

# CRITICAL INFORMATION SUMMARY

## Data-Only SIM \$5

# SIMBA

### Service Description

- SIMBA Data-Only SIM \$5 ["Service"] is a SIM-only, no-contract mobile data only 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 \$5.00 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 Visa, Mastercard, AMEX (Debit/Credit Card), PayNow, GrabPay, GooglePay via [SIMBA Online Recharge, My Account](#), and [My SIMBA App](#).
- The credits in your SIMBA Wallet can be used for plan renewal or charges for excess data usage. **Credits in SIMBA Wallet are not refundable, transferable or exchangeable for cash.**

### 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

| Plan                                       | SIMBA Data-Only SIM \$5   |
|--|---|
| <b>30-Day Charges for Bundled Services</b> | \$5.00 (charged upon registration, plan cycle starts when SIM is activated) comprising: <ul style="list-style-type: none"><li>\$1.00 Local Data: 20GB</li><li>\$4.00 Roaming Data to Group A <a href="#">countries</a>: 1GB</li></ul> |
| <b>Activation Fee</b>                      | \$0   |
| <b>SIM Replacement</b>                     | \$5.00  |

### Plan Renewal, Basic Plan, Termination

- Unsuccessful payment for plan renewal will result in a reversion to a Basic Plan which includes only Basic Data Services (192Kbps). This means that you will not be able to enjoy full-speed data. This Basic 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 Basic Plan cycle. **All wallet balances will be forfeited.**

### Data Roaming

- SIMBA Roaming supports data roaming to 136 countries worldwide (subject to change). SIMBA may update the list of countries, and exclusions from time to time. Please refer to [www.simba.sg/roaming](http://www.simba.sg/roaming) for the latest list.
- The Service comes with 5GB roaming data to Group A countries (subject to changes). Thereafter, excess data will be charged at \$4/GB (chargeable in blocks of 10MB).
- For non-Group A countries, 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.

### Fair Use Policy

- This Service is for personal use only and may not be used for commercial purposes, such as wholesaling, reselling, SIM boxing, illegal/unlawful purposes or in a manner that may adversely affect the mobile network.
- If you are in breach of the Fair Use Policy, SIMBA shall immediately suspend the Service without further notice to you.

### Usages

- All Service plan entitlements must be utilised within each term of 30 days. No refund of unused quotas and/or services or rollover of any unused quotas.
- 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. For full rates and a complete understanding of inclusions & exclusions, visit [www.simba.sg](http://www.simba.sg).

### Usage Rates

| Plan                       | Rates  |
|----------------------------|--|
| <b>Excess Local Data</b>   | \$1 per GB   |
| <b>Excess Roaming Data</b> | From \$4 per GB. Charging is per 10MB block. For details, visit <a href="http://www.simba.sg/roaming">www.simba.sg/roaming</a> |

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 Mobile 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 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.

General Terms and Conditions for this Service are available at [www.simba.sg/terms](http://www.simba.sg/terms). SIMBA Telecom reserves the right to amend these *SIMBA Data-Only SIM \$5* terms at any time by posting the amended terms on its website.