



Data Roaming Tips

Singtel helps you stay seamlessly connected with data roaming overseas while avoiding bill shock from unexpected roaming charges. The information below can help you make smart data roaming decisions, allowing you to enjoy your trip with peace of mind.

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1. Preferred Network Operators and LTE Roaming

Connect to our preferred operators to use data roaming plans seamlessly with no worry on bill shock. Below is the list of popular destinations and operators with their handset display names.

For the full list of countries and preferred operators, [please view this list](#).

Country	Roaming Plans	Operator	Handset Display
Australia	Daily, ReadyRoam & Monthly	Optus (LTE & 5G)	YES OPTUS
Brunei	Daily & ReadyRoam	NUU (LTE)	DSTCom / BRU-DSTCom / BRU-DST / BRU 11 / 528-11
		Progresif Cellular	PCSB / B-Mobile / 52502
Cambodia	Daily & ReadyRoam	Cellcard (CamGSM) (LTE)	Cellcard / MobiTel / MT-KHM / MobiTel KHM / KHM 01 / 456-01
		Viettel (Metfone) (LTE)	Metfone / KHM08 / 456 08
		Smart Axiata (LTE)	SMART / KHMSM / KHM-06 / 456-06
China	Daily & ReadyRoam	China Mobile (LTE & 5G)	CHINA MOBILE / CMCC
		China Unicom (LTE & 5G)	UNICOM / China Unicom / CHN CUGSM / CUGSM / 460-01
France	Daily & ReadyRoam	Bouygues (LTE)	BOUYGTEL / F-BOUYGTEL / BOUYGTEL-F / 208 20
		Orange (LTE)	Orange F / Orange
		SFR (LTE & 5G)	F SFR
Germany	Daily & ReadyRoam	Telekom Deutschland (LTE)	telekom.de / D1-Telekom / T-D1 / T-Mobile D
		Telefonica (E-Plus) (LTE)	O2-de / Interkom / D IK / 262-07 / E-Plus
Greece	Daily & ReadyRoam	Cosmote (LTE & 5G)	C-OTE / GR COSMOTE / COSMOTE
Hong Kong	Daily & ReadyRoam	HKT (CSL) (LTE & 5G)	CSL / 454-00
		Hutchison (LTE)	3 (3G) / 3 (2G)
		China Mobile HK (LTE & 5G)	CMHK
India	Daily & ReadyRoam	Bharti Airtel (LTE)	AirTel / IND Airtel / INA AIRTEL



Country	Roaming Plans	Operator	Handset Display
Indonesia	Daily & ReadyRoam	Telkomsel (LTE & 5G)	TELKOMSEL / IND TELKOMSEL / TSEL
		XL (LTE)	XL / proXL
Italy	Daily & ReadyRoam	WIND (LTE)	I WIND
		TIM Italia (LTE & 5G)	TIM
		H3G Italy	3 ITA
Japan	Daily & ReadyRoam	NTT DoCoMo (LTE)	JP DoCoMo / DoCoMo / NTT DOCOMO / 440 10
		Softbank Mobile (LTE & 5G)	J-Phone / Vodafone JP / 44020 / SOFTBANK
		KDDI (LTE & 5G) <i>(only Data and Voice available)</i>	KDDI / 44051
Laos	Daily & ReadyRoam	Lao Telecom (LTE)	LAO Telecom / LAO GSM / 457 01
		Tplus Digital	TPLUS / Beeline
Macau	Daily & ReadyRoam	CTM (LTE)	CTM / 45501 / 45504
		Hutchison (LTE)	3 Macau(3G) / 3 Macau(2G)
Malaysia	Daily, ReadyRoam & Monthly	*Celcom Axiata (LTE)	CELCOM / MY Celcom / 502 19
		*DiGi Telecom (LTE)	DiGi 1800 / DiGi / MYMY18
		*Maxis (LTE)	My Maxis / My 012 / 50 212
Myanmar	Daily & ReadyRoam	MPT (LTE)	MPT GSM / MPT / MM 900
		Ooredoo (LTE)	Ooredoo / 414 05
New Zealand	Daily & ReadyRoam	Spark NZ (LTE)	Spark NZ / Telecom NZ / TNZ
		Two degrees (LTE)	NZ Comms / 2degrees / NZL24 / 53024
Philippines	Daily & ReadyRoam	Globe Telecom (LTE & 5G)	GLOBE PH / GLOBE / 515-02
South Korea	Daily & ReadyRoam	KT (LTE & 5G)	Olleh / 450 08
		SK Telecom (LTE & 5G)	SK Telecom / KOR SK Telecom / 450 05



Country	Roaming Plans	Operator	Handset Display
Spain	Daily & ReadyRoam	Telefonica (Movistar) (LTE & 5G)	MoviStar / 214 07 / Telefonica
		Xfera (Yoigo) (LTE)	Xfera / Yoigo
		Mobitel (LTE)	Mobitel / SRI 01 / 41301
		Dialog Axiata (LTE)	Dialog
Switzerland	Daily & ReadyRoam	Swisscom (LTE)	Swisscom / SWISS GSM / SwisscomFL
		Sunrise	sunrise / diAx Swiss / CH 02
		Salt Mobile (LTE)	Salt / Orange / CH03
Taiwan	Daily & ReadyRoam	Taiwan Mobile (LTE)	TAIWAN MOBILE / TW MOBILE / TWN GSM / PACIFIC / TWN GSM1800 / TWN97 / ROC 97 / 466 97 / TW 97 / TCC
		Chunghwa Telecom (LTE)	Chunghwa
		Vodacom (LTE)	Vodacom/ 64004
Thailand	Daily & ReadyRoam	AIS (LTE)	AIS / 520 03 / TH GSM / TH AIS / TH AIS GSM
UK	Daily & ReadyRoam	Telefonica O2 (LTE)	O2 UK / BT Cellnet / Cellnet
		Everything Everywhere (LTE)	ORANGE / T-Mobile UK / TMO UK / one2one / T-Mobile / 234 30
		H3G UK (LTE)	3 UK
USA	Daily & ReadyRoam	T-Mobile (LTE)	T-Mobile
		AT&T (LTE)	AT&T / 310410
Vietnam	Daily & ReadyRoam	MobiFone (LTE)	VN MOBIFONE / 45201
		VNPT-I Vinaphone (LTE)	Vinaphone / VN 02 / 452 02

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2. USA Data Roaming Plan Coverage

