

Unlimited Games Plan


Frequently Asked Questions

FAQ

Q1: What are Unlimited Games Plans?

A1:

Unlimited Games Plans are dedicated data plans for unlimited* playing of games on www.mogames.com.

Price	Validity	Data Allowance	Exclusive Access to
\$1.99	7 Days	UNLIMITED* for game-time on MO'GAMES	
\$2.99	30 Days		

**Fair usage policy of 1GB/day applies*

**Unlimited Games Plan will have Daily Fair Usage Policy at 1GB / day*

Q2: How do I buy Unlimited Games Plans?

A2:

You can buy them via the following channels:

- hi!Account (hi.singtel.com)
- hi!App (download from Google Play or Apple Store)
- *100#
- *363

If you are a Singtel Postpaid Customer, you can also buy them via:

- My Singtel App (download from Google Play or Apple Store)
- My Account (myaccount.singtel.com)

FAQ

Q3: Where can I check the validity of my plans?

A3:

You can check your validity via the following channels:

- hi!Account (hi.singtel.com)
- hi!App (download from Google Play or Apple Store)
- *100#

Q4: How much data does playing games on mogames use?

A4:

The amount of data consumed is around 16MB per hour of game-play.

FAQ

Q5: If I go onto any website that enables me to play games, will that use my data allowance as part of Unlimited Games Plans?

A5:

No. If you play games on any other website other than www.mogames.com, this will consume regular data plans. Unlimited Games Plans will give unlimited* data for playing games at www.mogames.com only.

**Unlimited Games Plans will have Daily Fair Usage Policy at 1GB / day*

FAQ

Q6: I have purchased an Unlimited Games Plan. What do I do if my credit balance is deducted for playing games on MO'GAMES website?

A6:

Please contact Singtel at:

Tel: 1800 482 2800

From overseas: +65 64822800

Operating Hours: Mon-Sun, including Public Holidays: 8am - 10pm

Q7: I have purchased an Unlimited Games Plan. What do I do if I can't access the MO'GAMES website?

A7:

Please contact airG (content provider of MO'GAMES) at:

Hotline: +65-31637459

Email: support@unlimitedgamez.com

FAQ

Q8: Can I access and play games on mogames if I'm on Wi-Fi?

A8:

No, you can play games on mogames using your Singtel Mobile Data without any worries, as data allowance is unlimited*.

**Unlimited Games Plans will have Daily Fair Usage Policy at 1GB / day*

Q9: Can I access and play games on mogames if I'm using a desktop or laptop?

A9:

No, you can play games on mogames on your mobile phone.

FAQ

Q10: Is there a Fair Usage Policy for Unlimited Games Plan?

A10:

Yes, the Fair Usage Policy for Unlimited Games Plan is 1GB per day.

This fair usage policy is determined based on the understanding of user consumption behavior hence a high quota is allocated for users to enjoy a worry free unlimited experience within the validity period of the plan.

Q11: Why is there a Fair Usage Policy in place?

A11:

For the avoidance of abuse and in line with general public concerns, the Unlimited offer is presently subject to fair usage policy of up to 1GB per day. Notwithstanding, Singtel in its sole discretion may seek to revise the Unlimited fair usage policy if the demand justifies the supply for any further increase thereto.