



Critical Information Summary

Zero X Mobile Plan

Zero Mobile is a post-paid mobile phone service in Singapore. This service allows you to access our network using a mobile phone number. It gives you the ability to make and receive phone calls, send and receive text messages, and access mobile data on the go. You may also use your mobile data to connect other devices, such as your laptop or tablet, to connect to the internet. Please note that any usage from any of the devices connected will count towards your data allowance.

Zero 40 Mobile Plan		
Monthly Calls	(All Incoming calls. All local outgoing calls within Singapore to Standard Singapore fixed or mobile number only)	Unlimited
SMS	(All incoming SMS included. All outgoing SMS to Standard Singapore mobile numbers only)	Unlimited
Monthly 4G Data Allowance		Unlimited
International Call & SMS	(International rates apply)	Only available via Zero App
Signup Fee		\$18
SIM Card Fee (New)	(Waived for first 3,000 customers in March)	\$20
Monthly Subscription Cost	(For first 3,000 customers in March)	\$65 per month
Usual Subscription Cost		\$75 per month
All prices include GST. Valid for March 2018 only. Offer may be withdrawn or amended at any time.		

PLAN DESCRIPTION

Your Zero SG base plan includes:

- ✓ Unlimited calls within Singapore
- ✓ Unlimited SMS within Singapore
- ✓ Unlimited 4G data within Singapore
- ✓ Access to Zero Plus Rewards Program

All for use within Singapore. Reasonable personal non-commercial usage only. Fair usage policy applies.

MINIMUM TERM

Month-to-month. Your service does not have a minimum term. You can cancel your service at any time. However if you do cancel your service any time after being approved, you will be liable for the minimum costs for the first month and signup fees.

MINIMUM COST

Minimum cost upon approval of your service is \$83 for the first 3,000 customers and \$93 for all subsequent customers. This includes the \$18 signup fees and \$65/\$75 charge for the first month's subscription costs.

MONTHLY CALLS

Your monthly call allowance can be used to call any standard fixed line numbers starting with 3xxx-xxxx or 6xxx-xxxx and mobile numbers starting with 8xxx-xxxx or 9xxx-xxxx in Singapore for personal non-commercial use only. Call to any special or premium numbers will charged at the wholesale cost to us plus 20% mark up. Any unused usage expires at the end of that billing cycle.

SMS

Your monthly SMS allowance can be used to send SMS to any standard Singapore registered mobile number starting with 8xxx-xxxx or 9xxx-xxxx. All incoming SMS are included free of charge. SMS to any special or premium numbers will charged at the wholesale cost to us plus 20% mark up. Any unused usage expires at the end of that billing cycle.

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BYO HANDSET

You need a compatible smartphone to use our service. Our service will work with any Android or Apple iOS smartphone. Most new phones operate on either Android or iOS. You are advised to check and ensure that you have a compatible smartphone before you apply for our service.

INTERNATIONAL CALLS

You will not be able to ring any international numbers using the mobile network. You need to use the Zero App on your smartphone to ring any international destination. Your Zero Mobile service does not include any international call allowance. Additional data usage and costs may apply.

INTERNATIONAL ROAMING

You will not be able to use your service overseas as Zero Mobile currently does not offer international roaming.

DATA ALLOWANCE

Your daily or monthly data allowance gives you access to 4G internet in Singapore. Your unused data allowance will expire at the end of each billing cycle.

Data Restrictions: For all data usage, customer may temporarily experience reduced speeds during times of network congestion. Tethering or using mobile hotspot functionality is prohibited on this plan. Unlimited data to be consumed on your registered device only.

Zero X with unlimited data is neither designed nor intended to replace your broadband internet service.

It is designed for reasonable personal and non-commercial use within Singapore only. See website for Terms & Conditions and Fair Usage Policy.

EXCESS DATA PACKS

No excess data packs are required with this plan.

BILLING

Your first bill may contain pro-rata charges and the subscription of your first month. Any other billable usage will be billed in the subsequent billing cycle. We only provide electronic bills which you may access at any time via our website and the Zero App.

SIM CARD FEE

A SIM card fee of \$20 is payable upon registration. However, the SIM card fee is waived for the first 3,000 customers to sign up in March 18. We reserve the right to waive or amend the SIM card fee for any new subscribers.

SIGNUP FEE

Signup fee of \$18 is payable when applying to join Zero SG. If your application is refused by us, your signup fee may be refunded to you in accordance with our terms and conditions.

BUNDLING

In order to use this service, you are not required to bundle with any other product or service we offer. You may, at your sole discretion, choose to join our rewards program to access features such as Invites, Shoutouts and Marketplace.

NETWORK COVERAGE

You can access 4G speeds when using a 4G compatible handset. When making a phone call, or when you outside the 4G coverage area, or when using a 4G non-compatible handset, your service will automatically connect to the 3G network. When you are within the 4G network area, actual speeds vary based on factors such as your location, your distance from the nearest tower, the number of simultaneous users in the area, your hardware and software settings and the network environment at the destination network. This list is non-exhaustive.

CUSTOMER SUPPORT

If you require any assistance, you can contact us on support@zeromobile.com.sg or request support via the mobile app.

If you are unable to locate any pricing, terms or conditions, you must contact us on support@zeromobile.com.sg and we will provide that to you within 48 hours.