

1. **Who is eligible for the Traveler Data eSIM?**

All visitors aged 18 and above who are traveling to Singapore and have an eSIM-compatible [device](#) can sign up for an data eSIM.

2. **When does the validity period of the Traveler Data eSIM start?**

The validity period begins as soon as the data eSIM connects to StarHub network.

3. **What documents do I need to provide to purchase the Traveler Data eSIM?**

You will need your passport for digital ID verification, which can be completed through starhub.com/registersim

4. **How is the daily validity of the Traveler Data eSIM calculated?**

The data eSIM is valid for the number of days selected, calculated in 24-hour blocks. For example, if you choose a 14-day plan and activate it at 3:00 PM on 18 June 2025, the service will remain valid until 2:59 PM on 2 July 2025.

5. **Can I make calls or send texts with the Traveler Data eSIM?**

No, this is a data-only eSIM. Voice calls, SMS, and credit top-ups are not supported.

6. **How long do I have to activate the Traveler Data eSIM card after picking it up?**

You must activate the data eSIM within 60 days after purchase. It is strongly recommended to activate it immediately upon arriving at your destination to avoid activation issues.

7. **How do I set my phone to install the Traveler Data eSIM?**

For iOS (iPhone):

1. Go to **Settings** > **Mobile Service** (or **Cellular**).
2. **Under SIMs**, tap to select your newly added eSIM.
3. Turn **on** the toggle for **Turn On This Line**.
4. **Return to Mobile Service**, tap **Mobile Data**, and select the eSIM as the **active line for data**.
5. Turn **off Allow Mobile Data Switching** to ensure your iPhone does not revert to your primary SIM.
6. **Return to Mobile Service**, under **SIMs**, select **eSIM**, scroll down and enable **Data Roaming** for the eSIM plan.

For Android (device models may vary slightly):

1. Go to **Settings** > **Connections/Mobile Networks**
2. Select the newly added **eSIM profile**.
3. Enable **Use SIM** or **Enable this SIM**.
4. Under **Preferred SIM for mobile data**, choose the eSIM.
5. Disable any option that allows **automatic data switching** between SIMs.
6. **Return to Connections > Mobile Network** > scroll to **Data Roaming** and **turn it on** for the eSIM.

8. **Is my Traveler Data eSIM refundable?**

No, eSIM purchases are non-refundable. Once the eSIM is issued via email, it is considered used and delivered, and cannot be refunded.

