

## 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 for the remainder of the day).
- Unlimited Calls to Local Mobiles
- 20 Call Minutes to Local Fixed Lines per month
- 20 SMS to Local Mobiles per month
- Mobile Number Portability is available from a post-paid mobile service. The porting request is available only for new TPG sign ups.

A 4G/LTE supported 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 available only to Singapore NRIC and Permanent Pass holders 18 years old and above. Limited to 4 successfully activated SIM cards per ID document (inclusive of any cancelled SIM card). This trial offer may be withdrawn at any time subject to market and regulatory conditions.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 wish to go beyond your plan's inclusion for calls minutes to local fixed lines and SMS to local mobiles, you can access and top up your Wallet by logging in to MyAccount. The costs of extra minutes and SMS that will be deducted from the wallet are as follows:

1. Calls to local fixed lines above the 20 minutes included in plan at \$0.01 per 30 seconds block
2. SMS to local mobiles above the 20 SMS included in plan at \$0.05 per SM

The rates listed above are applicable only to the service trial and are subjected to changes. Top-ups are not refundable.

### 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 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 4G/LTE supported device. 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](http://www.tpgmobile.sg/devices).
- b. For other 4G/LTE compatible devices, 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

## XL UNLIMITED DATA PLAN



### Information about Pricing

Plan	XL Unlimited Data Plan
Monthly Charge	\$0 for the first 6 months Monthly charge after 6 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	✓
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	✗
Excess Data	Speeds capped for the remainder of the day	✓
Premium Services	Not supported	✗

All incoming voice calls and SMS are free.

### Other Information

#### Usage Information

An auto-generated SMS notification will be sent to you upon 100% usage of your 2GB daily allowance. You can monitor your TPG Mobile usage by logging into [My Account](#).

#### International Roaming

Free international roaming is supported on TPG Mobile services in Indonesia and India (excluding Jammu and Kashmir) on a trial basis.

#### Customer Support

For enquires and feedback, send us an email at [support@tpgmobile.sg](mailto:support@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](mailto:complaints@tpgmobile.sg)

Full terms and conditions are available at [www.tpgmobile.sg/terms](http://www.tpgmobile.sg/terms)