1. What are the roaming plans that cover USA?

- DataRoam Unlimited Daily – USA
- DataRoam 100MB Daily – USA
- ReadyRoam Worldwide 3GB 81 destinations
- ReadyRoam Others 1GB 150 destinations
- Auto-Subscribe DataRoam Unlimited Daily
- DataRoam 100MB 30 Days

2. What are the destinations covered under the roaming plans for USA?

- | | |
|-----------------|---|
| • Alabama | • Nebraska |
| • Alaska | • Nevada |
| • Arizona | • New Hampshire |
| • Arkansas | • New Jersey |
| • California | • New Mexico |
| • Colorado | • New York |
| • Connecticut | • North Carolina |
| • Delaware | • North Dakota |
| • Florida | • Ohio |
| • Georgia | • Oklahoma |
| • Hawaii | • Oregon |
| • Idaho | • Pennsylvania |
| • Illinois | • Rhode Island |
| • Indiana | • South Carolina |
| • Iowa | • South Dakota |
| • Kansas | • Tennessee |
| • Kentucky | • Texas |
| • Louisiana | • Utah |
| • Maine | • Vermont |
| • Maryland | • Virginia |
| • Massachusetts | • Washington |
| • Michigan | • West Virginia |
| • Minnesota | • Wisconsin |
| • Mississippi | • Wyoming |
| • Missouri | • Puerto Rico (only on preferred operator – AT&T (LTE)) |
| • Montana | |

3. What are the destinations not covered under the roaming plans for USA?

- Guam

Pay Per Use Roaming Rates for Voice, SMS and Data

Voice Call (Per Min)				SMS		Data Roaming/MMS	Video Call (Per Min)		
Incoming	Outgoing Local	Calling Singapore	Call International	Send	Receive		Incoming	Outgoing Local	Calling Singapore
S\$2.50	S\$2.50	S\$5.00	S\$5.00	S\$0.90	Free	Pay-per-use DataRoam (per MB) S\$25.00	Not Available	Not Available	Not Available

Network (Operator Name)	Data Roaming / 3G Data Call®	Handset Display	Int'l Access Code	Local Customer Numbers (National / International)	USEFUL NUMBERS		
					Emergency	Directory (National)	Directory (International)
 DoCoMo Pacific	Available	DOCOMO PACIFIC / USA 470	+ or 011	+1 671 688 2355 ext 760	112	411	-
 Pulse Mobile	Available	Pulse Mobile	011	611 / +16716444482	911	411	-

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3. Network Lock

1. What is the function of Network Lock and ReadyRoam Network Lock?

Network Lock protects you from unintended pay-per-use data roaming charges on non-preferred networks by restricting your data roaming usage. Data roaming will resume once you are connected back on a preferred network. This function is available by default when you subscribe any of the following data roaming plans:

- DataRoam Unlimited Daily
- DataRoam 100MB Daily
- DataRoam Monthly Recurring Plans – Australia & Malaysia

ReadyRoam Network Lock protects you from unintended pay-per-use data roaming charges by restricting your data roaming usage when you are connected to a non-preferred network or in a destination not covered by your existing ReadyRoam Plan. Data roaming will resume once you are connected back on a preferred network or you may dial *100# to subscribe to another roaming plan available in that destination. This function is available by default when you purchase any ReadyRoam plans.

2. Can I disable Network Lock or ReadyRoam Network Lock?

You can disable Network Lock via the following modes while overseas:

- a. Dial *100*5*2#
- b. SMS '*7626' to 3333 > reply 10 and reply 2.

Note: Pay-per-use charges apply when using data on a non-preferred network. Roaming charges apply for accessing SMS mode outside of Singapore.

ReadyRoam Network Lock cannot be disabled via any of our self-help channels. You can only disable ReadyRoam Network Lock by calling our hotline - 1688 in Singapore or +65 62351688 while overseas.

Note: Roaming charges apply for calling outside of Singapore.

3. How do I enable Network Lock or ReadyRoam Network Lock?

You can enable Network Lock via the following modes while overseas:

- a. Dial *100*5*1#
- b. SMS '*7626' to 3333 > reply 4 and reply 3.

Note: Roaming charges apply for accessing SMS mode outside of Singapore.

All ReadyRoam plans come with the ReadyRoam Network Lock by default. There is no need to enable this function since it cannot be disabled via any of our self-help channels. You can only disable ReadyRoam Network Lock by calling our hotline - 1688 in Singapore or +65 62351688 while overseas.

Note: Roaming charges apply for calling outside of Singapore.

4. Can I still make calls or send SMS if I am not connected to a preferred network due to Network



Lock or ReadyRoam Network Lock?

Yes, you can as calls and SMS do not require data. Network Lock only restricts data usage on non-preferred network while ReadyRoam Network Lock only restricts data usage on non-preferred network and in destinations that are not covered under your existing ReadyRoam Plan.

Note: Roaming charges apply for accessing SMS mode or voice calls outside of Singapore.

5. Can I use data roaming in destinations not covered under any data roaming plans when Network Lock is enabled?

Yes, you can. Network Lock applies only when you have an active data roaming plan that covers the destination you are in.

6. Can I use data roaming in destinations not covered under any data roaming plans when ReadyRoam Network Lock is enabled?

No, you cannot. Data usage is restricted when you are in a destination not covered under your ReadyRoam plan. To use per-per-use data roaming in destinations not covered under any data roaming plans, please call 1688.

7. Why I am not connected to the preferred network even though Network Lock or ReadyRoam Network Lock is enabled?

Network connection is dependent on the foreign operator. You may be in an area where a non-preferred operator has a stronger network signal and Network Lock or ReadyRoam Network Lock is restricting data roaming usage. You may manually select the preferred network to continue data roaming.

8. Will I be notified when my data roaming usage is restricted?

Yes, you will receive SMS alerts when your data roaming usage is restricted via Network Lock or ReadyRoam Network Lock. You may follow the instructions in the alert to resume your data roaming usage.

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4. **My Roaming Settings**

If you prefer to use data roaming on a pay per use mode (ie. without any data roaming plans), Roaming Settings allow you to monitor and manage your data roaming usage. Now you can travel at ease with main benefits as follows:

1. Receive data roaming usage alerts via SMS, Push Notification, Email and Flash SMS.
2. Check data roaming usage charges incurred within each billing cycle.
3. Enable your pay per use data roaming quota to control your usage.

