

CRITICAL INFORMATION SUMMARY

SIMBA Seniors Go Digital Plan



Service Description

- SIMBA Seniors Go Digital Plan (“Service”) is a SIM-only, no-contract mobile plan with the specified included data and included usage. The underlying network is the SIMBA mobile digital network (4G).
- The Service is at \$5 every 30 days. Recurring charges are payable every 30 days in advance. The credits in your SIMBA Wallet can be used for plan renewal, charges for excess usages and more. **Credits in SIMBA Wallet are not refundable or exchangeable for cash.**
- You can make additional prepayment if you wish to make any excluded calls or usage that will incur excess charges. Payment options are as follow:
 - Visa, Mastercard, AMEX (Debit/Credit Card), PayNow, GrabPay, GooglePay via [SIMBA Online Recharge](#)
 - Visa, Mastercard, AMEX (Debit/Credit Card) via [My Account](#), and [My SIMBA App](#).
 - Cash at SIMBA Service Centres and SIMBA Dealers.

Minimum Term

- The Service is supplied on a rolling 30-day basis, automatically renewed subject to successful payment received. Customers are permitted to terminate the Service at any time, but you will forfeit any prepayments already made. **Credits in SIMBA Main Wallet are not refundable or exchangeable for cash. All payments made are non-refundable or exchangeable for cash.**

Eligibility

- SIMBA Seniors Go Digital Plan is available to all Singapore Citizens, Permanent Residents aged 60 years and above.
- Each eligible customer can sign-up to maximum of 4 SIMBA Seniors Plans. For customer who has ONE Mobile Access for Seniors Plan with SIMBA, the maximum Seniors Go Digital Mobile Plan that customer can sign up is 3. If you already have 10 or more active mobile plans with us, a surcharge of \$50 per mobile plan shall be applicable for new sign-ups.

Plan	SIMBA Seniors Go Digital Plan
30-Day Charge	\$5* (charged upon registration, plan cycle starts from SIM activation)
Included Data	<ul style="list-style-type: none">• 20GB Local Data at full 4G speeds. Thereafter, unlimited data at 512kbps.• 1GB Roaming Data to Group A Destinations. (www.simba.sg/roaming)
Included Local Minutes	<ul style="list-style-type: none">• Unlimited Calls to Local Mobile Numbers• 300 Minutes to Local Fixed Lines
Included Local SMS	<ul style="list-style-type: none">• Unlimited SMS to SIMBA Numbers• 30 Local SMS to other telco numbers
Activation Fee	\$0 (An activation fee of \$30 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

Caller ID, all incoming voice call and SMS (local and international) are free. All rates above are inclusive of GST.

* Promotional rate till 30 November 2024. Usual price is at \$10.

Plan Renewal, Suspension, Termination

- Unsuccessful payment for plan renewal will result in suspension of your plan. You will have access to Basic Data Services (192Kbps) and receive incoming calls and SMS during Suspension.
- Plan will resume when successful payment is received, subject to time required for processing payment and reactivation of the Service.
- Your plan will be Terminated for non-payment during the 21 days of plan Suspension. **All payments made are non-refundable or exchangeable for cash.**

Service Port-out

- An activation fee of \$30 is chargeable for port-out within 7 days of plan activation.
- This Service will be Terminated upon successful port-out to other telco. Credits in SIMBA Wallet are not refundable or exchangeable for cash. All payments made are non-refundable or exchangeable for cash.

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.
- 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.

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SIMBA

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.

Data Roaming

- SIMBA Roaming supports data roaming to 124 destinations worldwide (subject to change).
- SIMBA Seniors Go Digital Plan 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.
- **SIMBA may update the list of destinations and rates under SIMBA Roaming from time to time.** Please refer to www.simba.sg/roaming for the latest list.

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 100% usage of your plan allowance.
- For excess usages, credits will be deducted from your SIMBA Wallet at the prevailing rates. Recharge your SIMBA Wallet via [My Account](#), [SIMBA Online Recharge](#), [My SIMBA App](#), 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.

Usage Rates

Plan	Rates
International Calls	From 1¢ per 30 Sec. For details, visit www.simba.sg/IDD
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	No excess data charges. 20GB Data at full 4G speeds. Thereafter, unlimited data at 512kbps.
Excess Roaming Data	From \$4 per GB. Charging is per 10MB. For details, visit www.simba.sg/roaming .

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

Other Information

Service Information

You can view your invoice and monitor your SIMBA Mobile usage by logging into [My Account](#) and/or [My SIMBA App](#).

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 email us at support@simba.sg.

Termination Requests

For termination of SIMBA Mobile Plans, please complete the form [here](#) and email to service@simba.sg.

- We will acknowledge your request within 2 business days and process it within 7 business days if there is no payment due.
- In exceptional cases requiring more than 7 business days, you will be informed about the extended period and reasons for it.
- No Charges will be administered for the next 30-day cycle if the termination request is submitted at least 7 business days before the renewal of the next 30-day cycle.
- **All payments made and credits in SIMBA Main Wallet are non-refundable or exchangeable for cash.**

General Terms and Conditions for this Service, and are available at www.simba.sg/terms. SIMBA Telecom reserves the right to amend these SIMBA Seniors Go Digital Plan terms at any time by posting the amended terms within its website.