SWITCHING TO GOMO?

gomo by SINGTEL

Q. How do I port my existing number into GOMO?

Select "*Keep my existing number*" and fill it in during sign-up then we'll handle the rest!

Ensure that your existing number is an active postpaid mobile line registered under your NRIC/FIN with your telco, without any outstanding payments.

Q. What do I do if my number is not registered under my name?

You can reach out to your current telco to transfer ownership of your number to you.

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

Nope! Your mobile plan with your current telco would be terminated automatically after the port in process is completed. Do make sure your current contract for mobile plan or add-ons has already ended to avoid early termination charges.

Q. What if I'm using a prepaid number now?

Using Singtel prepaid number: Simply head down to your nearest Singtel Shop and request to switch to a postpaid number. Our friendly Singtel Shop Staff would be able to help you with this.

Using prepaid number from other telcos: We would not be able to port your number over to GOMO. You may want to sign up for a new GOMO mobile number!

Q. When can I start using my GOMO Mobile Plan after starting the port in process?

Sit back and relax! You can continue using your current SIM and we'll transfer your number within 3 working days. For eSIM users, install your new eSIM ASAP for a seamless experience. If you've selected a physical SIM at checkout, simply pop in your GOMO SIM once the process is completed to get connected.

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!