



Frequently Asked Questions

1. Where can I buy a hi! SIM Card?

You can buy a hi! SIM Card from any Singtel shop or Singtel Exclusive Retailer, or from selected convenience stores and retail outlets conveniently located all over Singapore, including:

- 7-Eleven
- Cheers
- SingPost
- Sheng Siong Supermarkets
- Sentosa FUN Shops
- Travelex Currency Exchange Counter at Singapore Changi Airport
- Changi Recommends at Singapore Changi Airport
- Authorized Prepaid Retailers

2. Can I buy a hi! SIM Card online?

You can also buy a hi! SIM Card online at www.singtel.com/prepaid or Shopee/Lazada /Qoo10

3. Compulsory recording of customer details

You must present the following ORIGINAL documents at point of purchase to register the Prepaid SIM Card. Registration is compulsory and mandated by IMDA.

- Singaporeans: Pink identity cards
- Singapore Permanent Residents: Blue identity cards
- National Servicemen: SAF11 B, SPF11 B and SCDF11 B
- Foreigner Workers/Students: Work Permit Identification Cards (Work Permit Pass, S Pass, Employment Pass, EntrePass, Training Employment Pass, Personalised Employment Pass, Work Holiday Pass, Dependent's Pass, Long term/Visit Pass, Student Pass)
- Foreign Visitors: Passports

4. Does Singtel Prepaid SIM Card support 2G devices?

All service providers in Singapore stopped supporting 2G networks from 15 November 2016. Please upgrade to a 3G, 4G or 5G device.



5. How do I activate my hi! SIM Card on my mobile phone?

Your hi! SIM Card will be activated automatically upon successful SIM Card registration.

6. How do I check my account balance or expiry?

You can visit singtel.com/hiapp using your mobile phone, or call *100#.

7. How can I top up my hi! SIM Card?

Download hi!App to your mobile phone at singtel.com/hiapp to top up or send money with Dash Remit anytime, anywhere at your convenience. Plus, you can enjoy exclusive benefit when you top up with hi!App.

You can also top up your hi! SIM card at any Singtel shop, authorized Prepaid retailer, convenience stores and any selected retail point all over Singapore.

Top up Online	<ul style="list-style-type: none"> ▪ easy Account Top Up @ www.singtel.com/myaccount ▪ MySAM Online @ www.mysam.sg ▪ DBS Internet Banking @ https://internet-banking.dbs.com.sg ▪ OCBC Internet Banking @ https://internet.ocbc.com/internet-banking ▪ FairPrice Online @ http://www.fairprice.com.sg
Top up via Self-Serve Stations	<ul style="list-style-type: none"> ▪ Singtel Self-Serve Kiosks ▪ AXS Stations/ AXS e-Station/ AXS m-Station ▪ DBS/ POSB/ OCBC ATMs ▪ iNETs Kiosk ▪ Kopitiam Foodcourt Kiosks ▪ SAM Kiosks ▪ Shopee/ Lazada/Qoo10
Other Methods of Top up	<ul style="list-style-type: none"> ▪ hi!App ▪ My Singtel app ▪ Singtel Dash app ▪ Singtel Postpaid line: Call *1355 ▪ SingPost SAM app ▪ DBS SMS Banking ▪ DBS Mobile Banking ▪ OCBC Mobile Banking

8. How do I check when my top up expires or check balance?

You can check the expiry date of your top-up or your balance using hi!App (download singtel.com/hiapp) or call *100#.



9. When will my hi! SIM Card or Top-up card expire?

a) To check your hi! SIM Card expiry date, go to singtel.com/hiapp or call *100#.

b) hi! Top-up cards also have an expiry date printed on the back of cards. Cards cannot be used once expired.

10. Is there a hotline for hi! SIM Card users?

Yes, you can call 1800-482-2800 (toll free, 8.30am to 8.30pm).

If you are roaming, you can call 6482-2800 from 8.30am to 8.30pm Singapore time daily. Call charges apply.

11. 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.

12. How do I access the internet on my mobile phone?

You are encouraged to purchase a top up with bundled data before using your mobile phone to surf the internet. If you exceed your data bundle, the pay-per-use rate for local mobile data is 6.4¢ per 10KB.

a) To configure your phone for data usage:

Android:

- 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

iOS:

- 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

Authentication type: PAP



13. 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

14. 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.>

15. 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.

16. Can my friend reply to my SMS while I am roaming overseas?

Yes, but only if his/her network allows this feature.

17. What are the charges for receiving a SMS when I am roaming overseas?

Receiving SMS is free.

18. How do I top up my hi! SIM Card while roaming?

You can purchase a roaming plan by visiting singtel.com/hiapp on your mobile phone. If you are travelling to Malaysia, you can buy a \$35 100GB Ultimate Plan or \$30 40GB or \$25 20GB data plan. Data can be used in both Singapore and Malaysia. Remember to do manual setting to change to our preferred roaming partner e.g. Maxis when you are in Malaysia.

19. How many SIM Cards am I permitted to register or own at any one time?

Under IMDA regulations, the maximum number of prepaid SIM Cards per subscriber is 3 Cards, 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.