

Information about the Service

1. Service Description

- The Mobile Access for Seniors Mobile 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.
- Mobile Access for Seniors Plan is a no-contract plan subsidised by IMDA which includes a recurring payment every 30 days through cash, Visa or Mastercard via TPG website, TPG shop and Authorised Dealers. You can view your invoices through TPG My Account. The underlying network is the TPG mobile digital network (4G).
- The service includes:
 - 20GB Data (20GB at full 4G speeds. Thereafter, unlimited data throttled at 512kbps)
 - 300 Local Call minutes
 - 30 Local SMS
 - Free Incoming Calls and Caller ID
 - 1GB Data Roaming in selected countries
 - Mobile Number Portability is available
- A 4G/LTE supported device is required for making and receiving calls. See 'Voice and Public Emergency Calling' section for more details.

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 www.imda.gov.sg/programme-listing/Mobile-Access-for-Seniors.
- If customers do not renew Mobile Access for Seniors Plan by Day 30, the plan will be suspended on Day 31. During the suspended period only incoming calls and SMS will be allowed for the next 14 days, after which the service will be terminated if the plan is not renewed.
- Limited to 1 Mobile Access for Seniors Plan sign-up per eligible customer only.
- Every eligible customer who signs up for 1 Mobile Access for Seniors Plan can sign up for another maximum 3 Seniors Go Digital Mobile Plan.

3. Minimum Term

- Seniors Go Digital Mobile 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. All payments made are non-refundable.

4. VoLTE Supported Smartphones

Customers can choose to purchase VoLTE supported smartphones from TPG at the published rate. These smartphones can only be purchased with sign-up of a TPG Seniors Plan. Customers who have subsidy vouchers from IMDA will pay the amount stated on IMDA voucher. Smartphone warranty is given by phone manufacturers. The latest smartphone on offer can be viewed from tpgmobile.com/seniors.

5. Mobile Security Value-Added Service

Mobile Access for Seniors plan customers will 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.

6. Excluded Usage

- Some usage types such as MMS, video calls and Premium Services are not supported.
- For excess calls and SMS, you can access and do an Account Balance recharge by logging into My Account.
- Top-ups are not refundable.

For full rates and a complete understanding of Inclusions & Exclusions, visit the website 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 services may not be used for wholesaling, reselling, SIM boxing or any other commercial purposes.
- If TPG reasonably believes that you are using the service for commercial purposes in breach of this clause, or in a manner that may adversely affect the mobile network, TPG may immediately suspend the mobile 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 will result 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 ongoing. For the latest coverage updates, click [here](#).

10. Voice and Public Emergency Calling

Making and receiving mobile voice calls require a VoLTE supported device. Please note that:

- The TPG network supports specific VoLTE devices for mobile voice calling. An updated list can be found at 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.

CRITICAL INFORMATION SUMMARY

Mobile Access for Seniors Plan



Information about Pricing

Plan	Mobile Access for Seniors Plan
Plan Charge	\$5* for 30 days (charged upon registration, billing cycle starts from SIM activation)
Included Data	20GB (full 4G speeds, data will be throttled at 512kbps after 20GB of data usage)
Included Data Roaming to Selected Countries	1GB
Activation fee	\$0
Early Termination Charge	Not applicable
SIM Replacement	\$5

* Promotional rate till 31 July 2021. Usual price is at \$10.

Usage Rates

Usage Types	Rate	Plan Inclusion
Local Calls	300 Minutes	✓
International Calls	From \$0.01 per 30 sec. For details, visit www.tpgmobile.sg .	-
Diversions to Local Mobile Number	Supported	✓
Diversions to Local Landline Number	Supported	✓
Video Calls Local Numbers	Not supported	-
Local SMS	30 Messages	✓
International SMS	\$0.10 per SMS (Outgoing not supported when roaming)	-
Excess Local Data	-	-
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

Usage Information

- An auto-generated SMS notification will be sent to you upon 100% usage of your 50GB allowance or three days before the expiry of your 30 days plan.
- There will be a 30-day grace period to renew your Prepaid plan before we terminate the expired plan.
- During this grace period, you will continue to receive incoming calls and SMS. All data usage, outgoing calls and SMS will be blocked until you renew your plan.
- You can monitor your TPG Mobile usage on www.tpgmobile.sg/preaccount.

International Roaming

- Free 1GB roaming data is supported on TPG Mobile services in selected countries.
- For details, visit www.tpgmobile.sg/roaming.

CRITICAL INFORMATION SUMMARY

Mobile Access for Seniors Plan



Customer Support

- If you have a concern or are dissatisfied with our network quality or services, you may speak to any of our customer service staff deployed at any TPG outlets or you may write in your respective concerns to the following email addresses below:
 - support@tpgmobile.sg (For general enquiries and other service-related questions)
 - feedback@tpgmobile.sg (For positive & negative feedback)
 - service@tpgmobile.sg (For TPG account termination/cancellation/service plan change)

Termination Requests

- For termination of the TPG 50GB SIM Only Plan or Seniors Plan, please fill up the **Termination Request Form** [here](#) and send an email to service@tpgmobile.sg with the attached form.
- We will acknowledge your request within 2 business days and process it within 7 business days if there are no outstanding dues.
- In exceptional cases requiring more than 7 business days, we will advise on the timeframe and the reason(s) requiring more time.
- 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.

General terms and conditions for this service are available at www.tpgmobile.sg/terms.

TPG reserves the right to amend or cancel these TPG Mobile Access for Seniors Plan Terms without prior notice to the customer.