



Specific Terms and Conditions for “GOMO Mobile Plan”

i. GOMO Mobile Plan

1. GOMO Mobile Plan is provided by Singtel Mobile. Your activation and continued use of the GOMO Mobile Plan constitutes acceptance of our terms and conditions as amended from time to time. We use your personal data for service provisioning, marketing, security and compliance as further described in our prevailing data protection policy.
 - The GOMO Mobile Plan once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination.
 - You are responsible for the safe-keeping and usage of your GOMO Mobile Plan SIM. Singtel Mobile shall not be liable to you for any loss, theft, misuse or damage of your GOMO Mobile Plan SIM.
 - The GOMO Mobile Plan is available as a no contract plan and includes a recurring payment for every 30 days on the debit or credit card that is stored with GOMO. This is apart from first recurring payment which take place after 35 days.
 - Customers must apply for and subscribe to the GOMO Mobile Plan under their NRIC/ FIN/Identification number.
 - Customers must be 16 years old or above to sign up for GOMO Mobile plan.
 - The bundled data, voice minutes and SMS under GOMO Mobile Plan are only for use within Singapore.
 - GOMO Mobile Plan post-sales support is available at GOMO’s self-serve channels such as GOMO Website and GOMO mobile app.
 - Data Boost Add-on of 10GB with 5G speeds is available for purchase by existing GOMO customers via the GOMO mobile application. Each Data Boost Add-on is valid for 30 days from date of purchase.
 - Once you have successfully purchased Data Boost Add-on, it cannot be cancelled. The GOMO Data Boost Add-on charge is non-refundable.
 - GOMO Subscriber can add 1000min of local Singapore talktime and 1000SMS by purchasing the S\$10.18 Talktime + SMS Add-on via the GOMO mobile app.
 - Each Talktime + SMS Add-on purchase will be valid for 30 days from date of purchase and will be reflected in the GOMO app under “Local talktime + SMS”, “Add-on”.
 - Talktime + SMS Add-on will be charged to the credit/debit card stored in the GOMO mobile app.
 - Local call minutes usage will be based on per minute charging.
 - Local call minutes usage will be based on earliest expiry date first.
 - Once you have successfully purchased GOMO Talktime + SMS Add-on, it cannot be cancelled. Your GOMO Talktime + SMS Add-on purchase is non-refundable, non-transferrable, and cannot be used for any other purpose.
 - For promotions with GOMO credits, GOMO credits can be used to redeem discount off a 30-day data pump add-on via the GOMO app.

ii. General – Sign-ups

For online sign-ups on the GOMO Website

1. Mobile plans displayed on <https://gomo.sg/> (the “**GOMO Website**”) are available for online purchase through the GOMO Website only.
2. A valid SingPass MyInfo account is required for activation and sign-up of GOMO eSIM mobile plans.
3. Singtel Mobile Singapore Pte Ltd (“**Singtel Mobile**”) reserves the right to change the prices offered at the GOMO Website without any prior notification.
4. Unless otherwise specified, all prices listed on the GOMO Website are inclusive of 9% GST, and will be adjusted according to the prevailing GST rates.



5. Singtel Mobile reserves the right to cancel or amend orders at its sole discretion.
6. To ensure you are connected, please activate your GOMO SIM card within 14 days upon delivery. If it's not activated in time, your line will be temporarily suspended, but the monthly plan rate will still apply.

For sign-ups on the GOMO mobile app

1. Mobile plans displayed on <https://gomo.sg/sim> are available for purchase through the GOMO mobile app only, with a valid GOMO SIM card issued at UNBOXED, UNBOXED Lite and selected Singtel Self-Serve kiosks.
2. A valid SingPass MyInfo account is required for activation and sign-up of GOMO mobile plan via the GOMO mobile app.
3. GOMO SIM card must be activated within 7 days upon issuance at UNBOXED, UNBOXED Lite or Singtel Self-Serve kiosks.
4. Each GOMO SIM can only be activated once.
5. Singtel Mobile Singapore Pte Ltd ("**Singtel Mobile**") reserves the right to change the prices offered without any prior notification.
6. Unless otherwise specified, all prices listed on the GOMO App are inclusive of 9% GST and will be adjusted according to the prevailing GST rates.
7. Singtel Mobile reserves the right to cancel or amend orders at its sole discretion.

