

FAQs for ReadyRoam 1GB 30 Days Plans

1. What are the pre-requisites for subscribing to ReadyRoam 1GB 30 Days?

- a. You must have either
 - An AutoRoam or Pay-As-U-Roam subscription; and
 - GPRS service;

AutoRoam and Pay-As-U-Roam enables you to connect to Singtel's roaming service in more than 238 international destinations. AutoRoam has a recurring subscription fee of \$10 per month and you can roam with no added surcharge to the pay-per-use roaming rates. Pay-As-U-Roam has no recurring monthly fee but a 25% surcharge will apply to the pay-per-use roaming rates. For more details, please click [here](#).

- b. You must be a Singtel postpaid mobile customer with a mobile line registered under your personal NRIC. Please check with your respective account manager if your mobile line is registered under business registered number (BRN).

- c. You should not have [Auto-Subscribed to DataRoam Unlimited Daily](#).

2. What are the channels available for me to subscribe to ReadyRoam 1GB 30 Days?

You can subscribe to the plan via the following channels:

- My Singtel app > Roaming
- Dial *100# while overseas
- Dial *7626 in Singapore or SMS *7626 to 3333 while overseas (Roaming SMS charges apply)
- Call 1688 (S\$10 activation fee applies)

3. Will the start and end date of ReadyRoam 1GB 30 Days be based on the timing of the foreign destination that I am in?

Yes, the start and end date of ReadyRoam 1GB 30 Days will be based on the timing of the foreign destination that you are in.

4. I am transiting via Japan on 1 November and will arrive in USA on 31 October. Which start date should I select for ReadyRoam 1GB 30 Days 31 Destinations Plan to data roam in both destinations?

As USA is 13 hours behind Japan, please select the start date as 31 October to use the ReadyRoam 1GB data bundle across both destinations.

5. Can I subscribe to ReadyRoam 1GB 30 Days plans in advance?

Yes, you can subscribe up to 14 days in advance of the selected start date.

6. I have subscribed to ReadyRoam 1GB 30 Days 11 Destinations Plan before 25 May 2017 and have fully utilised the 1GB bundled data within the 30 day period. Will I incur any pay-per-use charge?

Yes, you will incur pay-per-use charge after you have fully utilised the 1GB bundled data. However, you can enjoy discounted pay-per-use charges at \$0.019/MB (≈\$20/GB).

For ReadyRoam 1GB 30 Days 26 Destinations, discounted pay-per-use charges are at \$0.034/MB (≈\$35/GB).

7. I have subscribed to ReadyRoam 1GB 30 Days 16 Destinations plan on 25 May 2017 and have fully utilised the 1GB bundled data within the 30 day period. Will I incur any pay-per-use charge?

No, you will not incur any pay-per-use charge as another 1GB of data will be automatically provisioned to you when you have fully utilised the 1GB bundled data within the current plan's 30-day validity period.

Note: the automatic provision will be in effect from 25 May 2017 onwards.

- For ReadyRoam 1GB 30 Days 9 Destinations, another 1GB will be provisioned automatically at \$12 (U.P. \$15), non GST taxable. This promotional rate of \$12 is valid till 30 September 2017.
- For ReadyRoam 1GB 30 Days 16 Destinations, another 1GB will be provisioned automatically at \$20, non GST taxable.
- For ReadyRoam 1GB 30 Days 31 Destinations, another 1GB will be provisioned automatically at \$35, non GST taxable.

8. I have subscribed to ReadyRoam 1GB 30 Days 11/26 Destinations Plan before 25 May 2017 and have requested to start the plan after 25 May 2017. Will I incur any pay-per-use charge if I have fully utilised the 1GB bundled data within the 30 day period?

As the requested start date is after 25 May 2017, you will get to enjoy ReadyRoam 1GB 30 Days 16/31 Destinations. Hence, you will not incur any pay-per-use charge as another 1GB of data will be automatically provisioned to you when you have fully utilised the 1GB bundled data within the current plan's 30-day validity period.

9. Can I subscribe to another ReadyRoam 1GB 30 Days Plan after I have utilised the 1GB bundled data within 30 days?

You do not need to subscribe to another ReadyRoam 1GB 30 Days Plan as another 1GB of data will be automatically provisioned to you when you have fully utilised the 1GB bundled data within the current plan's 30-day validity period.

10. What happens if I did not completely utilise the 1GB bundled data within 30 days?

There will be no refund given for unused data allowance. All unused data allowance will expire at 23:59hrs (foreign destination time) of the 30th day upon activation.

11. I am travelling to Malaysia and Thailand. Can I use ReadyRoam 1GB 30 Days 9 Destinations Plan in both destinations?

Yes, you can use the 1GB data bundle across any of the 9 destinations if your travel period to both destinations is within 30 days. E.G. 500MB in Malaysia and 500MB in Thailand.

