

CRITICAL INFORMATION SUMMARY

SIMBA SuperRoam Plan



Service Description

- The SIMBA SuperRoam Plan 80GB (“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 \$25 every 30 days. Recurring charges are payable every 30 days in advance.
 - You can make additional prepayment/recharge to your SIMBA Main Wallet, if you wish to make any excluded calls or usage that will incur excess charges. Payment options are as follows:
 - 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.
- The credits in your SIMBA Main Wallet can be used for plan renewal, charges for excess usages and more. Credits in SIMBA Main Wallet are not refundable or exchangeable for cash.

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 SuperRoam Plan is available to all Singapore Citizens, Permanent Residents, Employment and Long-Term Pass holders, and tourists, aged 16 years old and above.
- 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 SuperRoam Plan 80GB
30-Day Charge	\$25 (charged upon registration, plan cycle starts from SIM activation)
Included Data	<ul style="list-style-type: none">100GB Local Data10GB Roaming Data to selected destinations (www.tpgmobile.sg/roaming)
Included Local Minutes	<ul style="list-style-type: none">Unlimited Calls to Local Mobile Numbers500 Minutes to Local Fixed Lines
Included Local SMS	<ul style="list-style-type: none">Unlimited SMS to SIMBA Numbers100 Local SMS other telco’s numbers
Included International Minutes (IDD)	<ul style="list-style-type: none">300 IDD Minutes to selected destinations (www.tpgmobile.sg/IDD-Destinations)
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.

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 can receive incoming calls and SMS during suspension.
- Resumption of plan will happen 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 after the 21 days of suspension, no further notice will be given. **All payments made and credits in SIMBA Main Wallet are non-refundable or exchangeable for cash.**

Service Port-out

- An activation fee of \$30 is chargeable for porting-out within 30 days of plan activation.
- This Service will be terminated upon successful port-out to any other telco. All payments made and credits in SIMBA Main Wallet are not 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. For full details, please refer to our website at www.tpgmobile.sg/volte.
- For non-VoLTE smartphones, you can download and use the [SIMBA Voice App](#) for making and receiving 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 reserve the right to immediately suspend the Service and may provide a 24 hours’ notice of termination of the Service.

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SIMBA

Data Roaming

- SIMBA Super Roam supports data roaming to 124 destinations worldwide (subject to change).
- SIMBA SuperRoam Plan comes with Free 10GB roaming data to selected destinations in Group A listed in <https://www.tpgmobile.sg/roaming> (subject to changes). Thereafter, excess data will be charged per 10MB of usage, at the rate of \$4 per GB.
- For destinations beyond Groups 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 Super Roam from time to time.** Please refer to www.tpgmobile.sg/roaming for the latest list.

Free IDD Minutes

- Free 300 IDD minutes is supported on SIMBA Mobile Services for selected destinations within Asia, Europe and North America.
- Please refer to www.tpgmobile.sg/IDD-Destinations for full list. SIMBA may update the list of selected destinations and exclusions from time to time.
- Excess IDD minutes charges will be administered at the prevailing IDD rates for the selected countries. For details, please refer to www.tpgmobile.sg/IDD

Coverage

- Customers can enjoy full unthrottled 4G speeds when they use a 4G-ready smartphone/device supporting LTE Band 40 - 2300MHz and/or Band 8 - 900MHz. SIMBA supports Carrier Aggregation which results in improved network speeds.
- When customers are not within a SIMBA coverage area or their handset or device is not 4G-ready (with LTE 2300MHz/900MHz support), the SIMBA Mobile Service cannot be used.
- When inside the coverage areas, actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/ upload destination.
- For the latest coverage updates, [click here](#).

Usages

- All Plan entitlements must be utilised within each term of 30 days. There is no rollover for 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 Main Wallet at the prevailing rates. Recharge your TPG Main Wallet via [My Account](#), [SIMBA Online Recharge](#) and [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.tpgmobile.sg.

Usage Rates

Plan	Rates
Excess International Calls	From 1¢ per 30 Sec. For details, visit www.tpgmobile.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	\$1 per GB
Excess Roaming Data	From \$4 per GB. Charging is per 10MB. For details, visit www.tpgmobile.sg/roaming

Video Calls to 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](#).

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.
- Credits in SIMBA Main Wallet are non-refundable or exchangeable for cash. All payments made are non-refundable or exchangeable for cash.

SIMBA's Standard Terms and Conditions apply for this Service, and are available at <https://www.tpgmobile.sg/terms>. SIMBA reserves the right to amend the terms in this Critical Information Summary at any time by posting the amended terms at an appropriate location within our website.