You can customise your Roaming Settings preference via the following avenues:

1. Activate My Singtel app > Roaming > Roaming Settings
2. Dial *7626 (in Singapore) or SMS *7626 to 3333 (while overseas)

Pay per use limit is pre-set at \$500 enabled for all postpaid mobile NRIC registered customers wef 29 Jan 2013.

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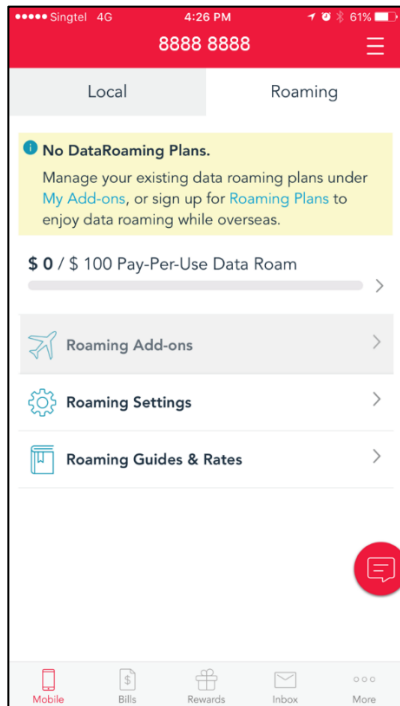
5. **Data Roaming User Guide**

1. [How to activate roaming plans?](#)
2. [How to Auto-Subscribe to DataRoam Unlimited Daily?](#)
3. How to enable data roaming?
 - a. [iPhone](#)
 - b. [Android](#)
4. [How to disable data roaming?](#)
5. How to manually select preferred network?
 - a. [iPhone](#)
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6. [How to activate/ deactivate call barring?](#)
7. [How to change pay per use limit?](#)
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1. How to activate roaming plans?

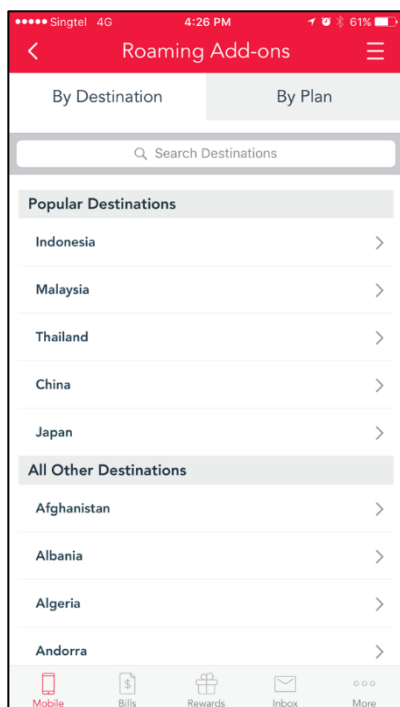


Launch My Singtel app.



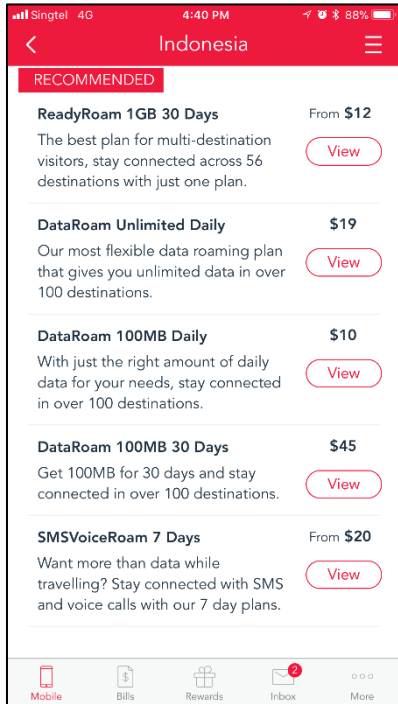
Step 1:

- Select **Roaming Add-ons**.



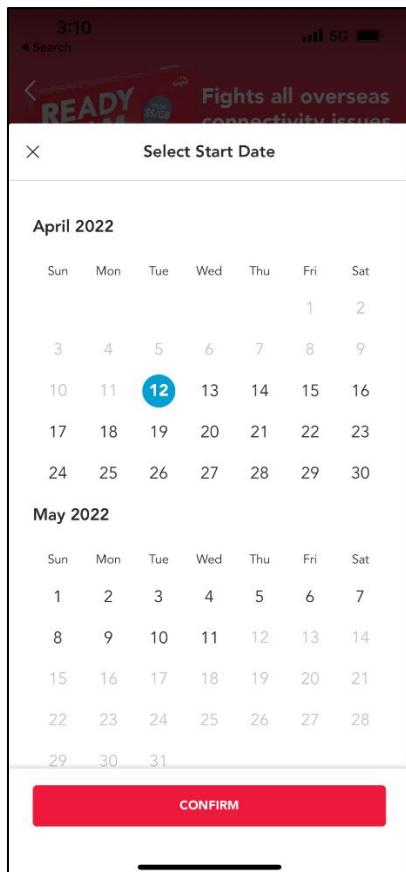
Step 2:

- Select your travelling destination.



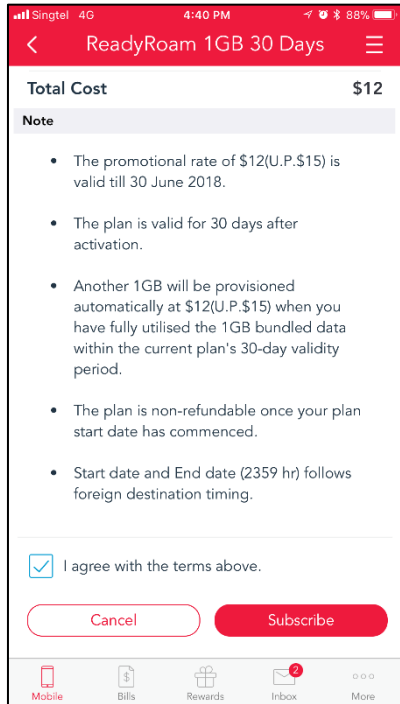
Step 3:

- Select your preferred roaming plan.



