

# CRITICAL INFORMATION SUMMARY

## TPG 80GB SIM ONLY PLAN



### Information about the Service

#### 1. Service Description

The TPG 80GB SIM Only Plan is a no-contract plan which includes a recurring payment every 30 days on a valid payment method that is stored in **My Account** via TPG website, TPG SG App or at TPG Authorised Dealers. The underlying network is the TPG mobile digital network (4G).

The Service includes:

- 80GB Data
- 500 minutes of Local Outgoing Call
- 50 Local Outgoing SMS
- 300 IDD minutes to selected countries
- 2GB Data Roaming in selected countries
- Free Incoming Calls
- Free Caller ID
- Mobile Number Portability is available

A 4G/LTE supported device is required for making and receiving calls. See Clause 12 (Voice and Public Emergency Calling) for more details.

#### 2. Eligibility

- TPG 80GB SIM Only Plan is available to all Singapore Citizens, Permanent Residents, Employment and Long Term Pass holders and tourists aged 16 years and above.

#### 3. Payment

- Recurring charges will be billed every 30 days. You can view your invoice in **My Account** via TPG website or TPG SG App. Payment options are Visa, Mastercard or cash at TPG Authorised Dealers
- If there is no valid payment method stored in My Account, the TPG 80GB SIM Only Plan will be suspended.
- All payments made are non-refundable.

#### 4. Minimum Term

- TPG 80GB SIM Only plan is valid for 30 days which will be automatically renewed after 30 days subject to a successful recurring payment.
- Customers are permitted to terminate the Service at any time.

#### 5. Excluded Usage

- Some usage types such as MMS, video calls and Premium Services are not supported.
- For excess data, calls and SMS, you can access and top up your TPG Account Balance by logging into **My Account** via TPG website, TPG SG App or at TPG Authorised Dealers.

See Usages Rates below for a pricing summary of excluded key usage types. For full rates and a complete understanding of Inclusions & Exclusions, visit [www.tpgmobile.sg](http://www.tpgmobile.sg).

#### 6. Usage Information

- All data, call minutes and SMSes must be utilised within each term of 30 days. There will be no rollover of any unused portion.
- An auto-generated SMS notification will be sent to you upon 100% usage of your 80GB allowance.

You can monitor your TPG Mobile usage by logging into **My Account** via TPG website or TPG SG App.

#### 7. International Roaming

- Free 2 GB roaming data is supported on TPG Mobile Services in selected countries. Excess roaming will be charged at \$3 per GB for these countries.
- For details, visit [www.tpgmobile.sg/roaming](http://www.tpgmobile.sg/roaming)

#### 8. IDD Minutes

- Free 300 minutes IDD is supported on TPG Mobile Services in selected countries within Asia, Europe and North America. Please refer to [www.tpgmobile.sg/80GB-IDD](http://www.tpgmobile.sg/80GB-IDD) for full list.
- TPG reserves the right to update the list of selected countries from time to time.
- Excess IDD minutes charges will be charged at the prevailing IDD rates for the selected countries. For details, please refer to [www.tpgmobile.sg/IDD](http://www.tpgmobile.sg/IDD)

#### 9. Mandatory Goods

- It is not a requirement of TPG Mobile Services that customers acquire handsets or other equipment from TPG.
- However, you must have a compatible mobile handset to be able to use this service.

#### 10. Fair use Policy

- All TPG mobile plans are for personal use only and may not be used for commercial purposes or in a manner that may adversely affect the mobile network.
- In particular, the Service may not be used for wholesaling, reselling, SIM boxing or any other commercial purposes.
- If you are in breach of this Clause 10, TPG may immediately suspend any Service and may provide 24 hours' notice of termination of the mobile service.

#### 11. 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. TPG supports Carrier Aggregation which results in improved network speeds.
- When customers are not within a TPG coverage area or their handset or device is not 4G-ready (with LTE 2300MHz/900MHz support), the TPG 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.
- Currently, TPG has limited coverage in tunnels but improvements are being made. For the latest coverage updates, [click here](#).

#### 12. Voice and Public Emergency Calling

Making and receiving mobile voice calls require a VoLTE supported device.

- The TPG network supports specific VoLTE devices for mobile voice calling. An updated list can be found at [www.tpgmobile.sg/devices](http://www.tpgmobile.sg/devices).
- For other 4G smartphones, you can download and use the **TPG 4G 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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### Information about Pricing

Plan	TPG 80GB SIM Only Plan
Plan Charge	\$18 for 30 days (charged upon registration, billing cycle starts from SIM activation)
Included Data	80GB
Included Data Roaming to Selected Countries	2GB
Activation Fee	\$0
Early Termination Charge	Not applicable
SIM Replacement	\$5

### Usage Rates

Usage Types	Rate	Plan Inclusion
Local Calls	500 Minutes	
International Calls to Selected Countries	300 Minutes	
Diversions to Local Mobile Number	Supported	
Diversions to Local Landline Number	Supported	
Video Calls Local Numbers	Not supported	-
Local SMS	50 Messages	
International SMS	\$0.10 per SMS (Outgoing not supported when roaming)	-
Excess Local Data	\$1 per GB	-
Excess Local Calls	\$0.01 per 30 Sec	-
Excess Local SMS	\$0.05 per SMS	-
MMS to Local Numbers	Not supported	-
MMS to International Numbers	Not supported	-
Premium Services	Not supported	-

Caller ID and all incoming voice calls and SMS are free. All incoming International Calls and SMS are also free. All rates above are inclusive of GST.

### Other Information

#### Customer Support

If you have a concern or are dissatisfied with our network quality or services, you may speak with any of our customer service staff deployed at any TPG outlet or you may write to us as follows:

- [support@tpgmobile.sg](mailto:support@tpgmobile.sg) (For general enquiries and other service-related questions)
- [feedback@tpgmobile.sg](mailto:feedback@tpgmobile.sg) (For positive & negative feedback)
- [service@tpgmobile.sg](mailto:service@tpgmobile.sg) (For TPG account termination/cancellation/service plan change)

#### Termination Requests

- For termination of the TPG Mobile Plans, please complete and send the **Termination Request Form** [here](#) via email to [service@tpgmobile.sg](mailto:service@tpgmobile.sg).
- We will acknowledge your request within 2 business days and process it within 7 business days if there is no due payment.
- In exceptional cases requiring more than 7 business days, we will let you know the extended period and reasons for it.
- We will not charge you 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 will not be refunded.

General terms and conditions for this Service are available at [www.tpgmobile.sg/terms](http://www.tpgmobile.sg/terms). TPG reserves the right to amend these TPG 80GB SIM Only Plan terms at any time by posting the amended terms at an appropriate location within its website.