



Mobile Roaming Services

All SingTel Mobile customers can automatically enjoy high quality mobile roaming overseas.

You can make and receive calls when you are overseas as your phone will select the strongest network.

In addition, we have more than 400 roaming networks in 200 destinations worldwide. You can make 3G video calls and enjoy high speed data access in destinations that support 3G.

www.singtel.com

Roaming Overseas
Best Overseas Coverage!

MOBILE TIPS FOR YOUR OVERSEAS TRIP

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Travel checklist

A useful checklist before you leave Singapore to ensure a hassle-free trip overseas.

- ▶ Call **1626** to check if International roaming is activated, if this is the first time you are traveling overseas with your SingTel Mobile number.
- ▶ Make sure that Data Roaming is switched on if you are using Smartphones such as BlackBerry® and iPhone.
- ▶ Consider subscribing to Bridge DataRoam and DataRoam Plus Value-Added-Service to enjoy significant savings on your data roaming bills.
- ▶ For added convenience, save important mobile numbers in your phonebook to international dialing and GlobalDial 121 format.

International Direct Dial

Example: **+ 65 12345678**
Country Code Phone Number

GlobalDial 121

Example: ***121* 60 3 12345678 #**
GlobalDial Access Code Country Code Area Code Phone Number #

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- ▶ Top-up your SingTel hi!Card before departure, if you are using a prepaid mobile card.
- ▶ To find out roaming rates, visit www.singtel.com/roaming or dial *100# when you are overseas.
- ▶ Bring along your mobile phone charger and an adapter.
- ▶ Bring along this roaming guide for mobile service advice.

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Making A Call

SingTel Mobile postpaid customers can make calls from overseas via Direct Dial with IDD (International Direct Dial) or via GlobalDial 121 for savings on your roaming call charges.

Calling a local number

▶ Via Direct Dial

Example: Dial **03** **12345678** ↵
Area Code Phone Number

▶ Via GlobalDial 121

For savings on your call charges

Example: Dial ***121*** **60** **3** **12345678** # ↵
GlobalDial Access Code Country Code Area Code Phone Number

Calling Singapore

▶ Via Direct Dial

Example: Dial **+** **65** **12345678** ↵
Country Code Phone Number

▶ Via GlobalDial 121

For savings on your call charges

Example: Dial ***121*** **65** **12345678** # ↵
GlobalDial Access Code Country Code Phone Number

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Calling another country

▶ Via Direct Dial

Example: Dial **+** **60** **3** **12345678** ↵
Country Code Area Code Phone Number

▶ Via GlobalDial 121

For savings on your call charges

Example: Dial ***121*** **60** **3** **12345678** # ↵
GlobalDial Access Code Country Code Area Code Phone Number

GlobalDial 121 quick redial numbers

- last dialed number ▶ Dial ***121#** ↵
- last 5 dialed number ▶ Dial ***121*0#** ↵

Quick dial to GlobalDial 121 on your mobile*

1. Go to **SingTel Menu**
2. Select **GlobalDial 121**
3. Enter a phone number or select a contact from your SIM phone book

**Available only on 3G SIM card.
 Savings on GlobalDial 121 for most destinations.*

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Making a Video Call

You can make and receive video calls when you are in any country that has SingTel 3G roaming partners, such as Australia, Hong Kong, Japan, Malaysia and Seoul (Korea).

▶ To make a video call,

Dial **+** **65** **12345678** followed by **Video Call**
Country Code Phone Number

Value-Added Services

▶ Travel SIM

Now you can own an overseas mobile number without having to swap SIM card or carry additional handsets when you are overseas. With Travel SIM, you can save on IDD charges, and your friends or associates can contact you on your overseas mobile number at their local call rates. Visit www.singtel.com/travel_sim for more details.

▶ Bridge DataRoam

Enjoy substantial savings with one-flat data rate while roaming on Bridge Alliance members' networks. With a choice of three Bridge DataRoam monthly subscription plans, you can be more productive with peace of mind when roaming overseas.

To find out more, visit www.singtel.com/dataroam

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▶ **Free Overseas missed Call Alert**
SMS alerts on missed calls ▶ Dial ***147#** ↵
 to activate and deactivate the service

▶ **Free Interactive Roaming Guide**
 Dial ***100#** ↵ for useful information on your mobile phone when roaming overseas

▶ **Bridge Traveller Program**
 Enjoy special privileges and discounts at selected merchants across Asia Pacific when you roam on Bridge Alliance member operator networks. Visit www.bridgetraveller.com for more information.

▶ **Bridge Concierge**
 Get help if you lose your handset when you are overseas. Visit any Bridge Concierge service counters to get SIM card replacement, roaming service enquiries and more. For a list of Bridge Concierge service counters, visit www.bridgealliance.com/bridgeservices.html

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Sending an SMS/MMS

How to SMS/MMS from overseas

▶ **Sending an SMS to Singapore**
 Type your message and send the SMS as how you would send it in Singapore.

