

# CRITICAL INFORMATION SUMMARY

## SIMBA Prepaid 100GB

# SIMBA

### Service Description

- SIMBA Prepaid 100GB [“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 \$10.00 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:
  - 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 usages or any excluded calls (such as IDD). **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:
  - SIMBA Wallet (only if the balance to cover the full amount of the subscription is available. No partial deduction)
  - 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 balance 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, and tourists, aged 16 years old and above. Each ID document is allowed to register up to 3 Prepaid SIM Cards across all service providers as mandated by authorities.

### Information about Pricing

Plan	SIMBA Prepaid 100GB
<b>30-Day Charges for Bundled Services</b>	\$10.00 (charged upon registration, plan cycle starts when SIM is activated) comprising: <ul style="list-style-type: none"><li>\$6.00 for 100GB Local Data (GST included)</li><li>\$4.00 for 1GB Roaming Data to Group A <a href="#">Destinations</a>. (refer to <a href="http://www.simba.sg/roaming">www.simba.sg/roaming</a>)</li></ul>
<b>Included Local Minutes</b>	Free 300 Local Fixed Line Minutes   Unlimited Calls to Local Mobile Numbers
<b>Included Local SMS</b>	Free 30 SMS to other Local Mobile Numbers   Free SMS to SIMBA Numbers
<b>Others</b>	Free Incoming Calls   Free Caller ID   Free calls to local 1-800 numbers
<b>Activation Fee</b>	\$0 (An activation fee of \$30.00 is chargeable for porting-out within 30 days of plan activation. Early porting out charges for SIMBA Lucky Numbers may apply.)
<b>Early Termination Charge</b>	Not applicable
<b>Mobile Number Portability</b>	Available at no additional cost
<b>SIM Replacement</b>	\$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.

### Plan Renewal, Suspension, Termination

- You can renew the plan if you have exhausted any of the service entitlements or upon expiry of the 30 days period. Unsuccessful plan renewal payment will result in plan suspension.
- Plan will resume when successful payment is received, subject to time required for processing payment and reactivation of service.
- There will be a 30-day 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 you renew your plan.
- Your plan will be terminated for non-payment after the 30 days grace period. **All payments made are non-refundable or exchangeable for cash.**

### 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 on Prepaid supports data roaming to Group A [Destinations](#) only.
- The Service comes with 1GB roaming data to Group A [Destinations](#) (subject to changes). Thereafter, excess data will be charged at \$4/GB (chargeable in blocks of 10MB).
- It is necessary for you to configure the [APN Setting](#) on your mobile device for Data Roaming to be usable by you.

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### 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 [www.simba.sg/volte](http://www.simba.sg/volte).
- For non-VoLTE smartphones, you can download and use the [SIMBA Voice App](#) for mobile voice calls. Otherwise, you will not be able to make and receive calls including calls to emergency services.

### 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.
- 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, 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 80%, 90% and 100% usage of your plan allowances.
- For excess usages, 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 [www.simba.sg](http://www.simba.sg).

### Usage Rates

Plan	Rates
International Calls	From 1¢ per 30 sec. For details, visit <a href="http://www.simba.sg/IDD">www.simba.sg/IDD</a>
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 not supported when roaming)
Excess Local SMS	5¢ per SMS
Excess Local Data	Not supported
Excess Roaming Data	\$4 per GB to Group A Destinations and in-flight roaming only. Charging is per 10MB block. For details, visit <a href="http://www.simba.sg/roaming">www.simba.sg/roaming</a>

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

## Other Information

### Service Information

You may send SMS to 1218 to check mobile usage, balance, status of SIM for roaming and more. This SMS service is free for all SIMBA subscribers.

### 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 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 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.

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 Prepaid 100GB* terms at any time by posting the amended terms within its website.