

# CRITICAL INFORMATION SUMMARY

## SIMBA Mobile Access for Seniors

# SIMBA

### Service Description

- The Mobile Access for Seniors Plan is a scheme by IMDA that supports the Seniors Go Digital programme. It provides subsidised smartphone and mobile plan to lower-income seniors who want to go digital but cannot afford them.
- SIMBA Mobile Access for Seniors 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\* 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.
- 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 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 full amount of the subscription is available. No partial deduction)
  - 2) 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 Mobile Access for Seniors Plan is available to all Singapore Citizens aged 60 years and above, who meet the criteria listed by IMDA. For full eligibility details, please visit [IMDA website](#).
- Limited to 1 Mobile Access for Seniors Plan sign-up per eligible customer. 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.

### Information about Pricing

Plan	SIMBA Mobile Access for Seniors Plan
<b>30-Day Charge</b>	\$5* (charged upon registration, plan cycle starts when SIM is activated)
<b>Included Data</b>	<ul style="list-style-type: none"><li>• 20GB Local Data at full 4G speeds. Thereafter, unlimited data at 512kbps.</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 Local Fixed Line Minutes   Unlimited Calls to Local Mobile Numbers
<b>Included Local SMS</b>	30 SMS to other Local Mobile 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.

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

### Mobile Security Value-Added Service

- Mobile Access for Seniors plan customers get to enjoy Free Mobile Security VAS subsidised by IMDA with sign-up of SIMBA Mobile Access for Seniors plan. Otherwise, \$3 will be charged for the VAS.

### 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.

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### 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 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.

### 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 is 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 [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](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	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 <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 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 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 Mobile Access for Seniors Plan* terms at any time by posting the amended terms within its website.