

## CRITICAL INFORMATION SUMMARY

### 300GB + 3GB ROAMING (MY/INA/TH)

#### Eligibility

- The Service is available to all Singapore Citizens, Permanent Residents, Work Permit Pass, Employment Pass, Students Pass, Dependents Pass, Long-Term Pass and Diplomatic Pass holders aged 15 years old and above.
- Each customer is allowed up to a maximum of five (5) active postpaid SIM plans at any time.

ADDON : 300GB + 3GB ROAMING (MY/INA/TH)	
Commitment period	No minimum commitment period, comes with the Geenet Base Plan* as specified below
Subscription Price	\$15
Local Data	300GB
Roaming Data	3GB (Malaysia/ Indonesia/Thailand)
Local Call	1000 Outgoing Mins
Local SMS	100 Outgoing SMS
Others	Unlimited Free Incoming Call   Free Caller-ID
Validity	1 Month

\* Geenet base plan has no minimum commitment, auto-renews after expiry, includes 20 minutes of outgoing calls, 20 outgoing SMS, unlimited free incoming calls, valid for 1 month, and is priced at \$0 (valid until further notice). If the customer does not purchase any add-ons within 90 days of activation or the last purchase, Geenet may, at its discretion, terminate all services, including the base plan.

#### Mobile Number Porting

- Mobile number port-in will take one working day for processing.
- All port-in SIM must be in active status and user information must be accurate to ensure successful porting.
- An activation fee of \$30 will be charged for mobile number port-out requests made within 60 days of SIM activation, payable at the Geenet office.

#### Online Purchase

- Online mobile service registration must be completed via Singpass MyInfo and transaction fee is non-refundable.
- For online purchases, it is obligatory for either you or an appointed representative to be present to receive and acknowledge acceptance of the SIM card from our delivery partner.
- If the first delivery attempt fails, our delivery partner will provide follow-up instructions for arranging re-delivery.
- SIM card self-activation through our Geenet Online portal must be done within (3) three calendar days upon receiving the card. Failure to activate within this timeframe will result in the termination of your Geenet SIM card.

#### Lost Sim Card

- Report the loss of SIM card immediately to Customer Service at 67146677 or via WhatsApp at 89352130.
- Any fraud, suspected fraud, dishonest use or theft of your mobile phone/SIM card should be reported to the police in Singapore (or overseas, as applicable) and also to Geenet within 24 hours of such occurrence.
- A \$10 charge applies for the replacement of a lost SIM card.

#### Payment

- Monthly recurring payments for automatic renewal can be set up via the Geenet Mobile App.
- Payments options include PayNow, Visa, MasterCard, Debit cards, or Netsclick (not applicable at Geenet Resellers).
- Failed payments for recurring add-ons will result in termination of the add-on, but the Base Plan may remain active at Geenet's discretion). The recurring charges for add-on at the prevailing rates shall apply until the customer terminates his/her subscription to the add-on.
- All prices are inclusive of 9% GST, subject to the prevailing rate, unless otherwise stated. All payments are non-refundable.

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#### Service Information

- Customer will receive SMS notification for each of the following events:

a. Activation of base plan and add-on	b. 2 days before add-on expires
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#### Traffic Management Policy

- Upon exceeding the monthly local data capacity, we may, without any prior notification to you, impose a speed limit of 1Mbps on the applicable Service(s). The speed limit will be lifted at 00:00 hours on your next renewal.
- To ensure fair customer experience for our subscribers through the efficient management of our network resources, all Mobile usage is subject to this Traffic Management Policy.
- Geenet reserves the right to amend or revise this Traffic Management Policy at any time, with updates published on the official website. By accessing and/or using our Mobile services (“Service(s)”), you agree to be bound by any such changes or revisions. Please check back regularly to stay informed of any changes or updates.

#### Fair Usage Policy For Unlimited Usage

“Unlimited” free incoming talk time is restricted to reasonable personal use and non-commercial purposes only. Any abuse will entitle Geenet to revoke the customer’s benefit at Geenet’s sole discretion. If you use 10,000 incoming call minutes per billing cycle, such a cycle will be deemed to be excessive or abusive usage, for which prevailing pay-per-use charges shall apply. Geenet reserves the right to amend the Fair Use Policy from time to time at its discretion, without any prior notice.