iii. General

1. Customer must have a valid credit or debit card stored within GOMO mobile app for recurring payments to be charged. If no valid credit or debit card is stored within GOMO mobile app, the GOMO Mobile Plan will be suspended.
2. Singtel Mobile reserves the right to vary these GOMO Mobile Plan Terms without prior notice to the customer.
3. The following terms and conditions are incorporated by reference: The Singtel General Consumer Terms and Conditions (<https://www.singtel.com/personal/terms/general-consumer-terms>) ("**General Consumer Terms**"); and the guidelines for acceptable conduct and use of the GOMO Mobile Plan located at the GOMO Website (at <https://gomo.sg>), including all subsequent revisions or amendments.
4. Local call usage is deducted from the bundled minutes on the GOMO Mobile Plan and, if applicable, local call add-ons.
5. 1800 local Singapore calls made via GOMO Mobile line will be deducted from existing talk time bundle.
6. Local outgoing calls will be deducted from talk time bundle based on per minute block.
7. Each incoming and outgoing call will be limited to 1 hour call duration.
8. Non-Commercial and Fair Usage Policy of Local Calls, Local SMS/MMS and Local Data
 - Free Local Calls and local SMS/MMS are to any local Mobile number. Customers are to use all free services strictly for personal and non-commercial purposes only.
 - Customers are to use this service for personal and non-commercial purpose only. To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, this service is conditional on fair usage by Customers.
 - Local calls are provided solely for live dialogue between, and initiated by, individuals for personal use and may not be used for any other purposes, including, but not limited to: monitoring services, transmission of broadcasts, transmission of recorded material, telemarketing, autodialed calls, other commercial uses, or other connections that do not consist of uninterrupted live dialogue between individuals.
 - SMS/MMS may not be used to transmit or facilitate any unsolicited or unauthorized advertising, telemarketing, promotional materials, "junk mail", unsolicited commercial or bulk messages, mass SMS broadcasts, sending of messages via automated means, or for activities that will adversely affect the ability of users or systems to use Singtel Mobile's



services, or for any other reason that in our sole discretion violates our policy of providing service for individual use.

- Local data may not be used to transmit or facilitate any unsolicited or unauthorized advertising, telemarketing, promotional materials, "junk mail", unsolicited commercial or bulk messages; or for activities that will adversely affect the ability of users or systems to use Singtel Mobile's services, or for any other reason that in our sole discretion violates our policy of providing service for individual use.
- Singtel Mobile reserves the right, without notice or limitation, to deny, terminate, modify, throttle, disconnect or suspend services if an individual engages in unfair, excessive or abusive usage or if Singtel Mobile, at its sole discretion, determines that action is necessary to protect the network from harm or degradation.
- If a customer uses more than (i) 10,000 local call minutes per month, (ii) 10,000 local SMS per month, or (iii) 1,000 SMS per day, such usage will be deemed to be excessive usage. Use of filesharing software or peer-to-peer/torrent apps and downloading abnormal amounts of large-format files such as music, videos and movies, or other activities that generate large volumes of traffic on Singtel mobile network will be deemed to be Excessive or abusive usage of Local data. Singtel Mobile may deny, terminate, modify, throttle, disconnect or suspend services if an individual engages in unfair, excessive or abusive usage.
- If you are a foreigner living or working in Singapore, we reserve the right to terminate or suspend any of your GOMO services upon the revocation or expiry of your foreigner work pass, student pass, Long-Term Visit Pass (LTVP) and/or other foreigner pass types (as may be applicable).

