

FAQ for Removal of Vietnam from DRS coverage (wef 22 Dec 2014)

1. Why is SingTel removing Vietnam from the DataRoam Saver (DRS) service coverage?

Due to a change in Vietnam's regulations, we are no longer able to offer this service. The Vietnam regulation affects all mobile operators around the world and is not specific to SingTel only.

2. I am a frequent traveller to Vietnam, do I have an alternative solution?

You may choose to use our Pay-Per-Use roaming. Data usage is charged at \$25/MB.

To turn off data roaming, you can dial *101# and reply 2 (Disable/Turn off data roaming).
To turn it on again, you can always dial *101# and reply 1 (Enable/Turn on data roaming).

SingTel has recently launched zone based roaming plans applicable for Voice calls and SMS. The plan is priced at \$40, valid for 7 days of usage while you are in Asia. You may sign up via *7626 (in Singapore) or *100# (while overseas).

Countries	Zone	Subscription	Bundled mins	Bundled SMS
Asia	2	\$40	30	60

Note:

a) *Bundled minutes is only applicable for calls to a local number, calls back to Singapore and Incoming call (excluding re-routed IDD charges).*

3. How much does it cost if I use data on Vietnam network?

Data usage is chargeable at \$25/MB. Please visit www.singtel.com/dataroaming for the pay-per-use rates

4. I have subscribed to DataRoam Saver (DRS) Daily Vietnam with unlimited data usage in December. Is my plan still valid?

If you have subscribed to the DRS daily plans before 21 December, you will be able to use the plan in Vietnam within the subscription period.

5. What are the plans that will be affected?

The plans are:

- a) DRS Daily Vietnam –VMS Mobifone (\$20/day)
- b) DRS Monthly with limited data bundle
 - DRS Saver Monthly 10MB
 - DRS Saver Monthly 20MB
 - DRS Saver Monthly 45MB
 - DRS Saver Monthly 100MB
 - DRS Saver Monthly 200MB
 - DRS Saver Monthly 300MB
 - DRS Saver Monthly 400MB
- c) DRS 30-day Travel Pass
- d) BlackBerry DataRoam Monthly plans
- e) BlackBerry DataRoam Daily plans
- f) EasyData Roam subscribers
- g) Enterprise EasyData Roam subscribers

6. I have subscribed to DRS 30-day travel pass on 22 December. Will I be affected when Vietnam is removed?

We will honour the plan until it has expired on 20 January 2015. All users will need to sign up DRS by 22 December 2014.

7. Does SingTel have plans to offer DRS Vietnam in future?

We will continue to review our roaming packages and will keep our customers updated. Please refer to www.singtel.com/dataroam for the latest service offerings.

8. What is the coverage for DRS monthly plans now?

We have increased the coverage for DRS monthly plans to 99 countries. Please kindly refer to www.singtel.com/dataroaming for the list of countries covered.

This includes the newly added countries such as:-

Country	Operator	Handset Display
Pakistan	Warid	Warid
Timor Leste	Telkomcel	Telkomcel / Tcel / 514 01
Liechtenstein	Mobilkom	FL1 / mobilkom / 295 05
Slovenia	Si Mobil	SI.MOBIL / SI Vodafone
Chile	Entel	ENTEL PCS
Laos	LaoTel	LAO Telecom / LAO GSM / 457 01
Nicaragua	Entel	Entel GSM
Uzbekistan	Unitel	434 04/ Beeline UZ/ Unitel/ Daewoo GSM
Papua New Guinea	Bemobile	B Mobile
Bulgaria	Mobitel*	Mtel / M-Tel GSM BG / MobiTel BG / 284 01