12. I am travelling to Malaysia and Thailand and have both DataRoam 1GB Malaysia Monthly Recurring and ReadyRoam 1GB 30 Days 9 Destinations. Can I subscribe to both roaming plans for my trip?

Yes, you can subscribe to both roaming plans. If you are in Malaysia first, data usage will be deducted from DataRoam 1GB Malaysia Monthly Recurring Plan followed by ReadyRoam 1GB 30 Days 9 Destinations Plan. When the bundled data from both plans have been fully utilised, you will be automatically provisioned with another 1GB of data at \$12 (U.P. \$15).

13. I am travelling to China and Indonesia. Can I use ReadyRoam 1GB 30 Days 16 Destinations in both destinations?

Yes, you can use the 1GB data bundle across any of the 16 destinations if your travel period is within 30 days. E.G. 500MB in China and 500MB in Indonesia.

14. I am travelling to China and Indonesia and have both ReadyRoam 1GB 30 Days 9 and 16 Destinations plans. Can I subscribe to both roaming plans for my trip?

Yes, you can subscribe to both roaming plans. If you are in Indonesia first, data usage will be deducted from ReadyRoam 1GB 30 Days 9 Destinations Plan followed by ReadyRoam 1GB 30 Days 16 Destinations Plan. When the bundled data from both plans have been fully utilised and you are still in Indonesia, you will be automatically provisioned with another 1GB of data at \$12 (U.P. \$15). If you are in China, another 1GB of data will be provisioned automatically to you at \$20.

15. I am travelling to South Korea and Italy. Can I use ReadyRoam 1GB 30 Days 31 Destinations in both destinations?

Yes, you can use the 1GB data bundle across any of the 31 destinations if your travel period is within 30 days. E.G. 500MB in South Korea and 500MB in Italy.

16. I am travelling to South Korea and Italy and have both ReadyRoam 1GB 30 Days 16 and 31 Destinations plans. Can I subscribe to both roaming plans for my trip?

Yes, you can subscribe to both roaming plans. If you are in South Korea first, data usage will be deducted from ReadyRoam 1GB 30 Days 16 Destinations Plan followed by ReadyRoam 1GB 30 Days 31 Destinations Plan. When the bundled data from both plans have been fully utilised and you are still in South Korea, you will be automatically provisioned with another 1GB of data at \$20. If you are in Italy, another 1GB of data will be provisioned automatically to you at \$35.

17. Will I receive any alerts on my data usage consumption?

Yes, alerts will be sent to you when you have utilised 80% and 100% of your bundled data. You can set the alert settings via My Singtel app > Roaming.

18. How can I check my data usage consumption?

You can check via the following channels:

Channels	Location
a. My Singtel app > Roaming > Roaming Settings b. Dial *7626 and select '11' (My DataRoam Settings) > '1' (View Usage)	In Singapore
c. Dial *100# and reply to the option stating "DataRoam Settings > select '2' (View usage) d. My Singtel app > Roaming e. SMS *7626 to 3333, and select '11' (My DataRoam Settings) > '1' (View Usage)	While overseas

19. I have subscribed to ReadyRoam 1GB 30 Days 31 Destinations Plan from 1 to 30 November. Why have I received expiry alerts on 29 November?

The expiry alerts are sent based on Singapore timing (GMT +8). However, the end date of the plan is based on the foreign destination that you are in. Please ignore the expiry alert as you can still enjoy the plan till 23:59hrs on 30 November (USA timing).

20. Can I sign up for two or more ReadyRoam 1GB 30 Days plans of the same zone?

No, you can subscribe only to one ReadyRoam 1GB 30 Days Plan of the same zone within the 30 day period. Another 1GB of data will be provisioned automatically to you when you have fully utilised the 1GB bundled data. Hence, you do not need to subscribe to two or more ReadyRoam plans of the same zone.

21. Can I sign up for all three ReadyRoam 1GB 30 Days plans at the same time?

Yes, you can subscribe to all three ReadyRoam 1GB 30 Days plans within the same 30 day period.

Data usage will be deducted from ReadyRoam 1GB 30 Days 9 Destinations first followed by ReadyRoam 1GB 30 Days 16 Destinations and lastly ReadyRoam 1GB 30 Days 31 Destinations.

22. Can I subscribe to ReadyRoam 1GB 30 Days and [DataRoam Unlimited Daily](#) for the same destination within the same travelling period?

Yes. Data usage will be deducted from the DataRoam Unlimited Daily first. Data will only be deducted from your ReadyRoam 1GB 30 Days Plan bundle on the days that you do not have a DataRoam Unlimited Daily Plan.

23. I am [Auto-Subscribed to DataRoam Unlimited Daily](#). Can I subscribe to ReadyRoam 1GB 30 Days?

Please note that you will not be able to subscribe to ReadyRoam 1GB 30 Days if you have auto-subscribed to DataRoam Unlimited Daily. Please unsubscribe from the auto-subscription via My Singtel app.

