

# CRITICAL INFORMATION SUMMARY

## SIMBA SuperRoam Max

# SIMBA

### Service Description

- SIMBA SuperRoam Max ["Service"] is a SIM-only, no-contract mobile plan with local and roaming/IDD 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 \$25.00 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 the following payment options:
  - 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 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 payment 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 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.
- IMDA has regulated that each customer is allowed up to a maximum of ten (10) active postpaid SIM plans at any time per mobile network operator.

### Information about Pricing

Plan	SIMBA SuperRoam Max
<b>30-Day Charges for Bundled Services</b>	\$25.00 (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>• \$16.00 for 10GB Roaming Data to Group A <a href="#">destinations and in-flight roaming (www.simba.sg/roaming)</a></li><li>• \$3.00 for 300 IDD Minutes to <a href="#">selected Destinations (www.simba.sg/IDD-Destinations)</a></li></ul>
<b>Included Local Minutes</b>	Free 500 Minutes to Local Fixed Lines   Unlimited Calls to Local Mobile Numbers
<b>Included Local SMS</b>	100 Local SMS to other telco 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, Basic Plan, Termination

- Unsuccessful payment for plan renewal will result in a reversion to a Basic Plan which includes only Basic Data Services (192Kbps), incoming calls and SMS. This means that you will not be able to enjoy full speed data, make any outgoing calls nor send SMS. This Basic Plan will continue for 21 days unless the Main Plan is renewed successful.
- Your plan will be Terminated for non-payment after this 21 days. **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 127 destinations worldwide (subject to change). SIMBA may update the list of destinations, exclusions from time to time. Please refer to [www.simba.sg/roaming](#) for the latest list.
- SIMBA SuperRoam Max comes with 10GB roaming data to Group A [Destinations and in-flight roaming](#) (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 \$8.00 per GB and is 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.

# CRITICAL INFORMATION SUMMARY

## SIMBA SuperRoam Max

# 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/5G 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.
- 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.

### IDD Minutes

- The 300 IDD minutes inclusion is supported on SIMBA Mobile Services for selected destinations within Asia, Europe and North America. SIMBA may update the list of selected destinations, exclusions and rates from time to time. Please refer to [www.simba.sg/IDD-Destinations](http://www.simba.sg/IDD-Destinations) for the latest list.
- Excess IDD minutes charges will be administered at the prevailing IDD rates for the selected countries. For details, please refer to [www.simba.sg/IDD](http://www.simba.sg/IDD)

### 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
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.

Invoices on excess usages available for download via SIMBA My Account.

## Other Information

### Service Information

You can view your invoices (up to last 3 months billed) and monitor your SIMBA Mobile usage by logging into [My Account](#) and/or [My SIMBA App](#). 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 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 are available at [www.simba.sg/terms](http://www.simba.sg/terms). SIMBA Telecom reserves the right to amend these *SIMBA SuperRoam Max* terms at any time by posting the amended terms at an appropriate location within its website.