



Terms and Conditions for Roaming
[Effective 28 Sept 2023]

- A. Unless expressly stated herein, Singtel Mobile's Specific Terms and Conditions of Service, and Singapore Telecommunications Limited's General Terms and Conditions (the "**General Terms and Conditions**"), shall apply in addition to these terms and conditions.
- B. You agree that Singtel Mobile ("we") shall be entitled to use or disclose any information or data disclosed by you in accordance with Clause 15 of the General Terms and Conditions. You are entitled to withdraw such consent in accordance with the procedure as prescribed by Singtel Mobile from time to time.
- C. Singtel Mobile reserves the right to revise these Specific Terms and Conditions for Roaming at its discretion. Use of Roaming will constitute acceptance of these Specific Terms and Conditions for Roaming and the amendments thereof.

Specific Terms & Conditions

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1. General

- (a) In order to connect to Singtel's roaming service (call, SMS and data) outside of Singapore (i.e. Roaming Services), you will need:
 - (i) To activate AutoRoam or Pay-As-U-Roam service;
 - (ii) GPRS service for data roaming; and
 - (iii) A Singtel mobile postpaid line.
- (b) Data roaming speed may vary depending on:
 - (i) Overseas network coverage;
 - (ii) Overseas network capacity; and
 - (iii) Overseas operators' Fair Usage Policy.

2. Enabling Roaming Service overseas

- (a) **AutoRoam.** AutoRoam service has a recurring subscription fee of \$10 (no GST payable) every month. If you have not subscribed to a Roaming plan, Roaming usage will be charged at the prevailing pay-per-use roaming rates.
- (b) **Pay-As-U-Roam.** Pay-As-U-Roam is a free service. If you have not subscribed to a Roaming plan, you will be charged 25% more on top of the prevailing pay-per-use roaming rates for Roaming usage.
- (c) **Activation.** Activation of AutoRoam and Pay-As-U-Roam via My Singtel app, *100#, My Account or Singtel Retail Shop is free. A \$10.80 (inclusive of GST) activation fee shall apply if you activate AutoRoam or Pay-As-U-Roam via our 1688 hotline (assisted activation).

3. Pay-Per-Use Roaming Rates

- (a) The pay-per-use roaming rates and destinations may be found [here](#) and are subject to change without prior notice by us.
- (b) Voice and video calls
 - (i) All voice and video calls are charged in 1-minute increments.
 - (ii) The connection fee for each incoming or outgoing voice and video call to Malaysia and Brunei is \$0.25. For all other countries, the connection fee for each incoming or outgoing voice and video call is \$0.35.
 - (iii) Operators in USA and Canada will start charging after 30 seconds of ringing even if incoming calls are unanswered. If you hang up the call before 30 seconds, no charges will be incurred. This is subject to change by our overseas roaming partners.
 - (iv) If you receive a call while overseas (including calls you reject), you will be charged both the incoming call roaming rate and rerouted IDD call charges (from Singapore to the roaming destination). Rerouted IDD calls are calls you receive (including calls you reject) while you were overseas and that have been rerouted from Singapore to the country you are in. The roaming call and rerouted IDD call are charged in 1 min increments. You will be billed the Singtel IDD rate.
 - (v) Video call service is only available for 3G roammers using 3G supported mobile device.
 - (vi) Call forwarding service may not be supported by all foreign network operators.
 - (vii) In order to use Voice Roaming calls over LTE (VoLTE), you will need to ensure that you have 4G Clear Voice activated, and that your VoLTE supported device is connected to a VoLTE Roaming operator's network. The list of networks and destinations that VoLTE Roaming calls are available at may be found [here](#).