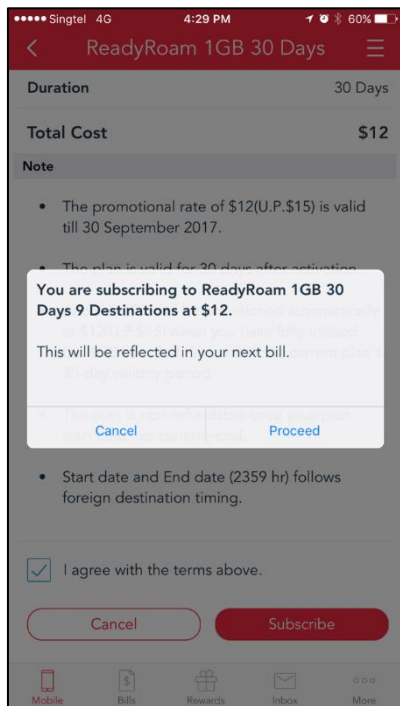
Step 4:

- Select the start date and end date (if applicable) of your travel duration.
- For ReadyRoam, you can select up to 30 days in advance.
- For all other roaming plans, you can select up to 7 days in advance.



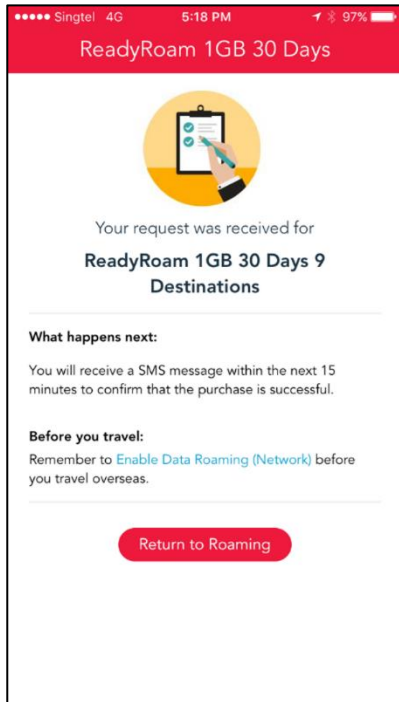
Step 5:

- Confirm the details of your selected roaming plan. Once you are good with the plan, agree with the terms and select **Subscribe**.



Step 6:

- To confirm, select **Proceed**.

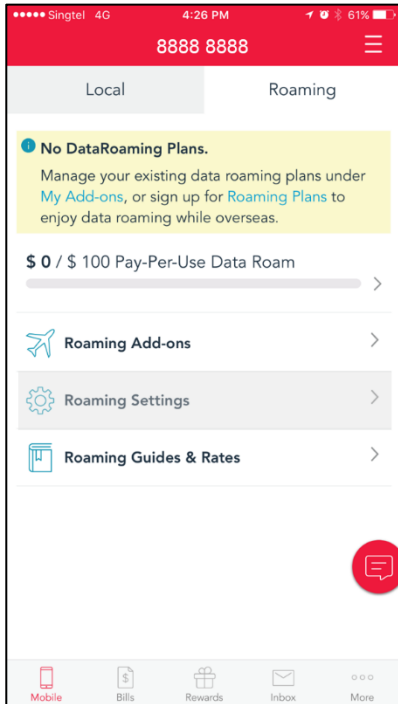


You will receive a SMS that your subscription request has been submitted. Please check SMS to confirm your roaming plan subscription is successful.

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2. How to Auto-Subscribe to DataRoam Unlimited Daily?

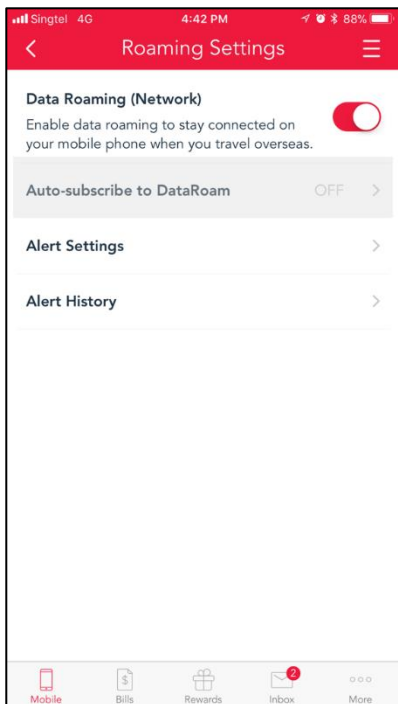


Launch My Singtel app.



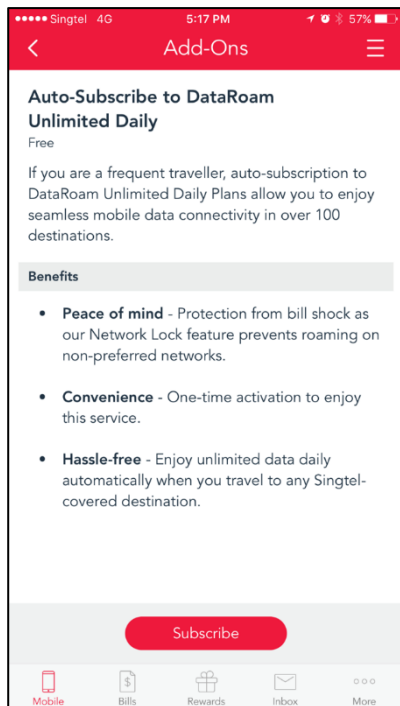
Step 1:

- Select **Roaming Settings**.



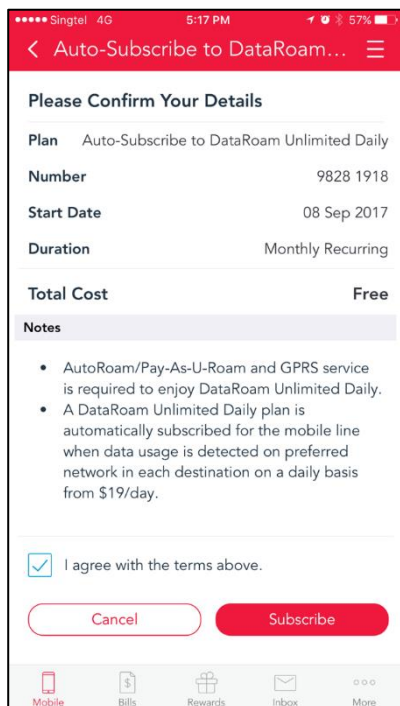
Step 2:

- Select **Auto-subscribe to DataRoam**



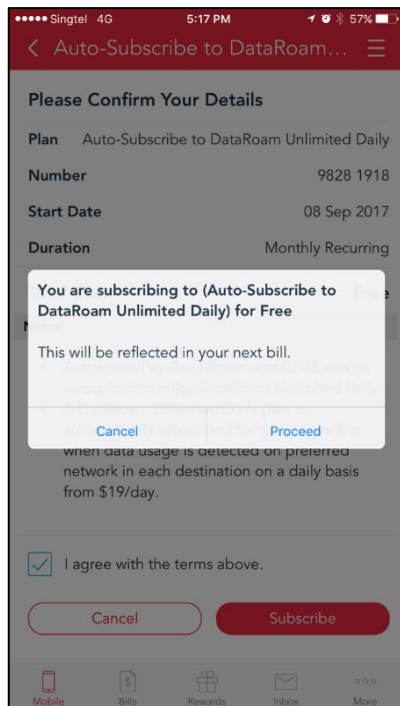
Step 3:

- Select **Subscribe**.



