

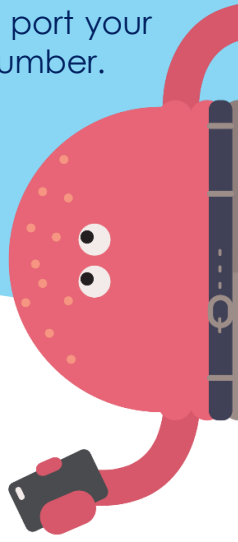
A purple jellyfish with two large white eyes and several tentacles, positioned at the top left of the page.

Can I port in my existing number on GOMO mobile plan?

Yes! Simply tell us your number during sign-up and we'll handle the rest. Remember to ensure that your existing number is a post-paid mobile line registered under your NRIC/FIN with your telco. Approach your telco to transfer ownership if your number is not registered under your NRIC/FIN. Remember to check that your current mobile line is not inactive/suspended and there are no outstanding payments.

Using a Singtel prepaid number? Pop over to your nearest Singtel Shop or Singtel Exclusive Retailer and our friendly sales consultants will assist you to switch over to our Postpaid plan for free. Upon getting your existing number transferred to a postpaid plan, you can begin your GOMO journey on buy.gomo.sg by entering your number on the "keep your existing number" selection. Alternatively, you can get a new GOMO mobile number.

If you're using a prepaid number from another telco, we are unable to port your number to GOMO Mobile. Wanna GOMO? Get a new GOMO mobile number.

A red jellyfish with two large white eyes and a smartphone in its hand, positioned on the right side of the page.

When can I start using my GOMO Mobile Plan if I have requested for a transfer?

Sit back and relax! Continue using your current SIM as we hustle to transfer your number to GOMO within 4 working days after you received your SIM Card. We'll send you SMSes to keep you clued in on your porting status. Once completed, pop your SIM in and you're ready to GOMO.

Keeping a Singtel number? Simply pop your SIM in! It'll automatically be activated within the hours.

A green jellyfish with two large white eyes, positioned at the bottom left of the page.

Still can't find what you need?
Chat with our friendly GOMO squad , we're here to assist you 24/7.



Should I terminate my mobile plan with my current telco before switching to GOMO?

Not yet! We'll not be able to process the transfer if you terminate your mobile plan before switching. Let us know the number that you would like to transfer during sign up and leave the rest to us. Your mobile line with your current telco will be terminated automatically once it's transferred to GOMO successfully.

If you have an existing Combo or SIM Only plan with Singtel, you can also keep your existing number. Simply indicate your existing number during sign up and we'll complete the process for you.

Remember to ensure that your plan is out of contract in your previous telco as ETC (early termination charges) will apply.



**Still can't find what you need?
Head over to gomo.sg/faq, or chat
with our friendly GOMO squad –
we're here to assist you 24/7!**