FREQUENTLY ASKED QUESTIONS

Have a question? Check out our FAQs below!

Singtel 1-for-1 1GB 7-Day Data Pass

1. **How will I know once the Singtel 1-for-1 1GB 7-Day Data Pass has been redeemed?**

   Once you have successfully redeemed the Singtel 1-for-1 1GB 7-Day Data Pass, the '**COPY CODE**" function will be replaced by a "**USED**" word.

2. **What will happen if I decide not to activate the Singtel 1-for-1 1GB 7-Day Data Pass at the Singtel activation page or have accidentally tapped on "GO TO SINGTEL"?**

   You may go to "**My Wallet**" and select the same eVoucher. Tap on "**MARK AS UNUSED**" and the eVoucher code will be shown again.

3. **Will I be able to access the Singtel activation page again at any time?**

   Yes, you may access the Singtel activation page via https://www.singtel.com/activations.

4. **Is there any expiry date for the Singtel 1-for-1 1GB 7-Day Data Pass?**

   The eVoucher will expire in two (2) weeks from the Reward earned date on AIA Vitality app and will not be replaced upon expiry.

1-for-1 1GB 7-Day Data Pass for Singtel Postpaid Mobile Customers

5. **I am a Singtel postpaid mobile customer and have exceeded my monthly data allowance for my mobile plan, can I use the Singtel 1-for-1 1GB 7-Day Data Pass eVoucher to offset my Pay-Per-Use (PPU) charges?**

   Upon activation, your local data usage will be offset from the allocated gigabytes ('GB'), until the earlier of (i) the full utilization of the GB; or (ii) upon expiry of the 7-day activation period.

Any Pay-Per-Use (PPU) charges that had been incurred prior to activation continue to apply and this voucher cannot be used to offset charges already incurred. Please note that upon exceeding the free 1GB data provided or upon expiry of the Data Pass, whichever comes earlier, you will still be liable for any PPU charges if you exceed your monthly bundled data limits.

6. **As a Singtel Circle customer, I benefit from free unlimited local data on Sundays. When I have an activated Singtel 1-for-1 1GB 7-Day Data Pass, will I continue to enjoy free unlimited local data or will the data usage be counted from the Data Pass?**

   As a Singtel Circle customer, you will continue to enjoy free local data on Sundays and will not use up any data from your Data Pass on that day.

7. **This month is my birthday month and I have been given a free 1GB Birthday treat from Singtel. Should I have an activated Data Pass, will my Data Pass be used up before my free 1GB Birthday Treat?**

   Mobile data from the Singtel 1-for-1 1GB 7-Day Data Pass will be used up first before the free 1GB Birthday Treat.

Singtel ReadyRoam 1GB 7-Day Malaysia Plan

8. **How can I check my data usage consumption?**

   You can check via the following channels:

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

   In addition, you will receive SMS alerts upon utilising 80% and 100% of your ReadyRoam 1GB 7-Day Malaysia plan. You can set the alert settings via My Singtel app > Roaming. Another 1GB of data will be provisioned automatically at S$5, GST taxable at 0%, when you have fully utilised data within your current plan's validity period.

9. **I have fully utilised my 1GB before the end of the 7-Day plan, can I activate another Singtel ReadyRoam 1GB plan?**

No, you will not be able to activate another 1GB to your existing 7-day plan. You can continue data roaming at just S$5 (charge to Singtel bill) for another 1GB or you may choose to turn off Data Roaming. Alternatively, you can activate another Singtel ReadyRoam 1GB 7-Day Malaysia plan at the end of your existing 7-day plan.

10. **I am using an eligible Singtel postpaid line, why was I not able to activate the ReadyRoam 1GB 7-Day Malaysia plan?**

You may have auto-subscribed to DataRoam Unlimited Daily or may have an active data roaming plan during the selected period.

If you have auto-subscribed to DataRoam Unlimited Daily, you will need to terminate the service first before you can activate the Singtel ReadyRoam 1GB 7-Day Malaysia plan. Any DataRoam Unlimited Daily plans already in effect before the day of termination will not be affected. The DataRoam Unlimited Daily plan activated on the day of termination will be replaced with the Singtel ReadyRoam plan. You can unsubscribe to DataRoam Unlimited Daily via My Singtel app > Browse Add-ons > My Add-ons. You will receive a confirmation SMS that you have successfully unsubscribed to the DataRoam Unlimited Daily plan and thereafter, you will be able to activate the Singtel ReadyRoam 1GB 7-Day Malaysia plan.

If you have an active data roaming plan during the selected period, you will be able to activate the Singtel ReadyRoam 1GB 7-Day Malaysia plan once the current plan expires. You can check your active plans via My Singtel app > Browse Add-ons > My Add-ons, dial *7626 (in SG) or SMS '*7626' to 3333 (while overseas).

11. **Where can I find out more details about Singtel ReadyRoam and roaming with Singtel?**

You can check out the ReadyRoam page at https://www.singtel.com/readyroam.