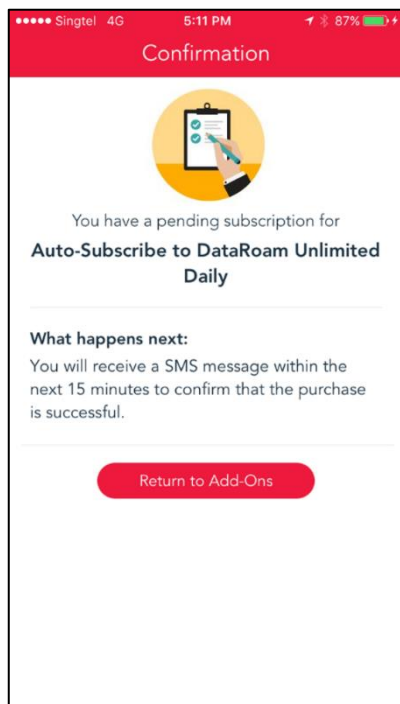
Step 4:

- Confirm the details of your selected plan. Once you are good with the plan, check to agree with the terms and select **Subscribe**.



Step 5:

- To confirm, select **Proceed**.



You will receive a SMS that your subscription request has been submitted. Please check SMS to confirm subscription is successful.

Alternatively, dial *1626 for our Mobile self-help menu.

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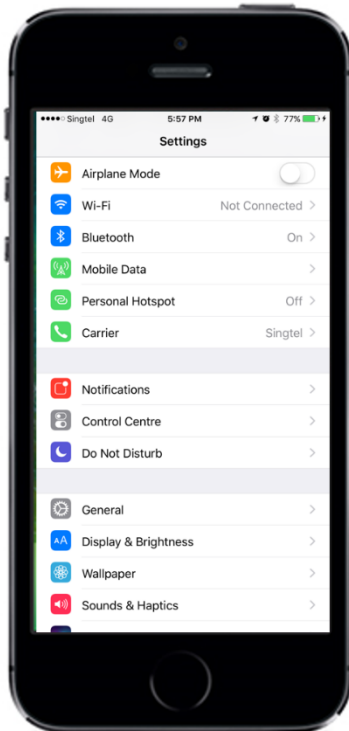
3. How to enable data roaming?

iPhone



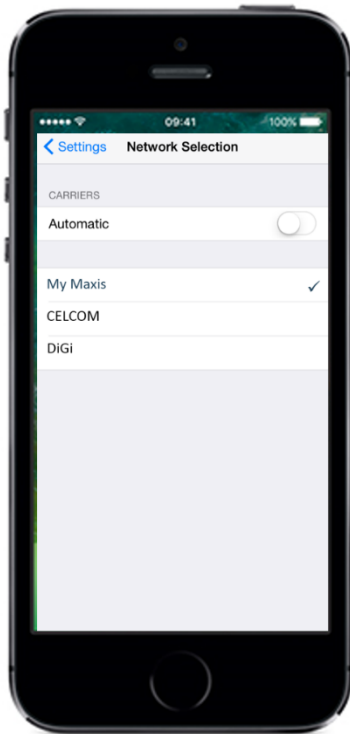
Step 1:

- Go to Settings.



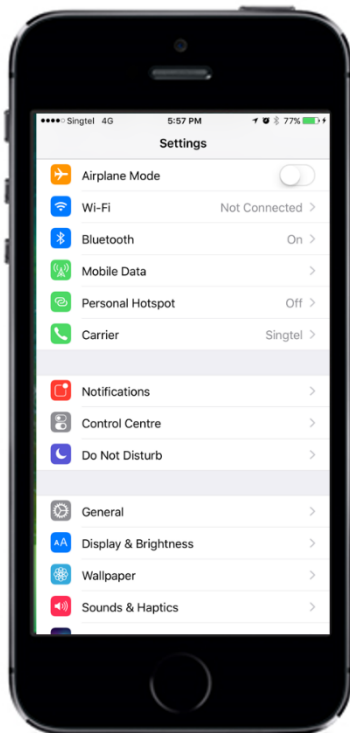
Step 2:

- Go to Carrier.



Step 3:

- Turn Automatic to 'OFF' and select the preferred network.



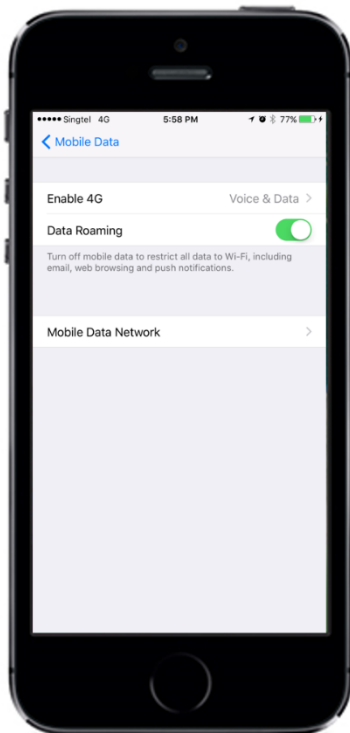
Step 4:

- Go to Mobile Data.



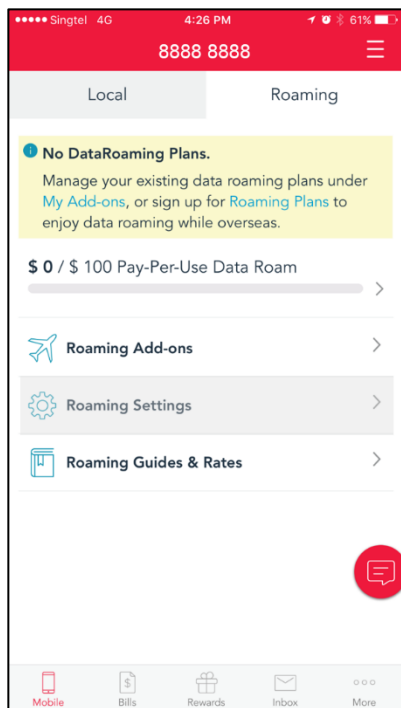
Step 5:

- Enable Mobile Data to “ON” and go to Mobile Data Options.



