



Critical Information Summary

Zero X 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. **These terms form part of your agreement with us.**

Zero X Post Paid 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)	200
Additional SMS	Charged after the first 200 customers	5c per SMS
Monthly 4G Data Allowance		Unlimited*
International Calls	(International 1516 rates apply)	Available using 1516 prefix only
Signup Fee	(Non-refundable)	\$18
SIM Card Fee	(Non-refundable)	\$20
Subscription Cost	When paid on time with \$10 pay on time discount	\$59.95 per month
Subscription Cost	When not paid on time. Additional late fees also applies	\$69.95 per month

* Fair Use Policy applies

PLAN DESCRIPTION

Your Zero SG base plan includes:

- ✓ Unlimited calls within Singapore
- ✓ Unlimited 4G data within Singapore

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

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 full minimum costs stated below.**

MINIMUM COST

Minimum cost of \$97.95 applies as soon as your service is approved by us. This includes the \$18 signup fees, \$20 SIM card fee and \$59.95 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 3xxxx-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. Any additional SMS above your allowance are charged at 5c per SMS. 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 are able to make international calls using the 1516 prefix using our network. Prevailing international rates apply. Please see website for details.

DATA ALLOWANCE

Your 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 controlled speeds during times of network congestion or where excessive usage is detected.

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. *Usage in excess of 30GB per month or part thereof may be controlled.* 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 will include your SIM card fee, pro-rata charges and the subscription of your first full month. Any other usage will be invoiced in the subsequent billing cycle. We only provide electronic bills which you may access at any time via myAccount.

Please note that your subscription billing starts from the ***date we first schedule the delivery*** of your SIM card. If you reschedule or postpone your delivery, or if your delivery is missed, please note that full subscription charges are payable from that date even when you have not received your SIM card as your service has been activated by us.

INTERNATIONAL ROAMING

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

SIGNUP FEE

Signup fee of \$18 (non-refundable) is payable on your first invoice.

SIM CARD FEE

A SIM card fee of \$20 (non-refundable) is payable on your first invoice.

BUNDLING

In order to use this service, you are not required to bundle with any other products or services we offer.

NETWORK COVERAGE

You can access 4G speed when using a 4G compatible handset. When making a phone call; when you are outside the 4G coverage area; 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 speed may 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

We provide support from 9am to 5pm, Monday to Friday. Contact support by raising a ticket via <https://support.zeromobile.com.sg>.