9. **Barring Service (International Incoming Voice)**. The Barring Service is a free service that allows subscribers to block all incoming international calls to their mobile number, whether such calls are received by you in Singapore or overseas. This means that subscribers will be unable to receive all incoming international calls. For the avoidance of doubt, subscribers will still be able to make outgoing international calls.
- The Barring Service is available to all GOMO customers.
 - To subscribe or unsubscribe from the Barring Service, you may call 1800 538 5833. You will be informed via SMS if you have successfully subscribed to or unsubscribed from the Barring Service. The Barring Service will take effect within 24 hours from your subscription to the Barring Service

10. **Port-in Service**

- "Port-In Service" means a service provided by Singtel Mobile which allows a Customer to retain his non-Singtel Mobile postpaid Mobile number by porting his line from his current Mobile service provider ("Donor") to a Singtel Mobile Postpaid line. Customer consents to the release of Customer's information to a third-party central number port service provider and/or the Donor for the purpose of activating the Port-In Service.
- Customer agrees to pay all outstanding charges to the Donor, including pre-termination charges, if any, prior to the activation of the Port-In Service.
- Upon commencement of the Port-In Service, Customer's existing contract with the Donor shall automatically terminate.
If the Port-In Service request is rejected by Singtel Mobile for any reason, the Customer shall resolve any outstanding issue(s) with the Donor within the fourteen (14) days of the date of the Customer's signing of the Port-In Service agreement with Singtel Mobile.

11. Promotion - **\$24.13 for first month, reverts to \$27.15 for 1TB with 5G, 1000MINS, 800SMS with 10GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia <5GJETSET1111>**

- i. Promotion offers new subscriber 1TB with 5G, 1000MINS, 1000SMS with 10GB (3GB Bonus) roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia for \$24.13



for first month, revert back to \$27.15 thereafter. 1TB data includes 976GB in base plan data and recurring 24GB in Data Bank that will be provisioned within 1-3 working days of signing up for the next 12 months. Extra 3GB roaming data will be provisioned within 1-3 working days.

- ii. Subscriber will be charged \$24.13 for the first month and revert to \$27.15 on subsequent months by signing up during the promotional period and continues to stay on this plan. For the first month, subscriber will enjoy 1TB with 5G, 1000MINS, 1000SMS at \$10.93 and 10GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$13.20 (GST excluded). Subsequent months, subscriber will enjoy 1TB with 5G, 1000MINS, 1000SMS at \$13.95 and 10GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$13.20 (GST excluded). Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Subscriber will enjoy this promotion by applying promo code "5GJETSET1111" at the order summary page and make payment successfully to enjoy this offer.
- v. Failure to input promo code will result in subscriber being automatically provisioned base plan of \$20.38 for 20GB, 200min, 200SMS. Charges will be non-refundable upon successful sign up.
- vi. This offer is valid from 15 November 2024 to 21 November 2024.
- vii. This offer is applicable to all new sign ups and port-ins, limited to the first 10,000 promo code redemptions only.
- viii. In case monthly recurring payment fails due to insufficient funds or other reasons, plan may revert to the base plan of \$20.38 for 20GB, 200min, 200 SMS when Subscriber makes payment again.
- ix. If the Subscriber needs additional roaming data, he/she can purchase a roaming add-on in the GOMO app. Roaming data add-ons that expire first will be used before any data on your base plan.
- x. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that you provided during sign-up when your GOMO Mobile Plan gets auto-renewed after 35 days on the first month, and every 30 days subsequently. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

12. Promotion - \$20.52 for first month, reverts to \$23.09 for 600GB with 5G, 1000MINS, 1000SMS with 8GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia <5GPLUS1111>

- i. Promotion offers new subscriber 600GB with 5G, 1000MINS, 1000SMS with 8GB (3GB Bonus) roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia for \$20.52 for first month, revert back to \$23.09 thereafter. Extra 3GB roaming data will be provisioned within 1-3 working days.
- ii. Subscriber will be charged \$20.52 for the first month and revert to \$23.09 on subsequent months by signing up during the promotional period and continues to stay on this plan. For the first month, subscriber will enjoy 600GB with 5G, 1000MINS, 1000SMS at \$10.62 and 8GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$9.90 (GST excluded). Subsequently, subscriber will enjoy 600GB with 5G, 1000MINS, 1000SMS at \$13.19 and 8GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$9.90 (GST excluded). Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Subscriber will enjoy this promotion by applying promo code "5GPLUS1111" at the order summary page and make payment successfully to enjoy this offer.
- v. Failure to input promo code during sign up will result in subscriber being automatically provisioned base plan of \$20.38 for 20GB, 200min, 200SMS. Charges will be non-refundable upon successful sign up.



