CRITICAL INFORMATION SUMMARY
XL UNLIMITED DATA PLAN

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 This trial offer may be withdrawn at any time subject to market conditions.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 Mobile SIM cards. If TPG notices that there is no data usage for a continuous period of 30 days, 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 to all local numbers. Making and receiving mobile voice calls require a VoLTE device compatible with the TPG network. Please note that:

a. The TPG network supports specific VoLTE devices for mobile voice calling. 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.
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Information about Pricing

<table>
<thead>
<tr>
<th>Plan</th>
<th>XL Unlimited Data Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Charge</td>
<td>$0 for the first 12 months</td>
</tr>
<tr>
<td></td>
<td>Monthly charge after 12 months to be confirmed</td>
</tr>
<tr>
<td>Upfront fee</td>
<td>$0</td>
</tr>
<tr>
<td>Early Termination Charge</td>
<td>N/A</td>
</tr>
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</table>

Call Rates

<table>
<thead>
<tr>
<th>Usage Types in local zone</th>
<th>Rate</th>
<th>Plan Inclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls to Local Mobile Numbers</td>
<td>Unlimited (For new TPG mobile numbers only, not applicable for numbers ported in from another Operator)</td>
<td>✓</td>
</tr>
<tr>
<td>Calls to Local Landline Numbers</td>
<td>20 Minutes per month</td>
<td>✓</td>
</tr>
<tr>
<td>Calls to International Numbers</td>
<td>Not supported</td>
<td>×</td>
</tr>
<tr>
<td>Diversions to Local Mobile Number</td>
<td>Not supported</td>
<td>×</td>
</tr>
<tr>
<td>Diversions to Local Landline Number</td>
<td>Not supported</td>
<td>×</td>
</tr>
<tr>
<td>Video Calls Local Numbers</td>
<td>Not supported</td>
<td>×</td>
</tr>
</tbody>
</table>

Other Usage Rates

<table>
<thead>
<tr>
<th>Usage Types in Local zone</th>
<th>Rate</th>
<th>Plan Inclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS to Local Numbers</td>
<td>20 Messages per month</td>
<td>✓</td>
</tr>
<tr>
<td>SMS to International Numbers</td>
<td>Not supported</td>
<td>×</td>
</tr>
<tr>
<td>MMS to Local Numbers</td>
<td>Not supported</td>
<td>×</td>
</tr>
<tr>
<td>MMS to International Numbers</td>
<td>Not supported</td>
<td>×</td>
</tr>
<tr>
<td>Voicemail Deposit</td>
<td>Unlimited</td>
<td>✓</td>
</tr>
<tr>
<td>Voicemail Retrieval</td>
<td>Unlimited</td>
<td>✓</td>
</tr>
<tr>
<td>Excess Data</td>
<td>1Mbps for the remainder of the day</td>
<td>✓</td>
</tr>
<tr>
<td>Premium Services</td>
<td>Not supported</td>
<td>×</td>
</tr>
</tbody>
</table>

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

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

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

Full terms and conditions are available at www.tpgmobile.sg/terms

Information is correct as at February 2019