This is subjected to foreign network restriction. Hence, it is recommended to turn on ONLY 1 device while roaming.

2. What will happen if I turn on all devices with Multi-SIM Cards while roaming?

You might not be able to use data on some of your Multi-SIM Cards. This is subjected to foreign network restriction. However, you may use any of the devices to send/receive calls and SMS.

Note: Multi-SIM customers will incur data roaming charges on a per SIM card basis. For instance, a customer with data roaming turned on for 2 devices (and dataroom usage detected on both devices) will incur charges on both SIM cards.

If you do not wish to incur data roaming charges, please access My DataRoam Settings by activating My SingTel app > Roaming > Usage to disable data roaming before travel.

3. I have to use 2 Multi-SIM Cards but only wish to use 1 card (assuming card A) to use data while roaming. How can I do so?

You need to first turn on the device inserted with card A when you are overseas. Then follow by the other device.

Note: For foreign operators which support 2 simultaneous data sessions, you can use all 2 Multi-SIM cards for data.

When roaming, will all Multi-SIM Cards log on to the same network?

If the SIM Cards are set to "Auto Selection of Network", it is possible that the different SIM Cards will log on to different operators/networks. To ensure that they log on to a single operator/network, set the Multi-SIM cards to "Manual Selection of Network" and select your desired network.

4. I have only turned on 2 Multi-SIM Cards using Optus network. Why is it that I can only use data on 1 device?

Newer devices allow multiple data sessions. For example Blackberry can have 2 data sessions (1 for sending/receiving emails, while another for data/WAP surfing). This is subjected to foreign network restriction. Some of the networks allow only 2 data sessions simultaneously.

5. Can I trigger any of the Multi-SIM Cards to receive calls/SMS while roaming?

Yes, you can dial *141# to change the preferred Multi-SIM card for receiving calls/SMS.