- vi. This offer is valid from 15 November 2024 to 21 November 2024.
 - vii. This offer is applicable to all new sign ups and port-ins, limited to first 10,000 promo code redemptions only.
 - viii. In case monthly recurring payment fails due to insufficient funds or other reasons, plan may revert to the base plan of \$20.38 for 20GB, 200min, 200 SMS when Subscriber makes payment again.
 - ix. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that you provided during sign-up when your GOMO Mobile Plan gets auto-renewed after 35 days on the first month, and every 30 days subsequently. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
13. Promotion - **\$16.30 for first month, reverts to \$18.33 for 300GB with 5G, 800MINS, 800SMS with 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia <5GMOVALUE1111>**
- i. Promotion offers new subscriber 300GB with 5G, 800MINS, 800SMS with 6GB (Bonus 4GB) roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia for \$16.30 for first month, revert back to \$18.33 thereafter. Extra 4GB roaming data will be provisioned within 1-3 working days.
 - ii. Subscriber will be charged \$16.30 for the first month and revert to \$18.33 on subsequent months by signing up during the promotional period and continues to stay on this plan. For the first month, subscriber will enjoy 300GB with 5G, 800MINS, 800SMS at \$9.70 and 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$6.60 (GST excluded). Subsequently, subscriber will enjoy 300GB with 5G, 800MINS, 800SMS at \$11.73 and 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$6.60 (GST excluded). Amount will be automatically charged to Subscriber's debit or credit card monthly.
 - iii. This plan is no-contract, and includes free incoming calls and caller ID.
 - iv. Subscriber will enjoy this promotion by applying promo code "**5GMOVALUE1111**" at the order summary page and make payment successfully to enjoy this offer.
 - v. Failure to input promo code during sign up will result in subscriber being automatically provisioned base plan of \$20.38 for 20GB, 200 minutes, 200 SMS. Charges will be non-refundable upon successful sign up.
 - vi. This offer is valid from 15 November 2024 to 21 November 2024.
 - vii. This offer is applicable to all new sign ups and port-ins, excluding Singtel port-ins, and limited to the first 10,000 promo code redemptions only.
 - viii. In case this payment fails due to insufficient funds or other reasons, plan may revert to \$20.38 for 20GB, 200 minutes, 200 SMS when Subscriber makes payment again.
 - ix. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that you provided during sign-up when your GOMO Mobile Plan gets auto-renewed after 35 days on the first month, and every 30 days subsequently. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
14. Promotion - **\$12.00 for 3 months, revert to \$15.00 for 250GB, 500MINS, 500SMS with 1GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia <4GPLUSLITE>**



- i. Promotion offers new subscriber 250GB, 500MINS, 500SMS with 1GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia for \$12.00 for 3 months, revert to \$15.00 thereafter.
- ii. Subscriber will be charged \$12.00 monthly for 3 months, revert to \$15.00 monthly by signing up during the promotional period and continues to stay on this plan. For the first 3 months, subscriber will enjoy 250GB, 500MINS, 500SMS at \$8.70 and 1GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$3.30 (GST excluded). Subsequently, subscriber will enjoy 250GB, 500MINS, 500SMS at \$11.70 and 1GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$3.30 (GST excluded). Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Subscriber will enjoy this promotion by applying promo code "**4GPLUSLITE**" at the order summary page and make payment successfully to enjoy this offer.
- v. Failure to input promo code during sign up will result in subscriber being automatically provisioned base plan of \$20.38 for 20GB, 200 minutes, 200 SMS. Charges will be non-refundable upon successful sign up.
- vi. This offer is valid from 15 November 2024 to 21 November 2024.
- vii. This offer is applicable to all new sign ups and port-ins, excluding Singtel port-ins, and limited to the first 10,000 promo code redemptions only.
- viii. In case this payment fails due to insufficient funds or other reasons, plan may revert to \$20.38 for 20GB, 200 minutes, 200 SMS when Subscriber makes payment again.
- ix. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that you provided during sign-up when your GOMO Mobile Plan gets auto-renewed after 35 days on the first month, and every 30 days subsequently. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

