



Specific Terms and Conditions for “GOMO Mobile Plan”

These Terms and Conditions apply to GOMO customers who are consumers. If you are a business account customer of GOMOBiz, please refer to [GOMOBiz Terms and Conditions](#) instead.

1. 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 31 days on the debit or credit card that is stored with GOMO.
 - 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.

2. General – Sign-ups

For online sign-ups on the GOMO Website and GOMO mobile app

1. Mobile plans displayed on <https://gomo.sg/> (the “**GOMO Website**”) are available for online purchase through the GOMO Website and on the landing page of GOMO app.



2. A valid SingPass MyInfo account is required for activation and sign-up of GOMO SIM and eSIM mobile plans.
3. Each GOMO SIM can only be activated once. Each GOMO eSIM can be reactivated after deleting the eSIM from current device.
4. Singtel Mobile Singapore Pte Ltd ("**Singtel Mobile**") reserves the right to change the prices offered at the GOMO Website without any prior notification.
5. 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.
6. Singtel Mobile reserves the right to cancel or amend orders at its sole discretion.
7. To ensure you are connected, please activate your GOMO SIM or eSIM card within 14 days upon delivery or issuance. If it's not activated in time, your line will be temporarily suspended, but the monthly plan rate will still apply. After 60 days of suspension, your mobile line and the number assigned to the mobile line will be automatically terminated.

3. 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.

- iv. Subscribers will be assigned a temporary number to use their mobile service with GOMO. Subscribers will have to activate the temporary number in accordance with the instructions provided in order for the port-in to be completed. Failure to do so will result in the termination of the mobile line.

11. Promotions – April Promo

- i. Subscriber will enjoy 70% off for 1 month on all 5G+ plans (excluding <5G+ Senior> and <5G+ Student & NS> plans). Thereafter, plan subscription charges shall continue at the original pricing.
- ii. Subscriber will enjoy this promotion by applying promo code “**GOMO70**” at the order summary page and make payment successfully to enjoy this offer.
- iii. Failure to input promo code will result in subscriber not being entitled to the promotions.
- iv. This offer is valid till 16 April 2026.
- v. This offer is applicable to all new sign ups and port-ins, limited to the first 10,000 promo code redemptions only.
- vi. In case monthly recurring payment fails due to insufficient funds or other reasons, plan may revert back to the non-promotional plans below when Subscriber makes payment again. Charges will be non-refundable upon successful sign up.
- vii. In case Subscriber changes from one plan to another, plan will revert back to the non-promotional plans below. Charges will be non-refundable upon successful sign up.

12. Plan - **\$6 for 400GB with 5G+, 800MINS, 800SMS with 6GB Asia roaming data, with bonus 400GB monthly Malaysia roaming, along with 3GB international roaming <5G+ Senior>**

- i. Plan offers new subscribers 400GB with 5G+, 800MINS, 800SMS with 6GB Asia roaming data, with bonus 400GB monthly Malaysia roaming, along with 3GB international roaming for \$6 per month.
- ii. Subscriber will be charged \$6 per month for this plan. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. Subscriber must be aged 60 years or older.
- iv. This plan is no-contract, and includes free incoming calls and caller ID.
- v. Charges will be non-refundable upon successful sign up.
- vi. This plan is applicable to new sign ups and port-ins.
- vii. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again.
- viii. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.