Step 6:

- Enable Data Roaming to “ON”.

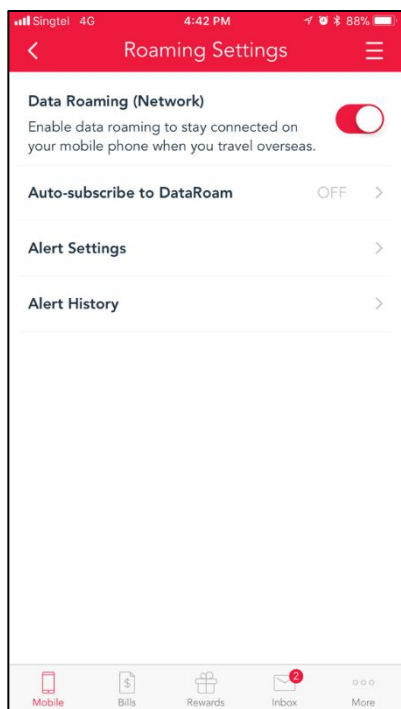


Step 6:

- Launch My Singtel app.

Step 7:

- Under Roaming, select **Roaming Settings**.



Step 8:

- Enable **Data Roaming (Network)**.

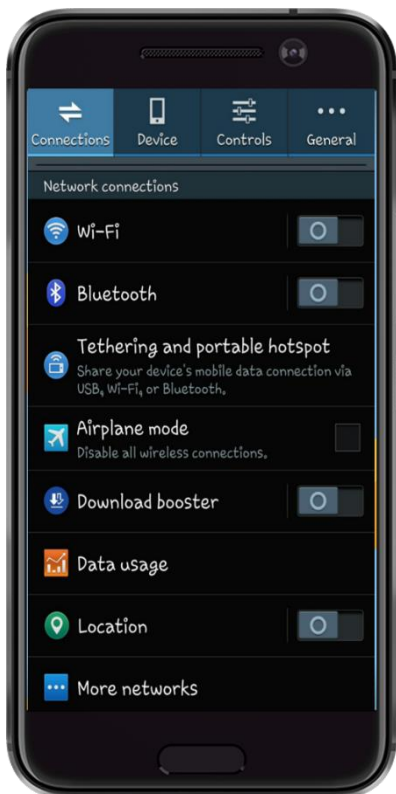
Alternatively, dial *100# while overseas.

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Step 1:

- Go to Settings.



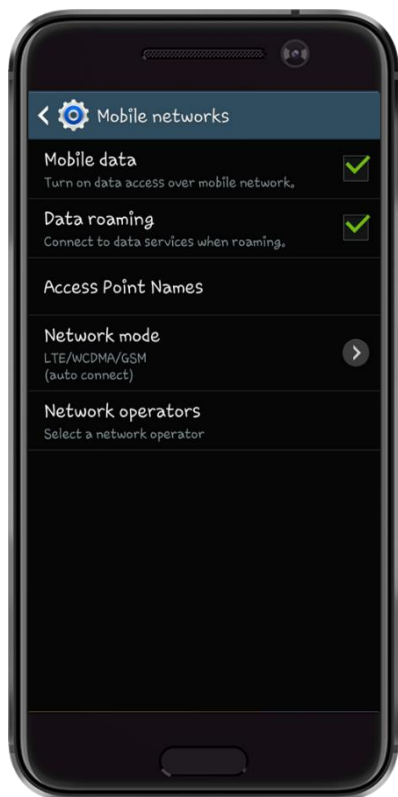
Step 2:

- Select More networks.



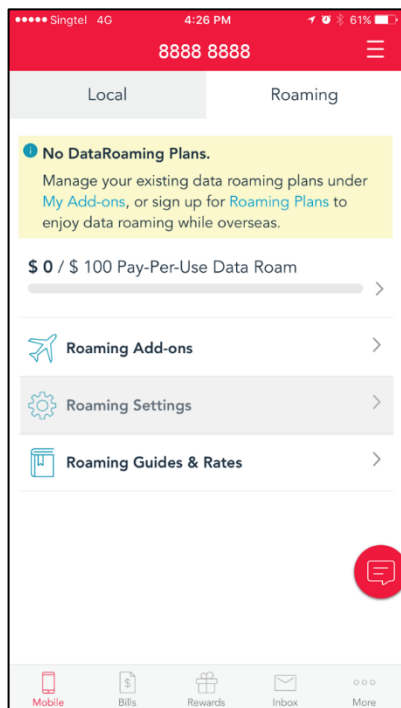
Step 3:

- Go to Mobile networks.



Step 4:

- Ensure Mobile data and Data roaming is turned on.

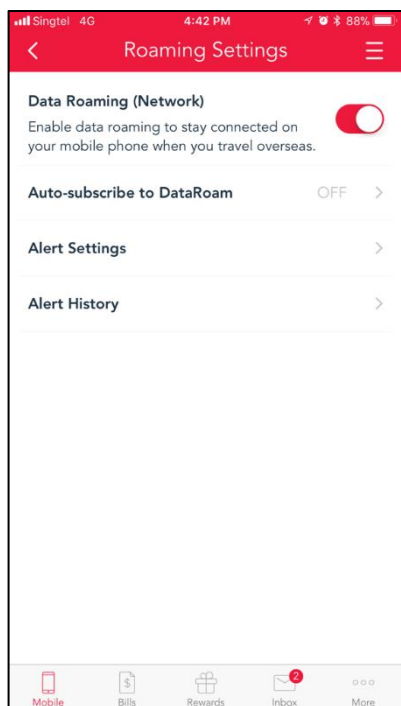


Step 6:

- Launch My Singtel app.

Step 7:

- Under Roaming, select **Roaming Settings**.



