



Specific Terms and Conditions for “GOMO Referral Campaign”

1. Promotion – **GOMO Referral campaign (wef 18 October 2024)**

Existing GOMO subscribers (“Referrers”) can refer a new subscriber (“Referred subscriber”) to sign up for GOMO from 1 October 2024 to earn referral rewards.

Referrer:

- i. Referrer will receive data into their Data Bank for each successful referral. The amount of data reward into referrer’s Data Bank varies according to the plan that the new subscriber signs up as reflected in the table in point iii. This reward is stackable for each subsequent referral.
- ii. All rewards will be given on the condition that both referrer and newly referred subscriber remains as active GOMO subscribers as of end November 2024.
- iii. Referral reward (Data reward in Data Bank)

Newly referred subscriber signs up for:	Referrer receives per referral: (stackable upon each referral)
Above \$20 Plan	250GB
\$20 and below Plan	100GB

- iv. Referrer will be required to submit the GOMO referral e-form <https://www.gomo.sg/eform/gomo-referral> with the necessary details after the referred subscriber has signed up, to complete his/her application for the referral rewards.
- v. Referrer will receive his/her referral reward(s) by November 2024.
- vi. As there is limited Data Bank capacity of 1TB, above 1TB bonus referral data will be provisioned into GOMO Gift for your use for 90 days.

Newly Referred subscriber:

- vii. Newly referred subscriber can sign up for any GOMO Mobile plan listed on [gomo.sg/mobile](https://www.gomo.sg/mobile). All sign-ups on other GOMO websites or marketing pages and communications will not be applicable with this referral program.
 - viii. Failure to input promo code 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.
2. GOMO General Terms and Conditions of Services(s) shall apply.
 3. Singtel and merchant reserves the right to terminate, suspend or cancel (in whole or in part) this campaign.
 4. Singtel and merchant reserves the right to amend these terms and conditions of this campaign from time to time without prior notice and without any liability.
 5. GOMO, Singtel and merchant reserves the right to amend the top prize of this campaign from time to time without prior notice and without any liability.

ii. **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.
 - i. 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.
 - ii. 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.
 - iii. 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.
 - iv. Customers must apply for and subscribe to the GOMO Mobile Plan under their NRIC/ FIN/Identification number.
 - v. Customers must be 16 years old or above to sign up for GOMO Mobile plan.
 - vi. The bundled data, voice minutes and SMS under GOMO Mobile Plan are only for use within Singapore.
 - vii. GOMO Mobile Plan post-sales support is available at GOMO's self-serve channels such as GOMO Website and GOMO mobile app.
 - viii. 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.
 - ix. Once you have successfully purchased Data Boost Add-on, it cannot be cancelled. The GOMO Data Boost Add-on charge is non-refundable.
 - x. 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.
 - xi. 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".
 - xii. Talktime + SMS Add-on will be charged to the credit/debit card stored in the GOMO mobile app.
 - xiii. Local call minutes usage will be based on per minute charging.
 - xiv. Local call minutes usage will be based on earliest expiry date first.
 - xv. 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.
 - xvi. 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.

iii. 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.

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.

iv. 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
 - i. 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.
 - ii. 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.
 - iii. 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.
 - iv. 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.
 - v. 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.

- vi. 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.
 - vii. 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.
 - viii. 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.
- i. The Barring Service is available to all GOMO customers.
 - ii. 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**
- i. "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.
 - ii. 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.
 - iii. 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.