Critical Information Summary

Zero Xs | *Unlimited Data Plan*

UNLIMITED DATA

- ✓ Unlimited mobile data

USAGE CHARGES

- ✓ 100 local mins free | 8c per min thereafter
- ✓ 100 local SMS free | 8c per SMS thereafter
- ✓ International call rates apply

ONE TIME FEES

- ✓ ~~Sign up fee | $18 (Upfront)~~
- ✓ ~~SIM card fee | $20 (This is charged on your first invoice)~~
- ✓ SIM Delivery Fee | $8 (Upfront)

SUBSCRIPTION

- ✓ $49.95 per month
- ✓ $10 pay-on-time discount for 12 months when account is paid on time.
- ✓ Month to month with no lock-in contract

PLAN DESCRIPTION

Your Zero Xs Unlimited Data Plan includes:

- ✓ Unlimited 4G data within Singapore
- ✓ 100 local mins included
- ✓ 100 local SMS included

All for use within Singapore. Personal reasonable non-commercial use only. ***Fair usage policy applies***. See website for more details.

MINIMUM TERM

Month-to-month. Your service does not have a minimum term. You can cancel your service at any time. However if you do cancel your service any time after being approved, you will be liable for the full minimum cost below.

MINIMUM COST

Minimum cost of $49.95 applies as soon as your service is approved by us..

MONTHLY CALLS

The Unlimited Data Plan comes with **100 local minutes** per month.

SMS

The Unlimited Data Plan comes with **50 local SMS** each month.

Personal non-commercial usage only. Fair usage policy applies. All for use in Singapore only.

PORTING CREDIT

A $10 porting credit for 12 months applies automatically when you successfully port your number to Zero.

Only active post-paid numbers that are registered under your name may be ported and the port must be approved by your current provider.

No promo codes required. ***Credit will be applied automatically from your first full month's invoice.***

BYO HANDSET

You need a compatible smartphone to use our service. Our service will work with any Android or Apple iOS smartphone. You are advised to check and ensure that you have a compatible smartphone before you apply for our service.

INTERNATIONAL CALLS

You are able to make international calls using the 1516 prefix using our network. Prevailing international rates apply. Please see website for details.

SIGNUP FEE

Signup fee of $18 (non-refundable) is payable when applying to join the service.

SIM CARD FEE

~~A $20 SIM card fees applies on your first invoice.~~

zero technologies

ACCESS THE BEST

Access the best network and the best speeds that Singapore has to offer with Zero Mobile.

CUSTOMER SUPPORT

Help is never too far. Simply raise a ticket by visiting *https://support.zeromobile.com.sg* Or call us on +65 3165 4500 from 9am to 5pm, Monday to Friday.

FAIR USE ALLOWANCE

Fair Use allowance has been increased from 30GB to 45GB each month.

For exsiting customers, the new allowance is effective 1 May 19.

For new customers, the new allowance is effective from the date of sign up.

PLAN CHANGE

You are allowed to change your plan once in any billing cycles. The plan change will only be effective from your next billing cycle.

DATA ALLOWANCE

Your data allowance gives you access to 4G internet in Singapore. Your unused data allowance will expire at the end of each billing cycle.

Data Restrictions: For all data usage, customer may temporarily experience controlled speeds during times of network congestion or where excessive usage is detected.

Zero X with unlimited data is neither designed nor intended to replace your broadband internet service.

It is designed for reasonable personal and non-commercial use within Singapore only. Usage in excess of ~~30GB~~ 45GB per month or part thereof may be controlled. See website for Terms & Conditions and Fair Usage Policy.

EXCESS DATA PACKS

No excess data packs are required with this plan.

BILLING

Your first bill will include your SIM card fee, pro-rata charges and the subscription of your first full month. Any other usage will be invoiced in the subsequent billing cycle. We only provide electronic bills which you may access at any time via myAccount.

Please note that your subscription billing starts from the date we first attempt the delivery of your SIM card. If you reschedule or postpone your delivery, or if your delivery is missed, please note that full subscription charges are payable from that date even when you have not received your SIM card as your service has been activated by us.

INTERNATIONAL ROAMING

Zero Mobile currently does not offer international roaming.

BUNDLING

In order to use this service, you are not required to bundle with any other products or services we offer.

NETWORK COVERAGE

You can access 4G speed when using a 4G compatible handset. When making a phone call; when you are outside the 4G coverage area; when using a 4G non-compatible handset – your service will automatically connect to the 3G network. When you are within the 4G network area, actual speed may vary based on factors such as your location, your distance from the nearest tower, the number of simultaneous users in the area, your hardware and software settings and the network environment at the destination network. This list is non-exhaustive.

CUSTOMER SUPPORT

Support is available from Mon-Fri 9am to 5pm, excluding public holidays via *https://support.zeromobile.com.sg* or by calling +65 3165 4500.