- (viii) VoLTE calls are charged at prevailing roaming voice call rates. However, because VoLTE calls require data roaming to be switched on, you may be charged for roaming data charges for usage beyond the VoLTE calls (e.g. some applications or mobile devices require constant exchange of packets of data with a central server or run background updates even when they are in idle mode).
- (c) **SMS:** Sending and receiving of SMS while overseas is not supported if the foreign network operator does not have a roaming arrangement with Singtel.
- (d) **Data and MMS**
 - (i) Data roaming usage, sending & receiving of MMS are charged in 10KB increments.
 - (ii) Overseas 3G Data service is only available for users with 3G SIM cards accessing 3G supported networks.
 - (iii) LTE roaming is only available for selected destinations. You will need to subscribe to a 4G VAS and use an LTE enabled mobile device.
 - (iv) 5G roaming is only available for selected destinations. You will need to be subscribed to 5G NOW and use a 5G enabled mobile device.
 - (v) Sending an MMS while overseas is supported on selected foreign network operators' networks. Data roaming rates will apply to such usage.
 - (vi) Some applications (e.g. email and social media applications) or certain mobile devices may require a constant exchange of packets of data with a central server or run background updates, even when they are in idle mode. This would result in a series of charges throughout the period that the devices are logged onto the foreign network.
 - (vii) The default pay-per-use data charge limit is \$500 but you may change this to \$100, \$200, \$1,000 or \$5,000 via My Singtel app. After you have reached this data charge limit, your roaming data access will be suspended until the next bill cycle unless you have an active data roaming plan for the destination.

4. Roaming Plans

- (a) Activation of a Roaming plan via My Singtel app, *100# or My Account is free. A \$10.80 (inclusive of GST) activation fee shall apply if you activate a Roaming plan via our 1688 hotline (assisted activation).
- (b) All Roaming plans are to be used for personal and non-commercial purposes only.
- (c) You may check your roaming usage and the remaining duration left on your Roaming plan under the Roaming page in the My Singtel app.
- (d) We reserve the right to terminate, suspend in whole or in part any Roaming plans without prior notice.

4.1 Data Roaming Plans

- (a) Prevailing pay-per-use charges apply:
 - (i) for data roaming usage beyond the duration stated in the Data Roaming plan (i.e. ReadyRoam plan, DataRoam Monthly Recurring plan, DataRoam Unlimited Daily plan, Inflight DataRoam (24-Hour Unlimited) plan and Cruise DataRoam (Daily Unlimited) plan) you have subscribed for; and/or

(ii) if you log on to a non-preferred network operator's network. Our preferred network operators may be found [here](#).

(b) **ReadyRoam plans**

(i) **Plans.** The following ReadyRoam plans can only be used in the following destinations:

ReadyRoam Plan	Destinations	Fees (non-GST taxable)
ReadyRoam Neighbour Indonesia 1GB* ReadyRoam Neighbour Malaysia 1GB* ReadyRoam Neighbour Thailand 1GB*	For use in any <u>one</u> of <ul style="list-style-type: none"> Indonesia, Malaysia, or Thailand 	\$5 for 1 GB data roam bundle
*Only available for subscription via *100# with effect from 28 September 2023.		
ReadyRoam Neighbours 1GB	For use in all of these 3 destinations: Indonesia, Malaysia and Thailand	\$5 for 1GB data roam bundle
ReadyRoam Asia 4GB	For use in all of these 18 destinations: Australia, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Malaysia, Myanmar^, New Zealand, Philippines, South Korea, Taiwan, Thailand and Vietnam	\$18 for 4GB data roam bundle
ReadyRoam Asia 2GB* *Only available for subscription via *100# with effect from 9 March 2023. <i>^Data roaming in Myanmar is unavailable until further notice.</i>		\$15 for 2GB data roam bundle
ReadyRoam Worldwide 6GB	For use in all of these 81 destinations: Albania, Argentina, Armenia, Australia, Austria, Bangladesh, Belgium, Brunei, Bulgaria, Burkina Faso, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Mexico, Mongolia, Myanmar^, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Slovak Republic (Slovakia), South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Timor-Leste, Turkey, UAE, UK, Ukraine, USA, Uzbekistan and Vietnam.	\$40 for 6GB data roam bundle
ReadyRoam Worldwide 3GB* *Only available for subscription via *100# with effect from 9 March 2023. <i>^Data roaming in Myanmar is unavailable until further notice.</i>		\$30 for 3GB data roam bundle

