

# CRITICAL INFORMATION SUMMARY

## TPG 20GB MOBILE ACCESS FOR SENIORS



### Information about the Service

#### 1. 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.
- TPG Mobile Access for Seniors Plan is a no-contract plan which includes a recurring payment every 30 days via Visa, Mastercard on **My Account** and **TPG SG App** or via cash at TPG Service Centres and TPG Authorised Dealers.
- The Service includes:
  - 20GB Data (20GB at full 4G speeds. Thereafter, unlimited data at 512kbps)
  - 300 Local Fixed Line Minutes
  - 30 Local Outgoing SMS
  - 1GB Data Roaming in selected countries
  - Unlimited Mobile to Mobile Calls
  - Free Incoming Calls
  - Free Caller ID
  - Mobile Number Portability is available
- The underlying network is the TPG mobile digital network (4G).

#### 2. Eligibility

- Mobile Access for Seniors Plan is available only to Singapore Citizens aged 60 years old 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 TPG, the maximum Seniors Go Digital Mobile Plan that customer can sign up is 3.

#### 3. Payment and Plan Renewal

- The Plan is valid for 30 days, automatically renewed every 30 days, subject to successful payment received.
- Payment for plan renewal can be done via Visa, Mastercard on **My Account** and **TPG SG App** or via cash at TPG Service Centres and TPG Authorised Dealers.
- Unsuccessful plan renewal payment will result in plan suspension. You will have access to Basic Data Services (192Kbps) and receive incoming calls and SMS during plan suspension. Plan will resume when successful payment is received.
- Your plan will be terminated if no payment is received during the 21 days of plan suspension period.
- You can view your invoice from **My Account** and **TPG SG App**. All payments made are non-refundable.

#### 4. 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 TPG Mobile Access for Seniors plan. Otherwise, \$3 will be charged for the VAS.

#### 5. International Roaming

- Free 1GB 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)

#### 6. Usage

- All Plan entitlements must be utilised within each term of 30 days. No rollover of any unused portion.
- You will receive SMS notifications upon 100% usage of your plan allowance. You can monitor your mobile usages via **My Account** or **TPG SG App**.
- Some usage types such as MMS, video calls and Premium Services are not supported.
- For excess usages, credits will be deducted from your Account Balance at the prevailing rates. Top up your Account Balance via **My Account**, **TPG SG App**, TPG Service Centres or TPG Authorised Dealers.
- For full rates and a complete understanding of Inclusions & Exclusions, visit [www.tpgmobile.sg](http://www.tpgmobile.sg).

#### 7. 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.

#### 8. 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 7, TPG may immediately suspend any Service and may provide 24 hours' notice of termination of the mobile service.

#### 9. 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.
- For the latest coverage updates, [click here](#).

#### 10. Voice and Public Emergency Calling

- A 4G/LTE supported device is required for making and receiving calls.
- The TPG network supports specific VoLTE devices for mobile voice calling. Full details: [www.tpgmobile.sg/volte](http://www.tpgmobile.sg/volte).
- For non-VoLTE 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 20GB Mobile Access for Seniors Plan
Plan Charge	\$5* for 30 days (charged upon registration, billing cycle starts from SIM activation)
Included Data	20GB Data (20GB at full 4G speeds. Thereafter, unlimited data at 512kbps)
Included Data Roaming to Selected Countries	1GB
Activation Fee	\$0
Early Termination Charge	Not applicable
SIM Replacement	\$5

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

## Usage Rates

Usage Types	Rates	Plan Inclusion
Local Calls	300 Local Fixed Line Minutes, Unlimited Mobile to Mobile Calls	
International Calls	From 1¢ per 30 Sec. For details, visit <a href="http://www.tpgmobile.sg/IDD">www.tpgmobile.sg/IDD</a>	-
Diversions to Local Mobile Number	Supported	
Diversions to Local Fixed Number	Supported	
Video Calls Local Numbers	Not supported	-
Local SMS	30 Messages	
International SMS	10¢ per SMS (Outgoing not supported when roaming)	-
Excess Local Data	\$1 per GB	-
Excess Local Calls	1¢ per 30 Sec	-
Excess Local SMS	5¢ 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

For enquiries on our products or services, you may visit any of our Service Centres or email [support@tpgmobile.sg](mailto:support@tpgmobile.sg)

### Termination Requests

For termination of TPG Mobile Plans, please complete the [Termination Form](#) and 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 20GB Mobile Access for Seniors Plan terms at any time by posting the amended terms at an appropriate location within its website.