- ix. Bonus monthly Malaysia roaming is subject to changes at GOMO's discretion.
13. Plan - **\$12 for 400GB with 5G+, 800MINS, 800SMS with 12GB Asia roaming data, with bonus 400GB monthly Malaysia roaming, along with 4GB international roaming <5G+ Student & NS>**
- i. Plan offers new subscribers 400GB with 5G+, 800MINS, 800SMS with 12GB Asia roaming data, with bonus 400GB monthly Malaysia roaming, along with 4GB international roaming for \$12 per month.
 - ii. Subscriber will be charged \$12 per month for this plan. Amount will be automatically charged to Subscriber's debit or credit card monthly.
 - iii. Subscriber must be aged between 16 and 24 years old.
 - iv. This plan is no-contract, and includes free incoming calls and caller ID.
 - v. Charges will be non-refundable upon successful sign up.
 - vi. This offer is applicable to new sign ups and port-ins.
 - vii. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again.
 - viii. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
 - ix. Bonus monthly Malaysia roaming is subject to changes at GOMO's discretion.
14. Plan - **\$50.00 for Unlimited* local with 5G+, Unlimited* MINS/SMS and Unlimited* monthly international roaming, with bonus 800GB monthly Malaysia roaming and 180 monthly yuu points* <5G+ GLOBAL INFINITY>**
- i. Plan offers new subscriber Unlimited* local with 5G+, Unlimited* MINS/SMS and Unlimited* monthly international roaming, with bonus 800GB monthly Malaysia roaming for \$50.00.
***Fair usage policy of Unlimited**, local data will have up to 1,024GB for usage, MINS/SMS will have up to 1,500MINS/SMS for usage, international roaming will have 25GB, throttle to lower speed thereafter.
 - ii. Additional monthly 180 yuu points will be credited to eligible customers. Refer to Section 18 for more details on the eligibility and the crediting procedure.
 - iii. Additional loyalty bonus of 7,200 yuu points for eligible customers. Refer to Section 18 for more details on the eligibility and the crediting procedure.
 - iv. Eligible customers will be sent an email to register their yuu User ID with GOMO before each Quarters to facilitate the crediting of the yuu points the following month.
 - v. Subscriber will be charged \$50.00 per month. Subscriber will enjoy Unlimited* local with 5G+, Unlimited* MINS/SMS at \$38.00 and Unlimited* monthly international roaming with bonus 800GB monthly Malaysia roaming at \$12.00. Amount will be automatically charged to Subscriber's debit or credit card monthly.
 - vi. This plan is no-contract, and includes free incoming calls and caller ID.
 - vii. Charges will be non-refundable upon successful sign up.
 - viii. This plan is applicable to all new sign ups and port-ins.



- ix. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plan when Subscriber makes payment again.
 - x. If the Subscriber needs additional roaming data, he/she can purchase a roaming add-on in the GOMO app. Roaming data add-ons that expire first will be used before any data on your base plan.
 - xi. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
 - xii. Bonus monthly Malaysia roaming is subject to changes at GOMO's discretion.
15. Plan - **\$30.56 for Unlimited* local with 5G+, Unlimited* MINS/SMS and Unlimited* monthly Asia roaming, with 12GB international roaming and bonus 800GB monthly Malaysia roaming < 5G+ ASIA INFINITY>**
- i. Plan offers new subscriber Unlimited* local with 5G+, Unlimited* MINS/SMS and Unlimited* monthly Asia roaming, with 12GB international roaming and bonus 800GB monthly Malaysia roaming for \$30.56.
***Fair usage policy of Unlimited**, local data will have up to 1,024GB for usage, MINS/SMS will have up to 1,500MINS/SMS for usage, Asia roaming will have 20GB, throttle to lower speed thereafter.
 - ii. Subscriber will be charged \$30.56 per month. Subscriber will enjoy Unlimited* local with 5G+, Unlimited* MINS/SMS at \$18.56 and Unlimited* monthly Asia roaming with 12GB international roaming and bonus 800GB monthly Malaysia roaming at \$12.00. Amount will be automatically charged to Subscriber's debit or credit card monthly.
 - iii. This plan is no-contract, and includes free incoming calls and caller ID.
 - iv. Charges will be non-refundable upon successful sign up.
 - v. This plan is applicable to all new sign ups and port-ins.
 - vi. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again.
 - vii. If the Subscriber needs additional roaming data, he/she can purchase a roaming add-on in the GOMO app. Roaming data add-ons that expire first will be used before any data on your base plan.
 - viii. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
 - ix. Bonus monthly Malaysia roaming is subject to changes at GOMO's discretion.
16. Plan - **\$20.99 for 700GB with 5G+, 1000MINS, 1000SMS with 12GB Asia roaming data, with bonus 700GB monthly Malaysia roaming, along with 10GB international roaming <5G+ Core>**