ReadyRoam Others 1GB *7 additional destinations available for plans purchased on and after 20 April 2023 <i>^Data roaming in Myanmar is unavailable until further notice.</i>	For use in all of these 157 destinations: Albania, Argentina, Armenia, Australia, Austria, Bangladesh, Belgium, Bosnia and Herzegovina*, Brunei, Bulgaria, Burkina Faso, Cambodia, Cameroon*, Canada, Chile, China, Colombia, Costa Rica, Croatia, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Mexico, Mongolia, Myanmar^, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Slovak Republic (Slovakia), South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Timor-Leste, Turkey, UAE, UK, Ukraine, USA, Uzbekistan and Vietnam, Anguilla, Antigua and Barbuda, Aruba, Azerbaijan, Bahrain, Barbados, Belarus, Belize, Bermuda, Brazil, British Virgin Islands, Cape Verde, Cayman Islands, Chad, Congo DRC, Cote d'Ivoire (Ivory Coast), Cyprus, Dominica, Dominican Republic, El Salvador, Faroe Islands, Gabon, Georgia, Grenada, Gibraltar*, Guam, Guatemala, Guernsey, Haiti, Iran, Isle of Man, Jamaica, Jersey, Kyrgyzstan, Liechtenstein, Macedonia, Madagascar, Malta, Maldives*, Mauritius, Moldova*, Monaco, Montenegro, Montserrat, Morocco, Mozambique, Nepal, Nicaragua, Niger, Oman, Palestine, Paraguay, Puerto Rico*, Reunion, Rwanda, Serbia, Seychelles, Sierra Leone, Slovenia, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent and The Grenadines, Sudan*, Tajikistan, Tanzania, Tonga, Nauru, Tunisia, Turks and Caicos, Uganda, Uruguay, Vanuatu, Zambia.	\$60 for 1 GB data roam bundle
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- (ii) **Activation and validity.** You may purchase your ReadyRoam plan up to 30 days before the date on which you activate such plan. The plan will start at 00:00 (Singapore time) for future-dated activation and immediately for same day activation.
- (iii) **Deactivation.** The activated ReadyRoam plan will be active for a thirty (30) day period commencing on the date on which you activate such plan, and will automatically deactivate at the end of such period at 23:59 hours of the following time-zones:
 - a. ReadyRoam Neighbour 1GB Malaysia, Indonesia or Thailand: Local destination time-zone (i.e. Malaysia, Indonesia (Jakarta) or Thailand time-zone respectively)



b. ReadyRoam Neighbours, Asia, Worldwide, Others: Singapore time-zone

- (iv) **No refund.** The ReadyRoam plan cannot be refunded or exchanged for cash (or any other products) after purchase, regardless of activation or utilisation.
- (v) An additional bundle with the same data allowance as the ReadyRoam plan you have subscribed for will be provisioned automatically when you have fully utilised the bundled data within your current plan's validity period.
- (vi) **Auto-Subscribe to ReadyRoam ("AutoReadyRoam")**

- a. AutoReadyRoam is a service that will automatically activate the most affordable ReadyRoam plan once data usage is detected on Singtel's preferred network in any ReadyRoam destination.

For example, if you enter any destination covered in the ReadyRoam Neighbours 1GB plan (e.g. Thailand), you will automatically be subscribed to ReadyRoam Neighbours 1GB plan. If you then enter a destination which is not covered in the ReadyRoam Neighbours 1GB plan but within ReadyRoam Asia 4GB plan (e.g. Japan), you will automatically be subscribed to ReadyRoam Asia 4GB plan. Your 30-day coverage for each new plan will commence from the day you arrive at that new destination. The subscription fees for the activated ReadyRoam plans are charged separately.

- b. If you have the Auto-Subscribed DataRoam Unlimited Daily service, you will need to terminate this service before you can activate the AutoReadyRoam service. Any DataRoam Unlimited Daily plan already in effect before the day of termination will not be affected. Any DataRoam Unlimited Daily plan activated on the day of termination will be replaced with the ReadyRoam plan.

(c) DataRoam Monthly Recurring plans

- (i) **Plans.** The DataRoam Monthly Recurring plans are set out in the table below.