**15. Promotion - \$7.18 for 3 months, revert to \$10.18 for 20GB, 300MINS, 300SMS
<4GSAVERLITE>**

- i. Promotion offers new subscriber 20GB, 300MINS, 300SMS for \$7.18 for 3 months, revert to \$10.18 thereafter.
- ii. Promotion offers additional one-time 1GB Asia Roaming pack. Refer to Section 16 for more details.
- iii. Subscriber will be charged \$7.18 monthly for 3 months, revert to \$10.18 monthly by signing up during the promotional period and continues to stay on this plan. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iv. This plan is no-contract, and includes free incoming calls and caller ID.
- v. Subscriber will enjoy this promotion by applying promo code "**4GSAVERLITE**" at the order summary page and make payment successfully to enjoy this offer.
- vi. Failure to input promo code during sign up will result in subscriber being automatically provisioned base plan of \$20.38 for 20GB, 200min, 200SMS. Charges then will be non-refundable upon successful sign up.
- vii. This offer is valid on 15 November 2024 to 21 November 2024.
- viii. This offer is applicable to all new sign ups and port-ins, excluding Singtel port-ins, and limited to the first 10,000 promo code redemptions only.



- ix. In case this payment fails due to insufficient funds or other reasons, plan may revert to \$20.38 for 20GB, 200min, 200 SMS when subscriber makes payment again.
- x. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that you provided during sign-up when your GOMO Mobile Plan gets auto-renewed after 35 days on the first month, and every 30 days subsequently. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

16. Promotion – Additional one-time free 1GB Asia roaming pack with new sign-ups on GOMO plans

- i. New sign-ups and port-ins on GOMO Mobile Plans using the promo code <GOMOSAVER10> between 15 November 2024 to 21 November 2024 will receive an additional one-time Asia 1GB Roam More Destinations plan, which will be post-provisioned as a unique promotion code via SMS by end-November 2024.
- ii. This promotion code entitles the recipient to a one-time 100% discount on the retail price of the Asia 1GB Roam More Destinations plan, which is valid for 5 days. The promotion code is valid for the earlier of the first 1,000 redemptions or until 30 December 2024.
- iii. Refer to https://www.singtel.com/content/dam/gomo/Roaming_Asia.pdf for a list of covered destinations.

17. Promotion POP UP Deal - \$20.99 for 400GB with 5G, 1000MINS, 1000SMS with 8GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia <5GPLUSSP>

- i. Promotion offers new subscriber 400GB with 5G, 1000MINS, 1000SMS with 8GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia for \$20.99. Extra 100GB local data and 3GB roaming data will be provisioned within 1-3 working days.
- ii. Subscriber will be charged \$20.99 monthly by signing up during the promotional period and continues to stay on this plan. Subscriber will enjoy 400GB with 5G, 1000MINS, 1000SMS at \$11.09 and 8GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$9.90. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Subscriber will enjoy this promotion by applying promo code "5GPLUSSP" at the order summary page and make payment successfully to enjoy this offer.
- v. Failure to input promo code during sign up will result in subscriber being automatically provisioned base plan of \$20.38 for 20GB, 200min, 200SMS. Charges will be non-refundable upon successful sign up.
- vi. This offer is valid from 15 November 2024 to 21 November 2024.
- vii. This offer is applicable to all new sign ups and port-ins, excluding Singtel port-ins, and limited to the first 10,000 promo code redemptions only.
- viii. In case monthly recurring payment fails due to insufficient funds or other reasons, plan may revert to the base plan of \$20.38 for 20GB, 200min, 200 SMS when Subscriber makes payment again.
- ix. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that you provided during sign-up when your GOMO Mobile Plan gets auto-renewed after 35 days on the first month, and every 30 days subsequently. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