- i. Plan offers new subscribers 700GB with 5G+, 1000MINS, 1000SMS with 12GB Asia roaming data, with bonus 700GB monthly Malaysia roaming, along with 10GB international roaming for \$20.99.
- ii. Subscriber will be charged \$20.99 per month by signing up during the promotional period and continues to stay on this plan. Subscriber will enjoy 700GB with 5G+, 1000MINS, 1000SMS at \$13.49 and 12GB Asia roaming data with bonus 700GB monthly Malaysia roaming, along with 10GB international roaming at \$7.50. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Charges will be non-refundable upon successful sign up.
- v. This offer is applicable to all new sign ups and port-ins.
- vi. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again.
- vii. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
- viii. Bonus monthly Malaysia roaming is subject to changes at GOMO's discretion.

17. Plan - \$18.33 for 400GB with 5G+, 800MINS, 800SMS with 10GB Asia roaming data, with bonus 400GB monthly Malaysia roaming, along with 8GB Worldwide roaming <5G+ Value>

- i. Plan offers new subscriber 400GB with 5G+, 800MINS, 800SMS with 10GB Asia roaming data, with bonus 400GB monthly Malaysia roaming, along with 8GB Worldwide roaming for \$18.33.
- ii. Subscriber will enjoy 400GB with 5G+, 800MINS, 800SMS at \$12.33 and 10GB Asia Roaming data with bonus 400GB monthly Malaysia roaming, along with 8GB international roaming at \$6.00. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Charges will be non-refundable upon successful sign up.
- v. This offer is applicable to all new sign ups and port-ins.
- vi. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.
- vii. Bonus monthly Malaysia roaming is subject to changes at GOMO's discretion.



18. Plan - \$15.00 for 300GB, 500MINS, 500SMS with 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia and bonus 6GB monthly Malaysia roaming. Local data will be on 5G+ network for 24 months before reverting to 4G network <4G Pro>

- i. Plan offers new subscriber 300GB, 500MINS, 500SMS with 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia and bonus 6GB monthly Malaysia roaming for \$15.00.
- ii. Local data will be on 5G+ network for 24 months before reverting to 4G network.
- iii. Subscriber will be charged \$15.00 monthly by signing up during the promotional period and continues to stay on this plan. Subscriber will enjoy 300GB, 500MINS, 500SMS at \$10.50 and 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia with bonus 6GB Malaysia roaming at \$4.50. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iv. This plan is no-contract, and includes free incoming calls and caller ID.
- v. Charges will be non-refundable upon successful sign up.
- vi. This offer is applicable to all new sign ups and port-ins.
- vii. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

19. Plan - \$12.00 for 200GB, 300MINS, 300SMS with 4GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia and bonus 4GB monthly Malaysia roaming <4G Value>

- i. Plan offers new subscriber 200GB, 300MINS, 300SMS with 4GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia and bonus 4GB monthly Malaysia roaming for \$12.00.
- ii. Subscriber will be charged \$12.00 per month. You'll enjoy 200GB, 300MINS, 300SMS at \$7.50 and 6GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia with bonus 4GB Malaysia roaming at \$4.50. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Charges will be non-refundable upon successful sign up.
- v. This offer is applicable to all new sign ups and port-ins.
- vi. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after



every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

20. Plan - \$10.18 for 100GB, 300MINS, 300SMS, and 2GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia <4G Saver>

- i. Promotion offers new subscriber 100GB, 300MINS, 300SMS, and 2GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia for \$10.18.
- ii. Subscriber will be charged \$10.18 monthly by signing up during the promotional period and continues to stay on this plan. Subscriber will enjoy 100GB, 300MINS, 300SMS at \$7.18 and 2GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia at \$3.00. Amount will be automatically charged to Subscriber's debit or credit card monthly.
- iii. This plan is no-contract, and includes free incoming calls and caller ID.
- iv. Charges then will be non-refundable upon successful sign up.
- v. This offer is applicable to all new sign ups and port-ins.
- vi. In case monthly recurring payment fails due to insufficient funds or other reasons or if Subscriber changes plan, plan may revert to back to the non-promotional plans when Subscriber makes payment again. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address in our records when your GOMO Mobile Plan gets auto-renewed after every 31 days. Alternatively, you may also check your credit card bill, your bill will be reflected under 'GOMO Mobile Plan'. No separate bills will be provided as excess charges will not apply to GOMO Mobile Plans.