▶ **Sending an MMS to Singapore**



Send the MMS to your friend as how you would send it in Singapore.

▶ **Sending an SMS/MMS to another country**

Example: Send to **+ 61 2 12345678**
Country Code Area Code Phone Number

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Accessing the Internet

Enjoy the convenience of Internet access when you are roaming. You can use your GPRS/3G mobile phone as a modem to access the Internet. No subscription needed. You only pay as you use.

To configure your devices, visit [hello! Comcentre](http://hello!Comcentre), 31 Exeter Rd before your trip.

Mobile Services

Stay updated with I EAS mobile portal & *SEND even when you are overseas.

▶ **4D and TOTO results**

TOTO (Mon/Thu) ▶ SMS ***104** to **3333**

4D (Wed) ▶ SMS ***103** to **3333**

4D (Sat) ▶ SMS ***106** to **3333**

4D (Sun) ▶ SMS ***107** to **3333**

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▶ **News and Information**
CNA News Alert ▶ SMS ***157** to **3333**

CAAS - Get the latest Flight Information ▶ Before you travel:
 Dial ***111** ↵
 ▶ When you are overseas:
 SMS ***111** to **3333**

Traffic Update (Woodlands Causeway and Tuas Second Link) ▶ Via I EAS mobile portal on 3G only

▶ **Lonely Planet Travel Guide**
Travel Guide to more than 40 cities worldwide ▶ Before you travel:
 Dial ***189** ↵
 to download Lonely Planet guides
 ▶ When you are overseas:
 SMS ***189** to **3333**

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Important numbers to call from overseas

▶ Accessing VoiceMail

2 ways to call:

- Via Direct Dial + 65 96301389
- Via GlobalDial 121 *121*65 96301389 #

▶ 24hr Customer Care Hotline

2 ways to call:

- Via Direct Dial + 65 67380123
- Via GlobalDial 121 *121*65 67380123 #

▶ Loss of Mobile Phone

To prevent unauthorised usage, please call our 24hr Customer Care Hotline to temporarily disconnect your mobile line.

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Mobile Charges

Making a Call

▶ Direct Dial

Overseas Operator's IDD Rate +
Overseas Operator's Outgoing Airtime Rate

▶ GlobalDial 121

SingTel Mobile GlobalDial 121 Rate +
Overseas Operator's Incoming Airtime Rate

▶ Making a Video Call

Overseas Operator's IDD Video Call Rate +
Overseas Operator's Outgoing Airtime Rate

▶ Receiving a Video/Voice Call

SingTel Mobile Video/Voice IDD Rate +
Overseas Operator's Incoming Video/Voice
Airtime Rate

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▶ Data Roaming

SMS/MMS

Overseas operators' charges may apply to sending and/or receiving of SMS/MMS.

Mobile services

*SEND roaming charges apply to each request.
Overseas operators' charges may apply to sending and/or receiving of SMS.
Data Roaming charges apply on I@EAS mobile portal.

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Prepaid Roaming Services

Making a call

▶ Calling Singapore

Example: Dial *131* 65 12345678 # ↵
GlobalDial Access Code Country Code Phone Number

▶ Calling a local number

Example: Dial *131* 60 3 12345678 # ↵
GlobalDial Access Code Country Code Area Code Phone Number

▶ Calling another country

Example: Dial *131* 60 3 12345678 # ↵
GlobalDial Access Code Country Code Area Code Phone Number

Balance Enquiries

Dial *133 # ↵ to check your remaining card balance while overseas

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Topping-up your prepaid mobile card

▶ Top-Up Card

Example: Dial *132* 1234567890 123456 # ↵
GlobalDial 10 Digit Top-Up Card 6 Digit Pin
Access Code Number

▶ Bridge Prepaid Top Up

Top up your prepaid mobile card with local currency when you travel to any of the Bridge Alliance members' countries. Visit www.bridgealliance.com/bridgeservices.html for details.

▶ Free Virtual Roaming Top-Up

Send a pre-defined SMS to your family or friends in Singapore to top up your prepaid card for you.

Example: Dial *134* 65 12345678 # ↵
GlobalDial Country Phone Number
Access Code Code

Call Charges

SingTel Mobile Prepaid Roaming Rate + S\$0.50 Call Set-up Rate (for every successful call)

A minimum call credit of S\$8.00 is required to make outgoing overseas calls.

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Bridge Alliance

Bridge Alliance is Asia Pacific's leading mobile alliance. Enjoy the seamless experience and exclusive privileges when you roam with any of the alliance members' networks.

Spanning across 11 territories with a network of leading mobile operators in the region, Bridge Alliance is your essential travel partner.

Roam with Bridge Alliance to enjoy seamless connectivity and the convenience of Bridge Services.

For more information on Bridge Services, visit www.bridgealliance.com

A member of  bridge alliance



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