

CRITICAL INFORMATION SUMMARY

SIMBA SuperRoam20 (Prepaid)



Service Description

- SIMBA SuperRoam20 (Prepaid) ["Service"] is a prepaid mobile plan with local and roaming usage quotas bundled as a special discounted service offering. The underlying local network is the SIMBA 3GPP-compliant mobile digital network.
- The Service is at \$20.00 for 30 days. 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: 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](#)
 - 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 Mobile Service

- Upon Simba's approval of your application and allocation of a phone number to you, you must activate the phone number in accordance with clause 9.8 of the Standard Terms and Conditions. If you registered to use your SIMBA mobile plan with an eSIM, or choose to receive your SIM by post, you must activate your SIMBA mobile 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 mobile plan.
- If you had chosen a SIMBA Lucky Number and either do not activate it within the prescribed time in clause 9.8 or elect to howsoever cancel your purchase altogether, you will forfeit the right to activate any Lucky Number you purchased from SIMBA, are not entitled to a refund of the fees associated with the reservation of the Lucky Number, and we will have the right to deal with the Lucky Number as we deem appropriate.

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 or GIRO (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.
- Under IMDA's regulations, each ID document can register up to a maximum of three (3) prepaid SIM cards at any time, across all service providers. Each foreign passport holder's registered Prepaid Card can have a validity of a maximum of thirty (30) days. After thirty (30) days, your foreign passport registered Prepaid Card will be suspended by us without prior notice or liability to you, and there shall be no refund in relation to any such suspended Prepaid Card.

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 SuperRoam20 (Prepaid)
30-Day Charges for Bundled Services	\$20.00 (charged upon registration, plan cycle starts when SIM is activated) comprising: \$5.00 Local Data: 80GB (GST included) \$10.00 Roaming Data to Group A countries excluding Malaysia: 8GB \$2.00 Malaysia Roaming Data: 20GB \$3.00 IDD Minutes to 20+ countries: 300mins
Included Local Minutes	Free 500 Local Fixed Line Minutes Unlimited Calls to Local Mobile Numbers
Included Local SMS	Unlimited SMS to Singapore mobile numbers (subject to a daily Fair Usage Policy)
Others	Free Incoming Calls Free Caller ID Free calls to local 1-800 numbers
Activation Fee	\$0 (An activation fee of \$30.00 is chargeable for porting-out within 30 days of plan activation.)
Early Termination Charge	Not applicable
Mobile Number Portability	Available at no additional cost
SIM Replacement	\$5.00

Caller ID, all incoming voice calls, and incoming SMS (local and international) are free. Local Fixed Line calls include calls to 6XXX-XXXX and 3XXX-XXXX. International services are not subjected to GST.

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Plan Renewal, Base Plan, Termination

- Unsuccessful plan renewal payment will result in plan suspension. Plan will resume when successful payment is received, subject to the time required for processing payment and reactivation of service. There will be a grace period to renew your Prepaid plan before we terminate the expired plan. During this grace period, you will continue to receive incoming calls and SMS. All data usage, outgoing calls, and SMS will be blocked until plan is renewed. Your plan will be terminated for non-payment after the 21-day grace period. **All wallet balances will be forfeited.**
- For passport registered Prepaid plans, if you would like to retain your number, please bring your Prepaid Card and your passport to renew at [SIMBA authorised centres](#), within thirty (30) days of your registration. Renewal at dealers and online are not permitted.

Change of Plan

- For passport registered Prepaid plans, if you have obtained a Singapore-issued ID, you may proceed to do a reregistration.
- Reregistration and Change of Plan for Prepaid plans are only available at [SIMBA Service Centres](#) or [SIMBA Authorised Dealers](#).
- Upon reregistration, you may choose to retain or change your plan to other SIMBA plans, including postpaid plans.
- SIMBA Prepaid subscribers are eligible to Change Plan on Days 1 to 25 of the plan cycle with a valid renewal. Suspended Plans are not eligible to Change Plan until the Plan is renewed. Change Plan service is available at any [SIMBA Service Centres](#) or [SIMBA Authorised Dealers](#).
- Subscribers are required to make full payment for the new plan. Once Change Plan is successful, the new plan will begin instantly. Standard Terms and Conditions of new plan apply.
- Once the new plan is activated, the original plan will be terminated and there will be no refund of unused balance from the original plan. Billing account ID and Wallet Balance of the original Plan remained unchanged.

Service Port-out

- An activation fee of \$30 is chargeable for port-out within 30 days of plan activation. This Service will be terminated upon successful port-out to other telco.

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 8GB roaming data to Group A 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 mobile 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.

Voice and Public Emergency Calling

- The use of SIMBA mobile services requires an unlocked 4G/5G device with SIMBA-supported network bands (LTE: Bands 8 & 40; NR: n1).
- However, you must have a 4G/5G compatible mobile handset to be able to use this service.
- A VoLTE-supported device is required for making and receiving mobile voice calls. Refer to the list [here](#).
- Mobile data and SMS services will still be available for customers who are using devices that are not VoLTE-supported. However, mobile calls (including to emergency services) will be unavailable.

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 mobile 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.
- A daily Fair Usage Policy shall be applicable to outgoing SMS, which is capped at 150 outgoing SMS a day if abuse is detected.
- 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 usage.

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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 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](https://simba.sg).
- SIMBA shall only attempt redelivery of undelivered SMS messages for up to 96 hours before they are deleted from the system. This policy ensures that there is ample time for message delivery in case the recipient's phone remains off or out of coverage.

Usage Rates

Plan	Rates
International Calls	From 1¢ per 60 sec. For details, visit simba.sg/IDD
Excess Local Calls	1¢ per 30 sec to both 6XXX-XXXX and 3XXX-XXXX
Diversions to Local Mobile Number	Free
Diversions to Local Fixed Number	1¢ per 30 sec beyond plan inclusion for Local Minutes.
International SMS	10¢ per SMS (Outgoing SMS services are supported in countries with VoLTE roaming availability)
Excess Local Data	\$1 per GB
Excess Roaming Data	From \$4 per GB. Charging is per 10MB block. For details, visit simba.sg/roaming

Video Calls to Local Numbers, MMS to MMS to Local/International Numbers, and Premium Services are not supported.

Other Information

Service Information

You may send SMS to 1218 to check mobile 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 mobile 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.
- An activation fee of \$30 is chargeable for termination or port-out within 30 days of plan activation. Additional fees may apply for SIMBA Lucky Numbers.

General Terms and Conditions for this Service are available at simba.sg/terms. SIMBA Telecom reserves the right to amend these *SIMBA SuperRoam20 (Prepaid)* terms at any time by posting the amended terms on its website.