

Dear Valued Customer,

It is with deep regret that we inform you of Geenet's decision to discontinue our mobile services, effective **31st December 2025**. We sincerely apologize for any inconvenience this may cause and deeply appreciate your support over the years.

Transition to M1 Maxx

To ensure continuous service and minimize any disruption, Geenet has partnered with M1 Maxx to take over and continue to provide mobile services to you. In addition, M1 Maxx is pleased to give extra 50GB for every top-up for up to 12 months.

- On **6th November 2025**, all Geenet customer's active mobile lines (which did not opt out before the due date) will be migrated to M1 Maxx without any service disruption, and you will also not need to change your SIM card. M1 will continue your plan validity for your mobile number with enhanced entitlements compared to your last purchased Geenet plan. (Please refer to the table below for details)

Last Purchased Geenet Plan		M1 Maxx Plan To Be Migrated To	Validity of Complimentary M1 Maxx Plan To Be Provisioned
\$10 (1 mth validity)		Local Data: 500GB (Singapore, Malaysia, Indonesia) Local Outgoing Call: 1000 Mins Local Outgoing SMS: 100 SMS Roaming Data: 20GB APAC, 7GB Intl IDD Call: Up to 600 mins (MY, BANG, India, CN); 200 mins INA; 120 mins Myanmar; 50 mins PH Additional 50GB with every top-up for 12 mths	Validity of complimentary Maxx plans will follow the balance validity of the Geenet plan (on day of migration).
Local Data	200GB		
Local Outgoing Call	1000 Mins		
Local Outgoing SMS	100 SMS		
Roaming Data	1GB (MY/INA)		
IDD Call	N/A		
\$12 (1 mth validity)			
Local Data	200GB		
Local Outgoing Call	1000 Mins		
Local Outgoing SMS	100 SMS		
Roaming Data	1GB (MY/INA)		
IDD Call	350 mins (Bang/CN/India/INA/MY)		
\$15 (1 mth validity)			
Local Data	300GB		
Local Outgoing Call	1000 Mins		
Local Outgoing SMS	100 SMS		
Roaming Data	3GB (MY/INA/TH)		
IDD Call	N/A		
\$20 (1 mth validity)			
Local Data	500GB		
Local Outgoing Call	1000 Mins		
Local Outgoing SMS	100 SMS		
Roaming Data	1GB/day (MY/INA/TH/BANG/Cambodia/HK/TW)		
IDD Call	200 mins (Bang/CN/India/INA/MY)		
\$36 (3 mths validity)			
Local Data	360GB		
Local Outgoing Call	3000 Mins		
Local Outgoing SMS	300 SMS		
Roaming Data	N/A		
IDD Call	360 mins (Bang/CN/India/INA/MY)		

2. No action is required if you want to continue with the M1 Maxx plans. The transition will be seamless, and your service will continue without interruption.
3. Your billing cycle will continue under M1 Maxx, matching any unused days remaining on your current Geenet plan.
4. After the complimentary M1 Maxx plan has expired, you may renew on any M1 Maxx plans conveniently at any M1 Maxx retailer or via the M1 Maxx App.
5. By transiting to M1 Maxx, you are deemed to have provided consent for Geenet to disclose your personal data to M1 for the purpose of provision of the mobile service and have also accepted M1's terms and conditions at <https://www.m1.com.sg/terms-and-conditions/maxx> as well as M1's Data Protection Policy published on <https://www.m1.com.sg/dataprotectionpolicy>.
6. After your mobile service have been successfully migrated to M1 Maxx, you will still be able to terminate or port out to other operators (except M1 postpaid services) .
7. For customers who do not wish for Geenet to disclose your personal data to M1 or do not accept M1's terms and conditions, you can opt out of this migration to M1 Maxx by **31st October 2025**. However, you will be required to do a SIM card exchange at Geenet office in person with your ID that you have used during your initial registration at the following address:
 - Address: 39 Woodlands Close, Mega@Woodlands, #08-11, Singapore 737856
 - Operating hours: 9.30am to 5pm (weekdays), 1pm to 7pm (weekends) (excluding any PH)
 - Important Notice: You are required to change your SIM card at Geenet office if you do not wish to move from the Geenet to Maxx plans
8. For customer who have opted out of the migration to M1 Maxx and changed your SIM card at the Geenet office, Geenet will continue to provide mobile service until **31st December 2025**. During this period, you may port your mobile number to another operator at any time, as long as your line remains active. The last day to renew your Geenet plan is **30th November 2025**.

Geenet