DataRoam Monthly Recurring Plan	Monthly Subscription Fee	Excess Charges (if you exceed the specified data bundle) (non-GST taxable)
DataRoam 1GB Monthly Recurring Australia	\$10 per month for 1GB data roam bundle	\$0.009/MB (≈\$10/GB)
DataRoam 6GB Monthly Recurring Australia	\$20 per month for 6GB data roam bundle* *There is a minimum subscription term of 3 months for this plan.	\$S\$0.003/MB (≈\$20/6GB)
DataRoam 2GB Monthly Recurring Malaysia	\$10 per month for 2GB data roam bundle	\$0.005/MB (≈\$10/2GB)
DataRoam 6GB Monthly Recurring Malaysia	\$16 per month for 6GB data roam bundle* *There is a minimum subscription term of 3 months for this plan.	\$S\$0.003/MB (≈\$16/6GB)

- (ii) The DataRoam Monthly Recurring Plans are chargeable every month on a subscription basis. If you exceed the specified data bundle, the excess charges set out in the table above shall apply.

- (iii) Unused data will not be rolled over to the next month.
- (iv) There is a minimum subscription period of 3 months for the DataRoam 6GB Monthly Recurring Plans. If you terminate your subscription during the minimum subscription period, you shall pay an early termination charge calculated as follows:

Monthly subscription fee for DataRoam 6GB Monthly Recurring Plan x number of remaining days in the minimum subscription period (including the day on which termination occurs)

(d) DataRoam Unlimited Daily plans

- (i) **Plans.** The DataRoam Unlimited Daily plans are set out in the table below, where each plan subscription is based on per destination per day.

Destinations (One plan per destination per day)	Price per day of subscription
Australia, Brunei, Burkina Faso, Cambodia, Chad, Gabon, Ghana, Hong Kong, India, Indonesia, Kenya, Kyrgyzstan, Laos, Macau, Madagascar, Malaysia, Niger, Nigeria, Pakistan, Philippines, Seychelles, Sierra Leone, South Korea, Sri Lanka, Taiwan, Tanzania, Thailand, Timor-Leste, Uganda	\$19
Anguilla, Antigua and Barbuda, Bangladesh, Barbados, Cayman Islands, China, Dominica, El Salvador, Grenada, Jamaica, Japan, Jersey, Liechtenstein, Luxembourg, Montserrat, Nicaragua, Panama, Papua New Guinea, Peru, Saudi Arabia, Serbia, Slovenia, St. Kitts and Nevis, St. Lucia, St. Vincent and The Grenadines, Turks and Caicos, Uzbekistan	\$25
Albania, Argentina, Armenia, Aruba, Austria, Azerbaijan, Bahrain, Belarus, Belgium, Belize, Bermuda, Bosnia and Herzegovina*, Brazil, British Virgin Islands, Bulgaria, Cameroon*, Canada, Cape Verde, Chile, Colombia, Congo DRC, Costa Rica, Cote d Ivoire (Ivory Coast), Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Egypt, Estonia, Faroe Islands, Fiji, Finland, France, Georgia, Germany, Gibraltar*, Greece, Guam, Guatemala, Guernsey, Haiti, Hungary, Iceland, Iran, Ireland, Isle of Man, Israel, Italy, Jordan, Kazakhstan, Kuwait, Latvia, Lithuania, Macedonia, Maldives*, Malta, Mauritius, Mexico, Moldova*, Monaco, Mongolia, Montenegro, Morocco, Mozambique, Myanmar^, Nauru, Nepal, Netherlands, New Zealand, Norway, Oman, Palestine, Paraguay, Poland, Portugal, Puerto Rico*, Qatar, Reunion, Romania, Russia, Rwanda, Slovak Republic (Slovakia), South Africa, Spain, Sudan*, Sweden, Switzerland, Tajikistan, Tonga, Tunisia, Turkey, UAE, UK, Ukraine, Uruguay, USA, Vanuatu, Vietnam, Zambia	\$29

*7 new destinations available with effect from 20 April 2023.
^Data roaming in Myanmar is unavailable until further notice.