21. Data Bank

- i. With the relaunch of Data Bank on 11 December 2025, all Data deposited in Data Bank previously will be converted into GB Coins.
- ii. Data Bank enables all GOMO customers to convert their Unused Data (as defined below) into GB Coins in accordance with these terms and conditions.
- iii. Monthly base plan data that has not been used up by a customer by the end of each billing period ("**Unused Data**") may be converted into GB Coins before the end of the billing period, failing which such Unused Data will expire.
- iv. 1 GB of Data will be converted in 1 GB Coin.
- v. Users can convert up to 1,024GB of data into GB Coins each month.
- vi. GB Coins can be used to redeem attractive perks such as Unlimited Data Roaming. Additional terms may apply.
- vii. All GB Coins will expire one (1) year from the date of conversion.
- viii. Data deposited into the Data Bank prior to 11 December 2025 will be automatically converted into GB Coins and will expire two (2) years from 11 December 2025.

22. Global Infinity yuu points

Definition of Quarters and the corresponding crediting period for respective quarters

Quarter	Period	Crediting month in the following quarter
Quarter 1	January - March	April
Quarter 2	April - June	July
Quarter 3	July - September	October
Quarter 4	October - December	January

- i. Subscriber needs to be on the 5G+ Global Infinity plan during the month within which the crediting period falls.
- ii. Subscriber will be sent an eForm through email to collect their yuu User ID to credit their rewards into their yuu account during the 1st week of the crediting period. Do note that subscriber will have to register their yuu User ID via the eForm by Day 7 of the crediting month.
- iii. Subscriber will be able to receive the yuu points in their yuu app by Day 14 of the crediting month.
- iv. The number of yuu points will be given in multiples of 180 yuu points based on the number of billed cycles in the quarter.
To illustrate, if a subscriber's signup date is 3 January, he will have 3 billed cycles (3 Jan, 3 Feb, 3 Mar) in Quarter 1 and be eligible for 3 x 180 yuu points during the crediting period in April, provided he is still subscribed to 5G+ Global Infinity plan in April.
- v. **7,200 bonus yuu points**
 - a. The Bonus points will be given to first 400 subscribers who meet the minimum criteria of:
 - i. Minimum 6 months' subscription on 5G+ Global Infinity plan
 - ii. Being an active subscriber on the same 5G+ Global Infinity plan during the crediting period.
 - b. To illustrate, if a subscriber's signup date is 30 March and he clocks 6 consecutive billed cycles on the same plan (30 Mar, 30 Apr, 30 May, 30 Jun, 30 Jul, 30 Aug), he will be eligible for the bonus 7,200 yuu points during the crediting period in October provided he is still subscribed to 5G+ Global Infinity plan in October.
- vi. No Points will be issued if a customer cancels the plan before the service starts and if the customers terminate or change plan to another GOMO plan instead of remaining on GOMO 5G+ Global Infinity plan.
- vii. No Points can be retrospectively claimed if a customer forgets to provide their yuu ID by Day 14 of the crediting month, fails to complete their sign-up online within the yuu App, or inputs an incorrect yuu ID providing their yuu ID to GOMO.

23. Promo Code for Add-ons



- i. To enjoy the promo code discount, GOMO Subscriber must apply the promo code in the GOMO mobile app during the purchase of the add-on. Failure to apply the promo code before the purchase is completed will result in the GOMO Subscriber not receiving the benefit of the discount. Charges will be non-refundable.
- ii. Please refer to the terms and conditions accompanying the Promo Code for applicable terms.

24. **Termination/ Port-out Service**

- i. Termination of the GOMO Mobile Plan may be requested via Zenmo chat which is available on GOMO mobile app and GOMO website.
- ii. For port-out requests, the request must be made to your new telecommunications provider in order to initiate the port-out process.
- iii. Both termination and port-out request must be submitted at least 5 days before the next scheduled recurring payment date. For requests submitted within 5 days from the next scheduled recurring payment date, the Customer will be charged for the next payment.
- iv. GOMO Mobile Plans which have been successfully terminated may not be reinstated for any reason, and the mobile number may not be retained.

