

FAQ for Seniors

1. Can I continue to use my existing number?
As the card you received is a prepaid SIM card, it will come with a new number and no porting is possible.
2. How long will I receive my free 3GB monthly data top up for? What do I need to do?
You will receive free 3GB monthly top up of mobile data for 12 months. No action is required on your end.
3. When will I receive my free 3GB data top up every month?
You should expect to receive the data top up by 1st Thurs of the month.
4. Can I roll over my unused data to the next month?
No, any unused data for the month cannot be rolled over to the next month.
5. In addition to the free monthly data top up, would the card come with any stored value?
The prepaid SIM card comes with a \$10 value and an initial data of 1.5GB. The \$10 can be used for outgoing calls or SMSes. The local call rate is at 22 cents per minute and the local SMS rates is at 5 cents per SMS.
6. What happens after my \$10 stored value is used up? Would my SIM card still be valid?
After the \$10 stored value is used up, the SIM card will remain valid and you will continue to receive the free monthly data top up. However, you will not be able to make outgoing call or send SMSes after that.
7. How long would the SIM-card be valid if I do not use it at all?
After the 12 months period, any prepaid SIM card not top up before the SIM expiry date will be deactivated. To continue using the SIM card, do top up as low as \$10 Main Account Top-up to extend your SIM for another 180 days from the last date of top-up. You may top up from hi!App or any 7-Eleven store or authorised retailer.
8. What should I do if I wish to stop using it after the 12 months is up?
You may stop using it at any time. After 12 months, any prepaid SIM card not top up before the SIM expiry date will be deactivated. To continue using the SIM card, do top up as low \$10 Main Account Top-up to extend your SIM for another 180 days from last date of top-up. You may top up from hi!App or any 7-Eleven store or authorised retailer.
9. Is this free? Will I get a bill shock?
As this is a prepaid SIM card, you will not be receiving a bill as there will be no charges. Charges will only occur if you choose to top up your SIM Card for additional talk time, SMSes and data.