18. Data Bank



- i. Data Bank enables all GOMO customers to deposit their Unused Data (as defined below) into Data Bank and save it for future use in accordance with these terms and conditions.
- ii. Monthly base plan data that has not been used up by a customer by the end of each billing period (“**Unused Data**”) may be deposited in the Data Bank at the end of the billing period, failing which such Unused Data will expire.
- iii. **Data Bank Limit:**
 - a. Customers who have subscribed to 5G GOMO plans will be able to deposit up to a maximum of 500GB of Unused Data in their Data Bank at any time.
 - b. Customers who have subscribed to 4G GOMO plans will be able to deposit up to a maximum of 100GB of Unused Data in their Data Bank at any time.
- iv. Customers can use the deposited data saved in the Data Bank when their monthly plan data runs out, or use it to redeem attractive perks such as Unlimited Data Roaming in neighbouring countries, Unlimited Talktime and more.
- v. Data deposited in Data Bank does not expire. However, the following scenarios will reset the deposited data in the Data Bank (i.e. all deposited data in the Data Bank will become zero):
 - a. When customers downgrade their GOMO plan (e.g. from a \$25 plan to \$20 plan)
 - b. When customers do not make timely payment of outstanding bills for any billing cycle
- vi. Customers with sufficient deposited data in the Data Bank can convert it to redeem a 3-day Unlimited Talktime pack and/or 1-day Unlimited Data Roaming pack to Malaysia, Indonesia or Thailand.

19. **Promo Code for Add-ons**

- i. To enjoy the promo code discount, GOMO Subscriber must apply the promo code in the GOMO mobile app during the purchase of the add-on. Failure to apply the promo code before the purchase is completed will result in the GOMO Subscriber not receiving the benefit of the discount. Charges will be non-refundable.
- ii. Please refer to the terms and conditions accompanying the Promo Code for applicable terms.

20. **Termination/ Port-out Service**

- i. Termination of the GOMO Mobile Plan via 24/7 chat agents, GOMO mobile app, GOMO Website or port-out process must be started at least 5 days before the next scheduled recurring payment date. In the event the Customer initiates a termination of the GOMO Mobile Plan less than 5 days before the next scheduled recurring payment date, the Customer will be charged for the next recurring payment.
- ii. GOMO Mobile Plans that have been successfully terminated, cannot be reinstated for any reason.

iv. **GOMO Roaming**

1. To use data roaming overseas you will need a GOMO plan with bundled roaming data or a roaming add-on (“GOMO Roaming”), which can be purchased via the GOMO mobile application.
2. To purchase or activate GOMO roaming plan or add-ons, you will need a GOMO Mobile Plan registered under your personal NRIC.
3. GOMO roaming feature provides data roaming only, so international incoming and outgoing talk time or SMS are not available, but you can receive international SMS.
4. Availability of the mobile data service is subject to availability of a suitable type of mobile equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the service is requested or delivered; and geographic and technical capability of the Singtel Mobile network, roaming partner networks, and of Singtel Mobile’s delivery systems at the time and location when the service is requested or delivered. User must ensure that Mobile Data and Data Roaming are enabled on their device and the Access Point Network (APN) setting on their device is set to *hicard*.



