

# CRITICAL INFORMATION SUMMARY

## SIMBA Prepaid 100GB (50GB+50GB)

# SIMBA

### Service Description

- SIMBA Prepaid 100GB (“Service”) is a prepaid mobile plan with the specified included data and included usage. The underlying network is the SIMBA mobile digital network (4G).
- The Service is at \$10 for 30 days. Recurring charges are payable every 30 days in advance.
- 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 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 full amount of the subscription is available. No partial deduction)
  - Debit/Credit Card or GIRO (as registered in your SIMBA account)
- Customers are permitted to terminate the Service at any time, but you will forfeit any prepayments already made. **Credit balance in SIMBA Wallet are not refundable or exchangeable for cash. All payments made are non-refundable or exchangeable for cash.**

### Eligibility

- SIMBA Prepaid 100GB is available to all Singapore Citizens, Permanent Residents, Employment and Long-Term Pass holders, and tourists, aged 16 years old and above. Each ID documents 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 Charge</b>	\$10 (charged upon registration, plan cycle starts when SIM is activated)
<b>Included Data</b>	<ul style="list-style-type: none"><li>100GB Local Data (50GB + Extra 50GB till further notice)</li><li>1GB Roaming Data to Group A <a href="#">Destinations</a>. (<a href="http://www.simba.sg/roaming">www.simba.sg/roaming</a>)</li></ul>
<b>Included Local Minutes</b>	300 Minutes to Local Fixed Lines   Unlimited Calls to Local Mobile Numbers
<b>Included Local SMS</b>	30 Local SMS to other telco numbers   Unlimited SMS to SIMBA Numbers
<b>Included International Minutes (IDD)</b>	NIL
<b>Others</b>	Free Incoming Calls   Free Caller ID
<b>Activation Fee</b>	\$0 (An activation fee of \$30 is chargeable for porting-out within 30 days of plan activation.
<b>Early Termination Charge</b>	Not applicable
<b>Mobile Number Portability</b>	Available at no additional cost
<b>SIM Replacement</b>	\$5

Caller ID, all incoming voice call and SMS (local and international) are free. All rates above are inclusive of 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 supports data roaming to 124 destinations worldwide (subject to change). SIMBA may update the list of destinations, exclusions from time to time. Please refer to [www.simba.sg/roaming](http://www.simba.sg/roaming) for the latest list.
- SIMBA Prepaid 100GB comes with Free 1GB roaming data to Group A [Destinations](#) (subject to changes). Thereafter, excess data will be charged at \$4/GB (chargeable in blocks of 10MB).
- For destinations beyond Group A, you can access roaming data via Pay-Per-Use rates, charges start from \$6 per GB and is calculated per 10MB used.

# CRITICAL INFORMATION SUMMARY

## SIMBA Prepaid 100GB (50GB+50GB)

# SIMBA

### Voice and Public Emergency Calling

- It is not a requirement of SIMBA Mobile Services that customers acquire handsets or other equipment from SIMBA.
- However, you must have a compatible mobile handset to be able to use this service.
- A 4G/LTE supported device is required for making and receiving calls. The SIMBA network supports specific VoLTE devices for mobile voice calling. Full details: [www.simba.sg/volte](http://www.simba.sg/volte).
- For non-VoLTE smartphones, you can download and use the [SIMBA Voice App](#) for 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.
- If you are in breach of this Clause, SIMBA may immediately suspend any Service and may provide 24 hours' notice of termination of the mobile service.

### Usages

- All Plan entitlements must be utilised within each term of 30 days. No rollover of any unused portion.
- You will receive SMS notifications upon 80%, 90% and 100% usage of your plan allowance.
- For excess usages, credits will be deducted from your SIMBA Wallet at the prevailing rates. You may recharge your SIMBA Wallet in advance via [SIMBA Online Recharge](#), SIMBA Service Centres or SIMBA Dealers.
- Some usage types such as MMS, video calls and 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
Diversions to Local Mobile Number	Supported
Diversions to Local Fixed Number	Supported
International SMS	10¢ per SMS (Outgoing SMS not supported when roaming)
Excess Local SMS	5¢ per SMS
Excess Local Data	\$1 per GB
Excess Roaming Data	From \$4 per GB. Charging is per 10MB. 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 Plans, 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 cycle.
- An activation fee of \$30 is chargeable for termination or port-out within 30 days of plan activation. Additional fee may apply for SIMBA Lucky Numbers.

General Terms and Conditions for this Service, and 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.