- (ii) The DataRoam Unlimited Daily plans can only be used in the single destination chosen by you when you subscribe for the plan. For example, if you have subscribed for a DataRoam Unlimited Daily plan for use in Malaysia, you will not be able to use the plan in Thailand.
- (iii) The DataRoam Unlimited Daily Plans are subject to our Daily Fair Usage Policy. If you exceed the daily fair usage, we will impose a speed limit on the service until the end of the affected day, without first notifying you. For more information on our Daily Fair Usage Policy, click [here](#).



- (iv) If you have auto-subscribed to a ReadyRoam plan, you will need to terminate the ReadyRoam plan before you can activate the auto-subscription of DataRoam Unlimited Daily.
- (v) **Activation and validity.** You must activate your DataRoam Unlimited Daily plan within 30 days from the date you purchase the plan. The plan will start at 00:00 hours (foreign destination time-zone) for future-dated activation and immediately for same day activation. For the following countries with multiple time zones, the plan will activate based on the time-zone of the following key cities:
 - Australia (Sydney)
 - USA (New York)
 - Canada (Toronto)
 - Indonesia (Jakarta)
 - Russia (Moscow)
- (vi) **Deactivation.** The DataRoam Unlimited Daily plan will automatically deactivate at 23:59 hours (foreign destination time-zone) on the day of activation. For the following countries with multiple time zones, the plan will deactivate based on the time-zone of the following key cities:
 - Australia (Sydney)
 - USA (New York)
 - Canada (Toronto)
 - Indonesia (Jakarta)
 - Russia (Moscow)
- (vii) **Cancellation.** Any cancellation of DataRoam Unlimited Daily must be made 24 hours before the day of plan activation, otherwise your subscription charge is non-refundable.
- (viii) **Auto-Subscribe DataRoam Unlimited Daily.** Auto-Subscribe DataRoam Unlimited Daily is a service that will automatically activate an unlimited daily data plan once data usage is detected on Singtel's preferred network in any Singtel-covered destination. The subscription fees for the activated DataRoam Unlimited Daily plans are charged separately and are based on prevailing rates, which can be found [here](#).

(e) In-flight DataRoam (24-Hour Unlimited) plan

- (i) The In-flight DataRoam (24-Hour Unlimited) plan, for \$5 per flight, can only be used to roam on Singtel's preferred network on specific flights on selected airlines where in-flight connectivity is available.
- (ii) Each In-flight DataRoam (24-Hour Unlimited) plan can only be used during one flight, only when the plane is cruising but not when the plane is on the ground, during take-off or landing.
- (iii) The speed of in-flight data connection supports messaging optimally. Your experience with photo sharing or web surfing on content and image intensive sites may not be optimal.
- (iv) The In-flight DataRoam (24-Hour Unlimited) plan is subject to our Daily Fair Usage Policy. If you exceed the daily fair usage, we will impose a speed limit on the service until your 24-hour plan ends, without first notifying you. For more information on our Daily Fair Usage Policy, click [here](#).
- (v) **Activation and validity.** You must activate your In-flight DataRoam (24-Hour Unlimited) plan within 30 days from the date you purchase the plan. The plan will start at 00:00 (Singapore time) for future-dated activation and immediately for same day activation.
- (vi) **Deactivation.** The In-flight DataRoam (24-Hour Unlimited) plan will automatically deactivate at 23:59 hours Singapore time-zone one day after the activation date.

(vii) **Cancellation.** Any cancellation of In-flight DataRoam (24-Hour Unlimited) plan must be made 24 hours before the day of plan activation. Otherwise, your subscription charge is non-refundable.

(f) **Cruise DataRoam (Daily Unlimited) plan**

- (i) The Cruise DataRoam (Daily Unlimited) plan, for \$29 per day, can only be used to roam on Singtel's preferred network on selected cruises where cruise connectivity is available.
- (ii) The speed of cruise data connection supports messaging optimally. Your experience with photo sharing or web surfing on content and image intensive sites may not be optimal.
- (iii) The Cruise DataRoam (Daily Unlimited) plan is subject to our Daily Fair Usage Policy. If you exceed the daily fair usage, we will impose a speed limit on the service until your 24-hour plan ends, without first notifying you. For more information on our Daily Fair Usage Policy, [click here](#).
- (iv) **Activation and validity.** You must activate your Cruise DataRoam (Daily Unlimited) plan within 30 days from the date you purchase the plan. The plan will start at 00:00 hours (Singapore time) for future-dated activation and immediately for same day activation.
- (v) **Deactivation.** The Cruise DataRoam (Daily Unlimited) plan will automatically deactivate at 23:59 hours Singapore time-zone on the last day of activation.
- (vi) **Cancellation.** Any cancellation of Cruise DataRoam (Daily Unlimited) plan must be made 24 hours before the day of plan activation. Otherwise, your subscription charge is non-refundable.