5. GOMO roaming add-on can be activated or purchased up to one (1) day in advance. Activation date and time will be indicated when user selects before a purchase. GOMO roaming add-on validity is subject to the numbers of days of each plan.
6. Data roaming services will be deactivated once the data bundle has been completely utilized. No additional charge will be imposed.
7. All unused data will automatically deactivate at 2359hours, Singapore Time or GMT+8 on the date of expiry.
8. When GOMO roaming add-on is active, each additional purchase of a GOMO roaming add-on for the same territory will extend the validity and increase the data allowance of the total data bundle for such territory by the amounts set out in the additional GOMO roaming add-on, from the date of the additional purchase.
9. Once you have successfully purchased GOMO roaming add-on, it cannot be cancelled. Your GOMO roaming add-on charge is non-refundable.
10. Non-Commercial and Fair Usage Policy of GOMO roaming data
 - i. Customers are to use all roaming services strictly for personal and non-commercial purposes only.
 - ii. To ensure that the activities of some users do not impair the ability of Customers to have access to fast and reliable mobile internet service, this service is conditional on fair usage by Customers.
 - iii. If Customers exceed the Daily Fair Usage, GOMO will impose a daily speed limit (1Mbps) on data roaming service without prior notification. This speed limit will be lifted at 0000hours the following day.
 - iv. Do note that data roaming speed may vary depending on:
 - Overseas network coverage
 - Overseas network capacity
 - Overseas operators' Fair Usage Policy
 - For more information on the Daily Fair Usage Policy, please refer [here](#).
 - v. GOMO Mobile Plan reserves the right, without notice or limitation, to deny, terminate, modify, throttle, disconnect or suspend services if an individual engages in unfair, excessive or abusive usage or if GOMO Mobile Plan, at its sole discretion, determines that action is necessary to protect the network from harm or degradation.
 - vi. Customers shall not abuse, misuse, exhaust or otherwise take unfair advantage of GOMO Roaming to the detriment of other Users.
11. GOMO Mobile Plan's records relating to data usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The Customers agrees that Singtel Mobile's and GOMO Mobile Plan's decisions on all matters pertaining to data usage and charges are final. No further correspondence will be entertained in respect of the same.
12. Roam Single Destination
 - i. Roam Single Destination ("RSD") plans are only available in three (3) destinations, Indonesia, Philippines and Thailand. Plans data bundle, validity and price are stated in the table below.
 - ii. Roam Single Destination plans are only applicable for users roaming in selected overseas networks, data roaming will not be available on other overseas networks.

RSD Plans	Data Bundle (GB)	Validity (Days)	Price (SGD)
Thailand 100GB	100	7	\$14
Indonesia 4GB	4	7	\$5
Indonesia 10GB	10	14	\$10
Philippines 7GB	7	7	\$10
Philippines 15GB	15	15	\$19



13. Roam More Destinations

- i. Roam More Destinations (“RMD”) plans are only available up to fifty (50) destinations. Plans data bundle, validity and price are stated in the table below.

RMD Plans	Data Bundle (GB)	Validity (Days)	Price (SGD)
Asia 1GB	1	5	\$6
Asia 4GB	4	15	\$15
Worldwide 1GB	1	7	\$12
Worldwide 4GB	4	15	\$30

v. GOMO IDD & Global SMS

1. To use GOMO IDD and Global SMS services, you will need a GOMO IDD add on plan (“GOMO IDD”), which may only be purchased via the GOMO mobile application.
2. To purchase or activate GOMO IDD and Global SMS, you will need a GOMO Mobile Plan registered under your personal NRIC.
3. GOMO IDD can be purchased at \$5 / IDD add on plan (GST included) and will add \$5 credit to GOMO IDD. Singtel Mobile reserves the right to change or withdraw the plan by publishing the updated details on our gomo.sg/idd website.
4. GOMO IDD and Global SMS credits are valid for 30 days from the date of activation. The service will automatically deactivate at 12 midnight, 30 consecutive days after the date of activation. When GOMO IDD is active, any purchase of GOMO IDD will extend the remaining validity of all GOMO IDD credits in GOMO IDD to 30 days.
5. A maximum of \$40 credit can be stored in GOMO IDD at any time. GOMO IDD services will be deactivated once the credit has been completely utilized. To resume using GOMO IDD add on services, you must purchase additional GOMO IDD credits.
6. All unused GOMO IDD credit will automatically deactivate at 2359hours, Singapore Time or GMT+8 on the date of expiry.
7. Global SMS can be used for all destinations worldwide and will be charged at S\$0.15 per SMS from existing IDD credit.
8. GOMO IDD can only be used for calling to 50 destinations. Refer to the below table for the eligible list of destinations & rate per minute to call these destinations.