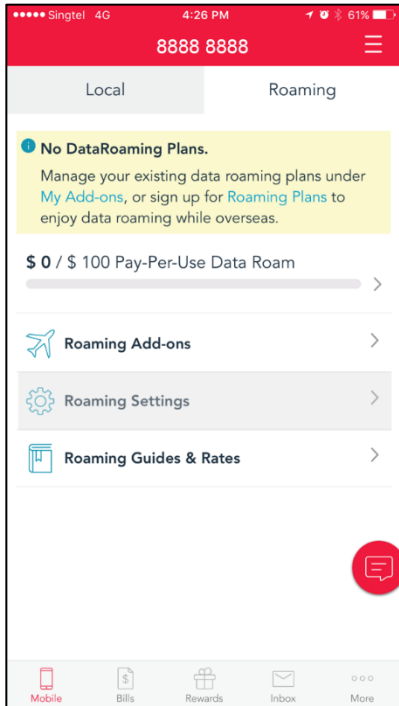
Step 8:

- Enable **Data Roaming (Network)**.

Alternatively, dial *100# while overseas.

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4. How to disable data roaming?

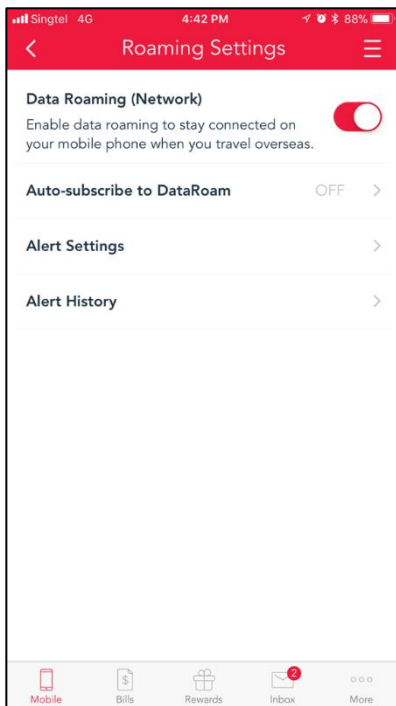


Launch My Singtel app



Step 1:

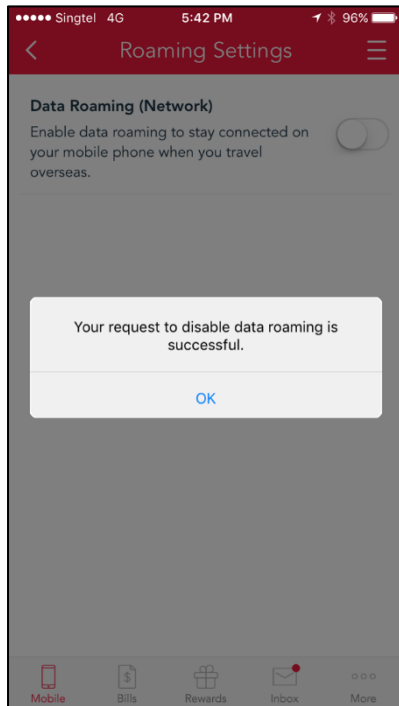
- Under Roaming, select **Roaming Settings**.



Step 2:

- Disable **Data Roaming (Network)**.

There will be a notification that your request to disable data roaming is successful.



Alternatively, you can also disable via the following modes:

- In SG, dial *100# or *7626
- While overseas, dial *101# or SMS *7626 to 3333

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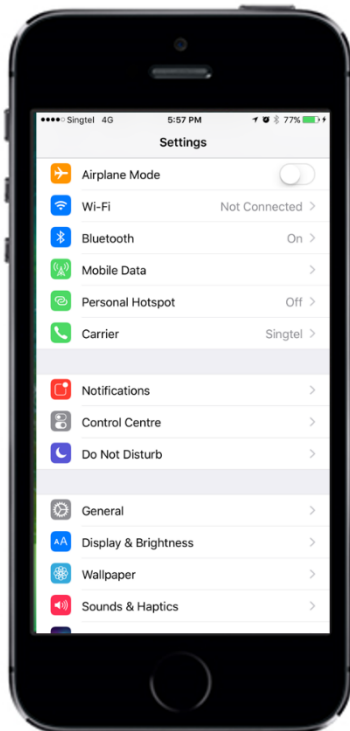
5. How to manually select preferred network?

iPhone



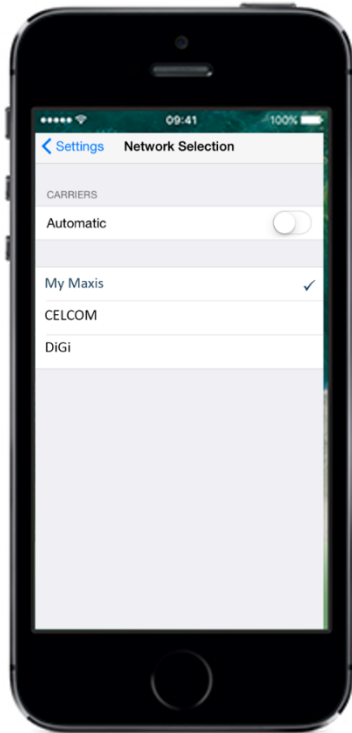
Step 1:

- Go to Settings.



Step 2:

- Go to Carrier.



Step 3:

- Turn Automatic to 'OFF' and select the preferred network.

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Android



Step 1:

- Go to Settings.



Step 2:

- Go to More networks.



Step 3:

- Go to Mobile networks.



Step 4:

- Go to Network operators.



Step 5:

- Go to Search networks and select the preferred network.

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6. How to activate/ deactivate call barring?



Outgoing International calls refer to:
Call back to Singapore or make calls to a 3rd
destination (other than the visited destination).

To activate:
Dial *331*0000#

To deactivate:
Dial *331*0000#

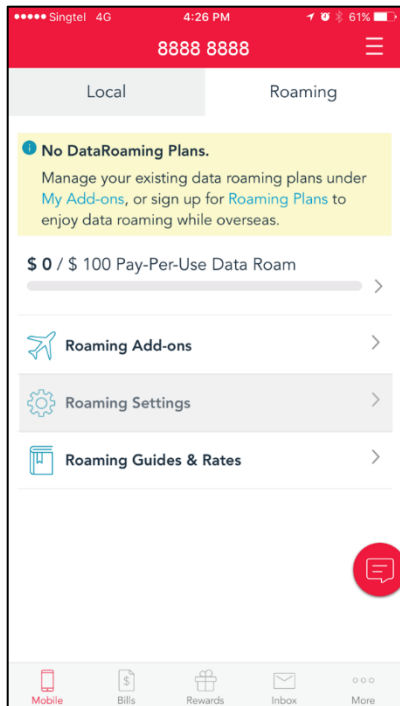
Note:
The default barring password/PIN is 0000. To
change your password/PIN, please dial
*03*330*oldPIN*newPIN*newPIN.