#### Fair Usage Policy Of SMS

- SMS Service is offered for your own personal use and is subject to our fair usage policy.
- SMS usage on Geenet Mobile is strictly prohibited for transmitting unsolicited advertising, telemarketing, bulk messages, or any activity that hinders the ability of users or systems to utilize our services. Any violation of these policies may result in service termination at our discretion.
- If a customer’s usage exceeds 150 SMS per day, such usage will be deemed to be excessive usage. Geenet Mobile reserves the right, without notice or limitation, to: –
  - suspend, restrict and/or terminate your access to certain features or your entire Services, Mobile Services, Mobile Services Plan and/or any part thereof, without any liability to you until the end of the affected day, period, or bill cycle.
- Fair Usage Limits are subject to change without prior notification based on network capacity and traffic management unless otherwise specified.

#### Terms And Conditions For Self-Service Mobile Suspension

- The Self-Service Mobile Suspension feature is provided to subscribers for the purpose of fully suspending their mobile services in the event of a suspected compromise of their line.
- This feature can be accessed through the Geenet mobile application under the “Accounts” tab.
- All voice, data, SMS and roaming services associated with the line will be suspended within three (3) hours upon successful submission of suspension request.
- To reactivate the line, a face-to-face verification of the subscriber is required at the designated location.
  - ✓ Geenet Office @ 39 Woodlands Close, Mega@Woodlands #08-11 Singapore 737856
- The validity date of plan/bundle will not be extended and there will not be any refund for the unused bundle.
- The line will be terminated 30 days from the date of suspension and no reactivation will be possible after that.

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#### Suspension And Termination

- Geenet may suspend (indefinitely or for such period as Geenet may consider appropriate) or terminate any Service (including where Geenet is discontinuing or discontinues such Service) at any time by giving not less than one (1) day's written notice thereof to the Customer and stating its reason(s) for the suspension or termination of the Services and, in circumstances which Geenet deems appropriate, the means by which the Customer can avoid such suspension or termination Provided that nothing herein shall prejudice or affect any right of Geenet to suspend or terminate any Service conferred by the Specific Terms
- Geenet may suspend (indefinitely or for such period as the Service Provider may consider appropriate) or terminate (including terminate after suspending) any or all Services at any time after the occurrence of any of the following events, without giving any prior written notice thereof to the Customer:
  - i. any failure, interruption, disruption, or congestion of or in any telecommunications network, system, or services (whether of the Geenet Mobile or any other person).
  - ii. if, in the opinion of Geenet: the Customer, or any other person has used, attempted to use or is likely to use any Service subscribed by the Customer (whether with or without the authorization and/or permission of the Customer) in contravention of any Law (subject to any requirements of the Code) or any Customer Agreement or in any manner or in connection with or for the purposes of any activities which would or may cause any irritation, annoyance, embarrassment, harassment, disturbance or nuisance of any kind whatsoever to or otherwise be prejudicial to the interests of any person which would disrupt the provision or operation of any telecommunications service by Geenet or other licensees of IMDA; or the Customer has breached any material obligation in any agreement with Geenet.
  - iii. the Customer causes or is likely to cause any failure, interruption, disruption, or congestion of or in any telecommunications network, system, or services (whether of Geenet Mobile or any other person).
  - iv. the opinion of Geenet, the Customer has perpetrated a fraud on Geenet Mobile or has conducted itself in a manner which may result in perpetrating (or which, in the opinion of Geenet, constitutes and attempt to perpetrate) a fraud on Geenet Mobile
  - v. the death or mental incapacity of the Customer; or
  - vi. in the opinion of any relevant regulatory authority or law enforcement body, it is not in the public interest to continue providing Services to the Customer for any reason whatsoever.
  - vii. the revocation or expiration of permits or passes held by foreign individuals

#### General Terms And Conditions

- These terms and conditions apply to customers who subscribed to Geenet's mobile plans on or after March 2, 2022.
- Geenet Mobile services are accessible at all Geenet Resellers, and through the Geenet Mobile App.
- Customers under Geenet Corporate Individual Scheme are not eligible for Geenet tariff rebate promotions.
- The provision of all Geenet services is subject to Geenet's General Terms and Conditions. Geenet reserves the right to amend or vary these terms and conditions at any time. You are obligated to comply with and adhere to all such terms. Geenet will, where it is practicable to do so, give you advance notice of such changes which may be communicated through written notice, email, Geenet website, bills or other forms as Geenet deems appropriate. In event of any conflict or inconsistency between terms, such conflict shall, in the absence of any express agreement to the contrary, be resolved in a manner most favorable to Geenet, to the fullest extent permissible under applicable laws.