25. **RCS**

- i. The RCS Service allows you to send and receive messages (“RCS Messages”) using Rich Communication Services (“RCS”) in compatible devices with RCS-capable messaging applications. The RCS Messages are exchanged via telephone numbers.
- ii. RCS is enabled by default in compatible devices with RCS-capable messaging applications. You can disable or discontinue your use of RCS by turning off this setting in the messaging application.
- iii. By using the RCS Service, you agree to: (i) the terms that govern the use of RCS, including but not limited to the Google RCS TOS available at https://jibe.google.com/intl/en_ZZ/policies/terms/ (as such terms and URL may be updated from time to time by Google); and (ii) Google and its affiliates’ right to collect, process, disclose and/or use your data for the purposes of providing RCS in accordance with Google’s prevailing privacy policy. Without prejudice to the foregoing, Google and its affiliates may use your data to: (i) prevent spam and other abuse; (ii) maintain and improve Google products and services; and (iii) provision RCS end users for internal purposes.
- iv. RCS Messages are transmitted over the Internet. You may incur data charges in connection with your use of the RCS Service. RCS requires all parties in a conversation to support RCS or be RCS capable. If RCS is unavailable or the number with which you wish to exchange RCS Messages is not RCS capable, your messages may be transmitted as standard text messages (SMS).
- v. No warranties, representations or guarantees of any kind (including message delivery, speed, or reliability) apply to the RCS Service, unless expressly provided. All implied conditions, warranties or other terms (including any implied terms as to satisfactory quality, fitness for purpose or conformance with description) are excluded.
- vi. You are responsible for any content that you post or transmit on or through the RCS Service. You shall access and use the RCS Service in a manner consistent with all applicable laws and regulations and you agree that you shall comply with any applicable acceptable use policies.



- vii. The RCS Service may be modified, suspended, or discontinued by Singtel at any time.
- viii. We use your personal data to provide and support RCS, including delivering RCS messages, maintaining your account, ensuring service security, sending service-related updates, and complying with our legal and regulatory obligations. You may refer to Singtel's Data Protection Policy for more information.
- ix. If you have provided your consent for us to send you RCS marketing messages, we will continue to do so unless you withdraw your consent. You may withdraw your consent at any time.
- x. To stop receiving RCS marketing messages, you may email us at s-rbm-support@singtel.com with your request to terminate or opt out of RCS marketing messages. Your request will take effect within 10 business days from the date of receipt.

26. GOMO Roaming

- i. To use data roaming overseas you will need a GOMO plan with bundled roaming data or a roaming add-on ("GOMO Roaming"), which can be purchased via the GOMO mobile application.
- ii. To purchase or activate GOMO roaming plan or add-ons, you will need a GOMO Mobile Plan registered under your personal NRIC.
- iii. GOMO roaming feature provides data roaming only, so international incoming and outgoing talk time or SMS are not available, but you can receive international SMS.
- iv. Availability of the mobile data service is subject to availability of a suitable type of mobile equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the service is requested or delivered; and geographic and technical capability of the Singtel Mobile network, roaming partner networks, and of Singtel Mobile's delivery systems at the time and location when the service is requested or delivered. User must ensure that Mobile Data and Data Roaming are enabled on their device and the Access Point Network (APN) setting on their device is set to *hicard*.
- v. GOMO roaming add-on can be activated or purchased up to one (1) day in advance. Activation date and time will be indicated when user selects before a purchase. GOMO roaming add-on validity is subject to the numbers of days of each plan.
- vi. Data roaming services will be deactivated once the data bundle has been completely utilized. No additional charge will be imposed.
- vii. All unused data will automatically deactivate at 2359hours, Singapore Time or GMT+8 on the date of expiry.
- viii. When GOMO roaming add-on is active, each additional purchase of a GOMO roaming add-on for the same territory will extend the validity and increase the data allowance of the total data bundle for such territory by the amounts set out in the additional GOMO roaming add-on, from the date of the additional purchase.
- ix. Once you have successfully purchased GOMO roaming add-on, it cannot be cancelled. Your GOMO roaming add-on charge is non-refundable.
- x. Non-Commercial and Fair Usage Policy of GOMO roaming data
- xi. Customers are to use all roaming services strictly for personal and non-commercial purposes only.
- xii. To ensure that the activities of some users do not impair the ability of Customers to have access to fast and reliable mobile internet service, this service is conditional on fair usage by Customers.