Asia Pacific - \$0.05/ min	Popular Destinations - \$0.20/ min	Rest of the World – \$0.60/ min		
Australia	Brunei	Austria	Italy	Russia
Bangladesh	Canada	Belgium	Japan	Saudi Arabia
China	Hong Kong	Brazil	Laos	South Africa
India	Indonesia	Cambodia	Myanmar	Spain
Malaysia	Macau	Denmark	Nepal	Sri Lanka
Thailand	New Zealand	Egypt	Netherlands	Sweden
	Philippines	Finland	Nigeria	Switzerland
	South Korea	France	Norway	United Arab Emirates
	Taiwan	Germany	Oman	
	United Kingdom	Greece	Pakistan	
	United States of America	Ireland	Portugal	
	Vietnam	Israel	Qatar	

9. GOMO IDD does not support calling to other destinations that are not included in the list.



10. Once you have successfully purchased GOMO IDD, GOMO IDD cannot be cancelled. Your GOMO IDD credits are non-refundable, non-transferrable, and cannot be used for any other purpose.
11. Non-Commercial and Fair Usage Policy of GOMO IDD add on Plan
 - i. Customers are to use all IDD services strictly for personal and non-commercial purposes only.
 - ii. To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, this service is conditional on fair usage by Customers.
 - iii. Singtel Mobile reserve the right, without notice or limitation, to deny, terminate, modify, throttle, disconnect or suspend services if an individual engages in unfair, excessive or abusive usage or if Singtel Mobile, at its sole discretion, determines that action is necessary to protect the network from harm or degradation.
 - iv. Customers shall not abuse, misuse, exhaust or otherwise take unfair advantage of GOMO IDD to the detriment of other Users.
12. GOMO Mobile Plan's records relating to usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The Customers agrees that Singtel Mobile's decisions on all matters pertaining to usage and charges are final. No further correspondence will be entertained in respect of the same.

vi. Terms & Conditions of GOMO Mobile Change Plan

1. Eligible GOMO subscribers will be able to change their current plan to the following plans in the GOMO app:
 - A. 100GB, 500 MINS and 500 SMS with 5G at \$35.66 with 5GB roaming data to Malaysia, Indonesia and Thailand.
 - 5G: Experience ultra-fast speeds, ultra-low latency and better bandwidth with nationwide coverage backed by Singtel 5G. A compatible 5G device is required to enjoy 5G access.
 - 5GB of roaming data monthly to Malaysia, Indonesia and Thailand.
 - B. 80GB, 1000 MINS and 1000 SMS with 5G & Rollover Mo' at \$30.56
 - 5G: Experience ultra-fast speeds, ultra-low latency and better bandwidth with nationwide coverage backed by Singtel 5G. A compatible 5G device is required to enjoy 5G access.
 - Rollover Mo': Roll over unused data, talktime and SMSes to the next billing cycle, up to 100GB, 1000 minutes, 1000 SMSes on the base plan.
 - C. 50GB, 500 MINS and 500 SMS at \$25.46
 - D. 20GB, 200 MINS and 200 SMS at \$20.38
2. Upon submission of change plan, GOMO subscribers will not be able to revert to their previous promotional plan.
3. After a plan has been changed, subscribers may not be able to switch to other GOMO plans till the next billing cycle.
4. Change of plans must be completed in the GOMO app at least 2 days before the next billing cycle for the new plan to commence from the next billing cycle.
5. Subscribers are required to have a valid debit/credit card linked to their GOMO payment account to upgrade their plan.
6. Singtel shall not be liable in any way whatsoever for any matter arising from, relating to and/or attributable to such products and/or services.
7. Singtel and merchant reserves the right to terminate, suspend or cancel (in whole or in part) this promotion.
8. Singtel and merchant reserves the right to amend these terms and conditions of this promotion from time to time without prior notice and without any liability.

Last Updated: 18 March 2024