

Service Description

- SIMBA Data-Only10 ["Service"] is a Data-Only, no-contract data plan with local and roaming usage quotas bundled as a special discounted service offering. The underlying local network is the SIMBA 3GPP-compliant Data-Only digital network.
- The Service is at \$10.00 for 30 days. The first payment is for registration and initial subscription. The recurring charges of each cycle are payable in advance of the next plan cycle from your default payment method on file **or** from your SIMBA wallet.
- You may recharge your SIMBA Wallet in advance via the following payment options:
 - Visa, Mastercard, AMEX (Debit/Credit Card), PayNow, GrabPay, GooglePay via [SIMBA Online Recharge](#)
 - Visa, Mastercard, AMEX (Debit/Credit Card) via [My Account](#).
 - Cash at SIMBA Service Centers and SIMBA Dealers.
- The credits in your SIMBA Wallet can be used for plan renewal, charges for excess usage, or any excluded calls (such as IDD). **Credits in SIMBA Wallet are not refundable, transferable or exchangeable for cash.**

Activation of Data-Only Service

- If you registered to use your SIMBA Data-Only plan with an eSIM, or choose to receive your SIM by post, you must activate your SIMBA Data-Only plan within 14 days of registration. If you're collecting a physical SIM card from SIMBA, you must do so and activate it within 90 days of registration. Failure to meet these deadlines will result in the termination of your registered Data-Only plan.

Minimum Term

- The Service entitlements are supplied on a rolling 30-day basis, automatically renewed subject to successful payment received.
- Plan renewal for the next cycle shall happen at the end of Day 30 of your current cycle. You shall be charged for this renewal on Day 26. This charge shall be processed in the following priority:
 - 1) SIMBA Wallet (only if the balance to cover the full amount of the subscription is available. No partial deduction)
 - 2) Debit/Credit Card (as registered in your SIMBA account on file)
- Customers are permitted to terminate the Service at any time, but you will forfeit any prepayments already made. **Credit balances in SIMBA Main Wallet are not refundable or exchangeable for cash. All payments made are non-refundable or exchangeable for cash.**

Eligibility

- The Service is available to all Singapore Citizens, Permanent Residents, Employment and Long-Term Pass holders aged 16 years old and above.

Information about Pricing (This Critical Information Summary only outlines the base plan entitlements. Please visit simba.sg/terms for the latest promotional bonus that may be applicable to this plan.)

Plan	SIMBA Data-Only10
30-Day Charges for Bundled Services	\$10.00 (charged upon registration, plan cycle starts when SIM is activated) comprising: \$1.00 Main Data: 20GB (GST included) \$1.00 APAC Roaming Data (7 countries): 1GB \$8.00 Roaming Data to Group A countries: 2GB
Activation Fee	\$0
SIM Replacement	\$5.00

Plan Renewal, Base Plan, Termination

- Unsuccessful payment for plan renewal will result in a reversion to a [Base Plan](#). This means that you will not be able to enjoy full-speed data. This Base Plan will continue for 21 days unless the Main Plan is renewed successfully. Your plan will be terminated for non-payment after this 21 days Base Plan cycle. **All wallet balances will be forfeited.**

Service Port-out

- Mobile Number Portability is not supported for Data-Only plans.

Data Roaming

- SIMBA Roaming supports data roaming to 140+ countries worldwide (subject to changes). SIMBA may update the list of countries, and exclusions from time to time. Please refer to simba.sg/roaming for the latest list.

- The Service comes with preloaded roaming data to [Group A countries](#) and [APAC Roaming Data to 7 Countries](#) (subject to changes). Thereafter, excess data will be charged at \$4/GB (chargeable in blocks of 10MB).
- For countries beyond Group A, you can access roaming data at Pay-Per-Use rates; charges start from \$8.00 per GB and are calculated per 10MB used.
- It is necessary for you to configure the [APN Setting](#) on your Data-Only device for Data Roaming to be usable by you.
- Accessibility to our roaming services is dependent on our overseas partners' network coverage and technology. We do not guarantee and shall not be liable for the availability, coverage, speed and signal strength of our overseas partners' network. You agree and acknowledge that your mobile device settings may cause you to automatically roam between different partner networks within our network area and roaming coverage areas. You further agree and acknowledge that certain services or features may not be available in roaming coverage areas, and call quality may be lower while roaming.

Fair Use Policy

- This Service is for personal use primarily in Singapore only and may not be used for commercial purposes (such as wholesaling, reselling or SIM boxing), illegal/unlawful purposes, or in a manner that may adversely affect the Data-Only network (such as usage that requires or generates continuous or sustained constant bit rate (CBR) traffic). Roaming services should be used for temporary travel outside of Singapore, and use of SIMBA Roaming Service outside Singapore for more than any 30 consecutive days may be considered to be in breach of the Fair Use Policy.
- If you are in breach of the Fair Use Policy, or suspected to have breached the Fair Use Policy, SIMBA shall immediately suspend the Service without further notice to you, or manage, reduce, suspend or terminate all or part of SIMBA Roaming service, including through throttling or de-prioritisation, without prior notice, if your usage outside of SIMBA's home network is excessive or inconsistent with normal personal travel usages.

Usages

- All Service plan entitlements must be utilised within each term of 30 days. Unless otherwise stated, there is no rollover of any unused quotas. There is no refund of unused quotas and/or services.
- You will receive SMS notifications upon 90% and 100% usage of your plan allowances. For excess usage, credits will be deducted from your SIMBA Wallet at the prevailing pay-per-use rates. Some usage types such as MMS, video calls and certain Premium Services are not supported. For full rates and a complete understanding of inclusions & exclusions, visit [SIMBA.sg](#).

Usage Rates

Plan	Rates
Excess Local Data	\$1 per GB
Excess Roaming Data	From \$4 per GB. Charging is per 10MB block. For details, visit simba.sg/roaming

Invoices on excess usage are available for download via SIMBA My Account.

Other Information

Service Information

You can view your invoices (up to the last 3 months billed) and monitor your SIMBA Data-Only plan usage by logging into [My Account](#). If you request invoices from beyond the last 3 months, a fee of \$50 per invoice will apply. You may send SMS to 1218 to check Data-Only plan usage, balance, roaming readiness status and more. This SMS service is free for all SIMBA subscribers and may not be available when roaming.

Customer Support

For enquiries on our products or services or feedback, you may visit any of our [Service Centres](#) or drop us a note [here](#).

Termination Requests

For termination of your SIMBA Data-Only subscription, please complete the form [here](#).

- We will process your request within 7 business days. In exceptional cases requiring more than 7 business days, you will be informed about the extended period and the reasons for it. **All payments made and credits in SIMBA Wallet are non-refundable or exchangeable for cash.** No Charges will be administered for the next cycle if the termination request is submitted at least 7 business days before the renewal of the next payment cycle.

General Terms and Conditions for this Service are available at [simba.sg/terms](#). SIMBA Telecom reserves the right to amend these *SIMBA Data-Only10* terms at any time by posting the amended terms on its website.