- xiii. If Customers exceed the Daily Fair Usage, GOMO will impose a daily speed limit (1Mbps) on data roaming service without prior notification. This speed limit will be lifted at 0000hours the following day (**Not for Asia / Worldwide Unlimited Packs**).
- xiv. Do note that data roaming speed may vary depending on:
 - a. Overseas network coverage
 - b. Overseas network capacity
 - c. Overseas operators' Fair Usage Policy
 - d. For more information on the Daily Fair Usage Policy, please refer [here](#).
- xv. GOMO Mobile Plan 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 GOMO Mobile Plan, at its sole discretion, determines that action is necessary to protect the network from harm or degradation.
- xvi. Customers shall not abuse, misuse, exhaust or otherwise take unfair advantage of GOMO Roaming to the detriment of other Users.
- xvii. GOMO Mobile Plan's records relating to data usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The Customers agrees that Singtel Mobile's and GOMO Mobile Plan's decisions on all matters pertaining to data usage and charges are final. No further correspondence will be entertained in respect of the same.

A. Roam Single Destination

- i. Roam Single Destination ("RSD") plans are only available in three (6) destinations, Indonesia, Philippines, Thailand, Malaysia, Taiwan and Australia. Plans data bundle, validity and price are stated in the table below.
- ii. Roam Single Destination plans are only applicable for users roaming in selected overseas networks, data roaming will not be available on other overseas networks.

RSD Plans	Data Bundle (GB)	Validity (Days)	Price (SGD)
Thailand 12GB	12	7	\$15
Indonesia 4GB	4	3	\$6
Indonesia 12GB	12	7	\$15
Philippines 12GB	12	7	\$15
Malaysia 4GB	4	3	\$6
Malaysia 12GB	12	7	\$15
Taiwan 12GB	12	7	\$15
Australia 12GB	12	7	\$15

B. Roam More Destinations

- i. Roam More Destinations ("RMD") plans are only available up to fifty (50) destinations. Plans data bundle, validity and price are stated in the table below.

RMD Plans	Data Bundle (GB)	Validity (Days)	Price (SGD)
Asia 1GB	1	5	\$6
Asia 4GB	4	15	\$15



Asia Unlimited	Unlimited*	15	\$25
Worldwide 1GB	1	7	\$12
Worldwide 4GB	4	15	\$30
Worldwide Unlimited	Unlimited*	15	\$35

ii. *Asia and Worldwide Unlimited Packs: FUP 10GB over 15 days, 512kbps thereafter

27. GOMO IDD & Global SMS

- i. To use GOMO IDD and Global SMS services, you will need a GOMO IDD add on plan (“GOMO IDD”), which may only be purchased via the GOMO mobile application.
- ii. To purchase or activate GOMO IDD and Global SMS, you will need a GOMO Mobile Plan registered under your personal NRIC.
- iii. GOMO IDD can be purchased at \$5 / IDD add on plan (GST included) and will add \$5 credit to GOMO IDD. Singtel Mobile reserves the right to change or withdraw the plan by publishing the updated details on our website.
- iv. GOMO IDD and Global SMS credits are valid for 30 days from the date of activation. The service will automatically deactivate at 12 midnight, 30 consecutive days after the date of activation. When GOMO IDD is active, any purchase of GOMO IDD will extend the remaining validity of all GOMO IDD credits in GOMO IDD to 30 days.
- v. A maximum of \$40 credit can be stored in GOMO IDD at any time. GOMO IDD services will be deactivated once the credit has been completely utilized. To resume using GOMO IDD add on services, you must purchase additional GOMO IDD credits.
- vi. All unused GOMO IDD credit will automatically deactivate at 2359hours, Singapore Time or GMT+8 on the date of expiry.
- vii. Global SMS can be used for all destinations worldwide and will be charged at S\$0.15 per SMS from existing IDD credit.
- viii. GOMO IDD can only be used for calling to 50 destinations. Refer to the below table for the eligible list of destinations & rate per minute to call these destinations.

