

Information about the Service Trial

Service Trial Description

The TPG XL Unlimited Data Plan (2GB Per Day) is a SIM only 4G mobile service. The underlying network is the TPG mobile digital network (4G).

The service includes:

- Unlimited Data (2GB per day at our 4G speeds, then speeds capped at 1Mbps for the remainder of the day).
- Unlimited Calls to Local Mobiles (For new TPG mobile numbers only, not applicable for numbers ported in from another Operator). TPG will provide Mobile Number Portability at the earliest possibility.
- 20 Call Minutes to Local Fixed Lines per month
- 20 SMS to Local Mobiles per month

A 4G VoLTE compatible device is required for making and receiving calls. See 'Voice and Public Emergency Calling' section for more details. Recurring charges will be billed monthly. Invoices will be issued via email. TPG will notify you of your monthly charge at least 2 months before the end of your free trial period. We will not charge you unless we receive your agreement to continue with the service beyond the free trial period. Payment options are GIRO (DBS & OCBC banks), Visa or Mastercard only.

Eligibility

This Service Trial is initially available by invitation only to Singapore NRIC and Permanent Pass holders 18 years old and above. This trial offer may be withdrawn at any time subject to market conditions.

Minimum Term

TPG Mobile Services are supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time, but you will forfeit any payments already made. TPG encourages the active use of our SIMs. If TPG notices that there is no data usage for a continuous 60 days period, TPG reserves the right to terminate the contract and recover your allotted number.

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 monthly billing period except for data. TPG will send you notification via SMS when you have exceeded your usage limit.

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.

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. When your daily data usage exceeds 2GB, your speeds will be capped at 1Mbps for the remainder of the day. This plan is optimized for Smartphones and Tablets. Use in other devices is not supported and may see lower network speeds.

Coverage

Customers can only use the service when they use a 4G-ready (LTE 2300MHz/900MHz) handset or device. When customers are not within a TPG coverage area or their handset or device is not 4G-ready (LTE 2300MHz/900MHz), 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 does not have any coverage in tunnels.

Voice and Public Emergency Calling

Mobile voice calling is supported on a best-effort basis during this trial period. Making and receiving mobile voice calls require a VoLTE device compatible with the TPG network. Please note that:

- a. VoLTE devices supported by the TPG network are Huawei Nova 3i, and from early February 2019 Samsung S9/S9+, Huawei P20 and Mate 20 series phones. An updated list can be found at www.tpgmobile.sg/devices.
- b. If you do not use a compatible VoLTE device, voice calls including calls to emergency services will not work.

Unlimited Mobile-to-Mobile calls is currently available to all TPG numbers. Unlimited Mobile voice calling to Starhub Mobile is currently available and calling to other local mobiles will be available when our interconnections with the respective operators are facilitated. TPG Mobile users will be provided with updates via SMS when the ability to call/SMS other local mobile users is available. We encourage users to use OTT applications such as Whatsapp, Wechat, Line and Viber when calling your family, friends and colleagues which leverages our awesome network. Enjoy the unlimited data experience!

CRITICAL INFORMATION SUMMARY

XL UNLIMITED DATA PLAN



Information about Pricing

Plan	XL Unlimited Data Plan
Monthly Charge	\$0 for the first 12 months Monthly charge after 12 months to be confirmed
Upfront fee	\$0
Early Termination Charge	N/A

Call Rates

Usage Types in local zone	Rate	Plan Inclusion
Calls to Local Mobile Numbers	Unlimited (For new TPG mobile numbers only, not applicable for numbers ported in from another Operator)	✓
Calls to Local Landline Numbers	20 Minutes per month	✓
Calls to International Numbers	Not supported	✗
Diversions to Local Mobile Number	Not supported	✗
Diversions to Local Landline Number	Not supported	✗
Video Calls Local Numbers	Not supported	✗

Other Usage Rates

Usage Types in Local zone	Rate	Plan Inclusion
SMS to Local Numbers	20 Messages per month	✓
SMS to International Numbers	Not supported	✗
MMS to Local Numbers	Not supported	✗
MMS to International Numbers	Not supported	✗
Voicemail Deposit	Unlimited	✓
Voicemail Retrieval	Unlimited	✓
Excess Data	1Mbps for the remainder of the day	✓
Premium Services	Not supported	✗

All incoming voice calls and SMS are free.

Other Information

Usage Information

You can monitor your TPG Mobile usage by logging into Your Account online at www.tpgmobile.sg/account

International Roaming

International roaming is not supported on TPG Mobile services.

Customer Support

Customer support is available on our Online Community at www.tpgmobile.sg

Complaints Handling

If you have a dispute with TPG and wish to make a complaint, please contact Customer Relations, a specialist complaint resolutions team.

Email: complaints@tpgmobile.sg