24. Can I subscribe to ReadyRoam 1GB 30 Days and [DataRoam 100MB 30 Days](#) within the same travelling period?

Yes. If you are in a destination that is not covered by ReadyRoam 1GB 30 Days, data usage will be deducted from your DataRoam 100MB 30 Days Plan.

If you are in a destination that is covered by both ReadyRoam 1GB 30 Days and DataRoam 100MB 30 Days, data usage will be deducted from ReadyRoam 1GB 30 Days first, followed by DataRoam 100MB 30 Days.

25. If I have activated a ReadyRoam 1GB 30 Days Plan but would like to have more data, can I terminate my ReadyRoam 1GB 30 Days Plan and subscribe to a [DataRoam Unlimited Daily Plan](#) instead?

No, once ReadyRoam 1GB 30 Days Plan has been activated at 00:00hrs of the requested start date, you will not be able to terminate the plan. However, you can subscribe to an additional DataRoam Unlimited Daily Plan to enjoy unlimited data roaming for the same travelling period.

26. Is there Pay-As-U-Roam surcharge for the subscription of ReadyRoam 1GB 30 Days?

No, there is no Pay-As-U-Roam surcharge for the subscription of ReadyRoam 1GB 30 Days.

27. How will the charges for ReadyRoam 1GB 30 Days Plan be reflected in my bill?

Below is a sample bill of how the subscription charge will be reflected.

Date of Bill	21 Apr 2017	Bill - ID	0001	Account No.		Deposit (SGD)	0.00
							Amount (SGD)
Balance Brought Forward from Previous Bill							0.00
Outstanding Balance							0.00
Total Current Charges Due By 05 May 2017							66,707.21
Total Amount Due							66,707.21

Details of Current Charges

MOBILE NO. 81281675
Includes FREE: 4G VAS

G Combo 6 Plan (with 6GB Local Data)	05 Feb 2017 to 04 Mar 2017	192.00
AutoRoam Subscription	05 Mar 2017 to 04 Apr 2017	10.00
DataRoam 1GB Monthly: Malaysia - Maxis & Digi	08 Feb 2017 to 04 Mar 2017 (Prorated Charge)	8.93
DataRoam 1GB Monthly: Malaysia - Maxis & Digi	05 Mar 2017 to 04 Apr 2017	10.00
ReadyRoam 1GB 30 Days 9 Destinations	08 Feb 2017	12.00

If you have exceeded the 1GB bundled data, the automatically provisioned charges will be reflected within your next 2 subsequent bills. The difference in the timing of the subscription charge and automatically provisioned charge is due to the system consolidating your data roaming usage and calculating how many automatically provisioned charges you have incurred.

Date of Bill	21 May 17	Bill - ID	0002	Account No.		Deposit (SGD)	0.00
							Amount (SGD)
Balance Brought Forward from Previous Bill							66,707.21
Amount Outstanding (Payment after 20 Apr is not shown on this bill)							66,707.21
Total Current Charges Due By 22 Apr 2017							39,828.64
Total Amount Due							106,535.85

Details of Current Charges

MOBILE NO. -----
Includes FREE: 4G VAS

G	Combo 6 Plan (with 6GB Local Data)	05 Apr 2017 to 04 May 2017		192.00
	AutoRoam Subscription	05 Apr 2017 to 04 May 2017		10.00
	DataRoam 1GB Monthly: Malaysia - Maxis & Digi	05 Apr 2017 to 04 May 2017		10.00
Z	ReadyRoam 1GB 30 Days 9 Destinations Top-Up Chg	08 Feb 2017 to 10 Mar 2017	1 GB	12.00

28. I received a SMS informing me that I have been migrated to a new billing system. How will the charges for ReadyRoam 1GB 30 Days Plan be reflected in the new bill?

Below is a sample bill of how the subscription charge will be reflected in the new bill.

One Time Charge		57.00
<i>(10 May 2017)</i>		
G	SIM Card	35.00
G	Service Registration Fee	10.00
<i>(11 May 2017)</i>		
Z	ReadyRoam 1GB 30 Days 9 Destinations (11-May-17 to 09-Jun-17)	12.00

If you have exceeded the 1GB bundled data, the automatically provisioned charges will be reflected under Data Roaming Usage section within the same bill.

Data Roaming Usage (1MB = 1024KB)		12.00
<i>Date</i>	<i>Destination</i>	<i>Volume</i>
Malaysia - DiGi Telecom		
11 May	E-IDEAS	1.5000 GB 12.00

For example, you have subscribed to a ReadyRoam 1GB 30 Days 9 destinations Plan and incurred 1.5GB of data in Malaysia. The subscription price of \$12 (U.P. \$15) will be reflected under the 'One Time Charge' section. The automatically provisioned charges of \$12 (U.P. \$15) for the excess 500MB will be reflected under 'Data Roaming Usage' section.