Asia Pacific - \$0.05/ min	Popular Destinations - \$0.20/ min	Rest of the World – \$0.60/ min		
Australia	Brunei	Austria	Italy	Russia
Bangladesh	Canada	Belgium	Japan	Saudi Arabia
China	Hong Kong	Brazil	Laos	South Africa
India	Indonesia	Cambodia	Myanmar	Spain
Malaysia	Macau	Denmark	Nepal	Sri Lanka
Thailand	New Zealand	Egypt	Netherlands	Sweden
	Philippines	Finland	Nigeria	Switzerland
	South Korea	France	Norway	United Arab Emirates
	Taiwan	Germany	Oman	
	United Kingdom	Greece	Pakistan	
	United States of America	Ireland	Portugal	
	Vietnam	Israel	Qatar	



- ix. GOMO IDD does not support calling to other destinations that are not included in the list.
- x. Once you have successfully purchased GOMO IDD, GOMO IDD cannot be cancelled. Your GOMO IDD credits are non-refundable, non-transferrable, and cannot be used for any other purpose.
- xi. Non-Commercial and Fair Usage Policy of GOMO IDD add on Plan
 - a. Customers are to use all IDD services strictly for personal and non-commercial purposes only.
 - b. 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.
 - c. Singtel Mobile reserve 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.
 - d. Customers shall not abuse, misuse, exhaust or otherwise take unfair advantage of GOMO IDD to the detriment of other Users.
- xii. GOMO Mobile Plan's records relating to usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The Customers agrees that Singtel Mobile's decisions on all matters pertaining to usage and charges are final. No further correspondence will be entertained in respect of the same.

28. **GOMO Golden/Special number**

- i. Subscribers may request to pay for the right to use specific Golden/Special Mobile Numbers ("Number"). Singtel Mobile reserves the right to reject any application, and to have the final decision on number allocation in the event of a dispute.
- ii. The Subscriber shall activate the Number on a GOMO mobile subscription within fourteen (14) days of obtaining the Number. If the Number is not activated within fourteen (14) days, the Subscriber will cease to have the right to use the Number. Singtel Mobile will have the absolute right to deal with the Number as it deems appropriate without being liable to the Subscriber for any loss or damages. Singtel Mobile will not refund any amount paid by Subscriber for the Number.
- iii. Golden/Special numbers may not be resold, transferred or offered in any way whatsoever to a third party without Singtel Mobile's prior approval in writing.
- iv. In event that Subscribers' mobile subscription line is terminated due to failure to activate SIM, or failure of payment, Golden/Special numbers will be terminated and the Subscriber will cease to have the right to use the Number. Singtel Mobile will have the absolute right to deal with the Number as it deems appropriate without being liable to the Subscriber for any loss or damages. Singtel Mobile will not refund any amount paid by Subscriber for the Number.
- v. Singtel Mobile reserves the right to vary the terms and conditions of this Golden/Special Number Scheme at any time without prior notice.
- vi. Singtel may change or withdraw any Number without prior notice to Subscriber, and without being liable to the Subscriber in damages or otherwise, owing to directions given by the Info-Communications Development Authority of Singapore or any other regulatory authority, or any telecommunications network changes initiated by Singtel Mobile or otherwise.



29. SIM Charges

- i. Singtel GOMO will be charging Subscribers a fee of \$2 for physical SIM card and Free for an eSIM.
- ii. In event of lost SIM, faulty SIM and general change SIM, a fee of \$10.90 will be charged to the Subscribers for physical SIM replacement and \$5.00 will be charged to the Subscribers for eSIM replacement.
- iii. Singtel GOMO Mobile reserves the right to vary the terms and conditions of this SIM charges at any time without prior notice.