4.2 Voice/ SMS Roaming plans: SMSVoiceRoam 7 Days plan

(a) The SMSVoiceRoam 7 Days plan can only be used in selected destinations of the zone chosen by you. A list of the destinations in each zone is set out below:

Plan name	Destinations	Fees (non-GST taxable)
Brunei, Malaysia	Brunei, Malaysia	\$20
Asia	Australia, Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Myanmar, New Zealand, Papua New Guinea, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Tonga, Vanuatu, Vietnam	\$20 (Limited time offer price till further notice. Usual price at \$40)
Europe/USA	Albania, Austria, Bahamas, Belgium, Bulgaria, Burkina Faso, Canada, Cayman Islands, Costa Rica, Croatia, Czech Republic, Denmark, Dominican Republic, Estonia, Finland, France, Germany, Greece, Guam, Guatemala, Haiti, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Lithuania, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovak Republic (Slovakia), Slovenia, Spain, Sweden, Switzerland, Tahiti, UK, Ukraine, USA	\$60
Rest of the World	Afghanistan, Algeria, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, British Virgin Islands, Burundi, Cameroon, Cape Verde, Chad, Chile, Colombia, Congo DRC, Cote d'Ivoire (Ivory Coast), Cuba, Cyprus, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Faroe Islands, Fiji, Gabon, Gambia, Georgia, Ghana, Gibraltar, Grenada, Guinea Bissau, Guyana, Honduras, Iran,	\$90

	Iraq, Isle of Man, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Liberia, Liechtenstein, Luxembourg, Macedonia, Madagascar, Malawi, Maldives, Mali, Maritime, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Paraguay, Peru, Qatar, Reunion, Rwanda, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent and The Grenadines, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Timor-Leste, Togo, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos, UAE, Uganda, Uruguay, Uzbekistan, Venezuela, Yemen, Zambia, Zimbabwe, In-flight	
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- (b) The SMSVoiceRoam 7 Days plan includes 60 SMS and 30 minutes of (i) incoming voice calls and (ii) outgoing voice calls to Singapore and within the destination you are in. Prevailing voice and SMS roaming charges apply for roaming usage beyond the specified 60 SMS and 30 minutes bundle. For example, if you call an international number from the destination you are in or exceed the bundled allowance, prevailing voice roaming charges will apply.
- (c) Operators in USA and Canada will start charging after 30 seconds of ringing even if incoming calls are unanswered. If you hang up the call before 30 seconds, no charges will be incurred. This is subject to change by our overseas roaming partners.
- (d) In order to use Voice Roaming calls over LTE (VoLTE), you will need to ensure that you have 4G Clear Voice activated, and that your VoLTE supported device is connected to a VoLTE Roaming operator's network. The list of networks and destinations that VoLTE Roaming calls are available at may be found here. VoLTE calls require data roaming to be switched on, you may be charged for roaming data charges for usage beyond the VoLTE calls (e.g. some applications or mobile devices require constant exchange of packets of data with a central server or run background updates even when they are in idle mode).
- (e) **Activation and validity.** You may activate your SMSVoiceRoam 7 Days plan within 30 days from the date you purchase the plan. The plan will start at 00:00 hours (Singapore time) for future-dated activation and immediately for same day activation.
- (f) **Deactivation.** The SMSVoiceRoam 7 Days plan will automatically deactivate at 23:59 hours foreign destination time-zone, 7 consecutive days after the date of activation or upon exhaustion of the bundled minutes and SMS, whichever comes first.
- (g) **No refund.** The SMSVoiceRoam plan cannot be refunded or exchanged for cash (or any other products) after purchase, regardless of activation or utilisation.