



## Information about the Service

### 1. Service Description

The TPG Mobile Prepaid plan is a 30-day SIM Only Prepaid 4G mobile service.

The underlying network is the TPG mobile digital network (4G).

The service includes:

- 50GB
- 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.

### Prepaid Registration Sign-Up and Renewal

- At Orchard Central's TPG outlet, customers can make payment through cash or NETs QR.
- There is no automatic plan renewal. You can repurchase a new TPG Mobile Prepaid Plan with Visa or Mastercard payment on [www.tpgmobile.sg/preaccount](http://www.tpgmobile.sg/preaccount) when you have fully utilised the 50GB included local data or upon expiry of the 30 days period.

### 2. Eligibility

- In order to purchase and activate TPG 50GB Prepaid Plan, you need to be 16 years old and above before you register the Prepaid SIM Card.
- Each ID document is allowed to register up to 3 Prepaid SIM Cards across all service providers as mandated by the authorities.
- The following documents for identification are necessary for registration:
  - a) Singaporeans: Pink NRIC cards or Singapore Passports
  - b) Singapore Permanent Residents: Blue identity cards or Passports
  - c) National Servicemen: SAF11B, SPF11B and SCDF11B
  - d) Foreign workers/expatriates: Passports, Work Permit Identification Cards (issued from 3 May 1999), S Pass, Employment Pass and Personalised Employment Pass
  - e) Foreign visitors: Passports, Dependant's Pass, Long Term Pass or Student's Pass
  - f) Any other documentation as may be required by TPG

### 3. Minimum Term

- TPG 50GB Prepaid Plan is valid for 30 days. Customers are permitted to terminate the Service at any time.
- All payments made are non-refundable.
- You can renew the plan if you have exhausted 50GB of included data or after 30 days.

### 4. Excluded Usage

- You can only use the service for usage types that are included as part of the plan.
- Any other usage types such as Calls & SMS to International Numbers and MMS are not supported.
- If you exceed your plan's inclusion for a specific usage type, that usage type will be barred for the remainder of the billing period.

### 5. 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.

### 6. 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.

### 7. 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](#).

### 8. 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](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.

# CRITICAL INFORMATION SUMMARY

## TPG 50GB Prepaid Plan



### Information about Pricing

Plan	TPG 50GB Prepaid Plan
Plan Charge	\$10 for 30 days (charged upon registration)
Included Data	50GB
Included Data Roaming to Selected Countries	1GB
Activation fee	\$0
Early Termination Charge	Not applicable
SIM Replacement	\$5

### Usage Rates

Usage Types	Rate	Plan Inclusion
Local Calls	300 Minutes	✓
International Calls	From \$0.01 per 30 sec. For details, visit <a href="http://www.tpgmobile.sg">www.tpgmobile.sg</a>	✓
Diversions to Local Mobile Number	Not supported	-
Diversions to Local Landline Number	Not 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	\$0.01 per 30 Sec	✓
Excess Local Calls	\$0.05 per SMS	✓
Excess Local SMS	Not supported	-
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](http://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](http://www.tpgmobile.sg/roaming).

# CRITICAL INFORMATION SUMMARY

## TPG 50GB Prepaid 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](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 50GB SIM Only Plan or Seniors Plan, please fill up the **Termination Request Form** [here](#) and send an email to [service@tpgmobile.sg](mailto: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](http://www.tpgmobile.sg/terms).

TPG reserves the right to amend or cancel these TPG 50GB Prepaid Plan Terms without prior notice to the customer.