30. Terms & Conditions of GOMO Mobile Change Plan

- i. Eligible GOMO subscribers will be able to change their current plan to the following plans in the GOMO app:
 - a. Unlimited* local data with 5G+, Unlimited MINS/SMS at \$50.00 with monthly Unlimited* Worldwide roaming across 50 countries along with 800GB monthly roaming data to Malaysia and monthly 180 yuu Points.
 - 5G+: Experience ultra-fast speeds, ultra-low latency and better bandwidth with nationwide coverage backed by Singtel 5G+. A compatible 5G+ device is required to enjoy 5G+ access.
 - Bonus unlimited monthly international roaming and 800GB monthly Malaysia roaming will be provisioned within 1-3 working days.
 - *Fair usage policy applies; Unlimited local data will have up to 1,024GB for usage, Unlimited MINS/SMS will have up to 1,500MINS/SMS for usage, Unlimited Worldwide roaming will have 25GB, throttle to lower speed thereafter.
 - b. Unlimited* local data with 5G+, Unlimited MINS/SMS at \$30.56 with monthly Unlimited* Asia roaming across 18 countries along with 12GB Worldwide roaming data across 50 destinations and 800GB monthly roaming data to Malaysia.
 - 5G+: Experience ultra-fast speeds, ultra-low latency and better bandwidth with nationwide coverage backed by Singtel 5G+. A compatible 5G+ device is required to enjoy 5G+ access.
 - Bonus unlimited monthly Asia roaming and 800GB monthly Malaysia roaming will be provisioned within 1-3 working days, 9GB Worldwide roaming data will be provisioned before 15th August 2025.
 - *Fair usage policy applies; Unlimited local data will have up to 1,024GB for usage, Unlimited MINS/SMS will have up to 1,500MINS/SMS for usage, Unlimited Asia roaming will have 20GB, throttle to lower speed thereafter.
 - c. 400GB with 5G+, 1000 MINS and 1000 SMS at \$20.99 with 12GB monthly roaming data to Malaysia, Indonesia, Thailand, Taiwan, and Australia, 10GB Worldwide roaming data across 50 destinations along with 500GB monthly roaming data to Malaysia.
 - 5G+: Experience ultra-fast speeds, ultra-low latency and better bandwidth with nationwide coverage backed by Singtel 5G+. A compatible 5G+ device is required to enjoy 5G+ access.
 - Bonus 500GB monthly Malaysia roaming will be provisioned within 1-3 working days, 8GB Worldwide roaming data will be provisioned before 15th August 2025.
 - d. 300GB with 5G+, 800 MINS and 800 SMS at \$18.33 with 10GB monthly roaming data to Malaysia, Indonesia, Thailand, Taiwan, and Australia, 6GB



Worldwide roaming data across 50 destinations along with 300GB monthly roaming data to Malaysia

- 5G+: Experience ultra-fast speeds, ultra-low latency and better bandwidth with nationwide coverage backed by Singtel 5G+. A compatible 5G+ device is required to enjoy 5G+ access.
 - Bonus 300GB monthly Malaysia roaming will be provisioned within 1-3 working days, 5GB Worldwide roaming data will be provisioned before 15th August 2025.
- e. 300GB, 500 MINS and 500 SMS at \$15.00 with 6GB monthly roaming data to Malaysia, Indonesia, Thailand, Taiwan, and Australia.
- ii. Upon submission of change plan, GOMO subscribers will not be able to revert to their previous promotional plan.
 - iii. After a plan has been changed, subscribers may not be able to switch to other GOMO plans till the next billing cycle.
 - iv. Change of plans must be completed in the GOMO app at least 2 days before the next billing cycle for the new plan to commence from the next billing cycle.
 - v. Subscribers are required to have a valid debit/credit card linked to their GOMO payment account to upgrade their plan.
 - vi. Singtel shall not be liable in any way whatsoever for any matter arising from, relating to and/or attributable to such products and/or services.
 - vii. Singtel and merchant reserves the right to terminate, suspend or cancel (in whole or in part) this promotion.
 - viii. Singtel and merchant reserves the right to amend these terms and conditions of this promotion from time to time without prior notice and without any liability.

Last Updated: 7 April 2026