After activation:
You can make local calls to a local number in
your visited destination (e.g. Your hotel). You
cannot make any calls to Singapore and other
destinations.

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7. How to change pay per use limit?

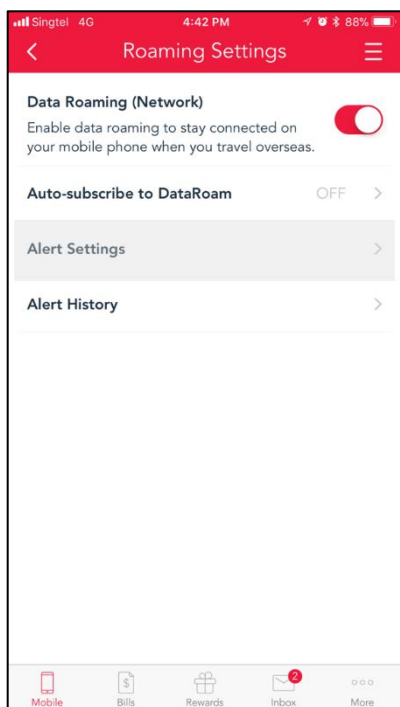


Launch My Singtel app.



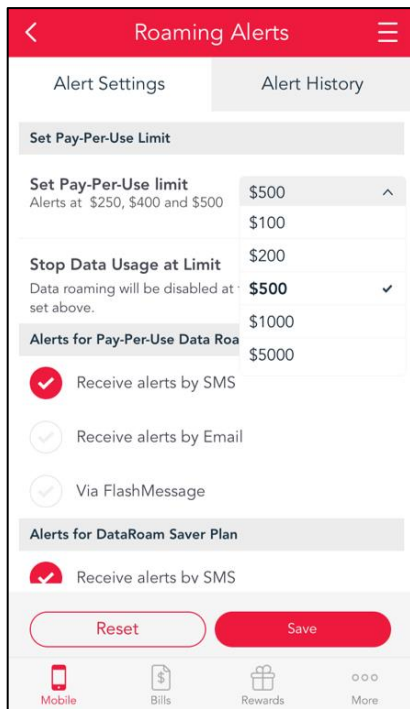
Step 1:

- Under Roaming, select **Roaming Settings**.



Step 2:

- Select **Alert Settings**.



Step 3:

- Set your Pay-Per-Use limit and notification method before selecting **Save**.

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8. How to avoid unintended roaming in Singapore?

iPhone

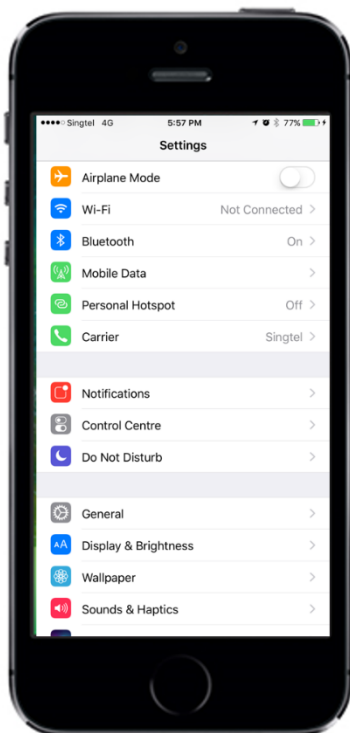


Due to our close proximity to our neighbouring countries, you may sometimes receive a signal from an overseas operator even though you are in Singapore.

If you encounter such a problem, you may avoid accidentally roaming to a foreign network by manually selecting 'Singtel' on your mobile handset/ device.

Step 1:

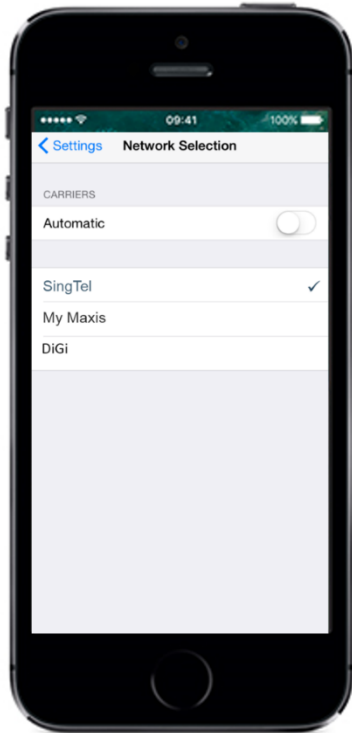
- Go to Settings.



Step 2:

- Go to Carrier.

Step 3:



- Turn Automatic to 'OFF' and select 'Singtel'.

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Android



Due to our close proximity to our neighbouring countries, you may sometimes receive a signal from an overseas operator even though you are in Singapore.

If you encounter such a problem, you may avoid accidentally roaming to a foreign network by manually selecting 'Singtel' on your mobile handset/ device.

Step 1:

- Go to Settings.



Step 2:

- Go to More networks.

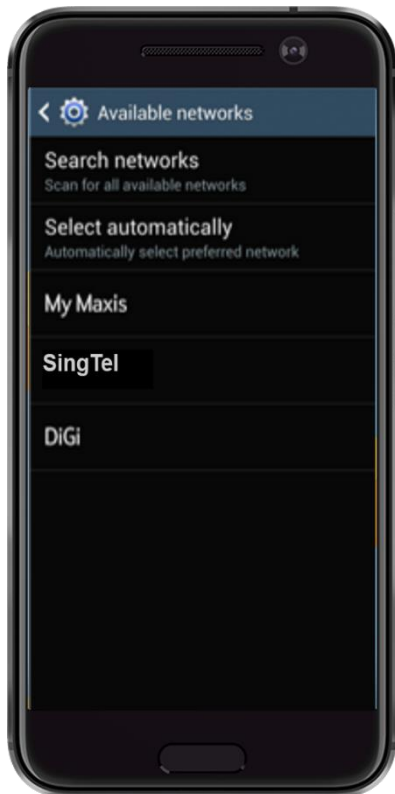


Step 3:

- Go to Mobile networks.

Step 4:

- Go to Network operators.



Step 5:

- Go to Search networks and select 'Singtel'.

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