



## **GOMOBiz Terms and Conditions**

These Terms and Conditions (“Terms”) apply to all agreements with our enterprise or business customers of GOMOBiz and sets out the general terms and conditions of any GOMOBiz Services we may agree to provide to you from time to time. These Terms supplement, are in addition to, and are to be read together with any other document or agreement which you may have with GOMOBiz, as well as the Singtel General Terms and Conditions of Services for Enterprise (“Singtel General Terms”) (available at <https://www.singtel.com/terms-general-enterprise> (as may be amended from time to time)) which is incorporated by reference. Unless otherwise stated, if there is any conflict or inconsistency between these terms and any other terms, such conflict or inconsistency shall be resolved in the following order of precedence: (a) any other terms and conditions which we may agree with you from time to time; (b) these Terms; and (c) the Singtel General Terms. We reserve the right to add, alter, vary and modify any or all of the Terms herein at any time at our discretion, as notified through any channel provided by us from time to time which may include our website at <https://gomo.sg/business>. If you do not accept any addition and/or variation to these Terms, you shall immediately discontinue any use of GOMOBiz Services and close the GOMOBiz Account. If you continue to use the GOMOBiz Services or operate the GOMOBiz Account after such notification, you are deemed to have agreed to such addition and/or variation.

### **\*Important Note: Service Feature Availability**

Certain features of the Service(s), including number port-in and purchase of Add-ons, are currently limited or unavailable and will be introduced progressively after the launch of the Service. The purchase of additional roaming plans will not be available until the roaming services are officially launched. Users who are roaming prior to the launch of our roaming services will only be able to use the roaming data allowance included in their main plan.



## **(A) GENERAL TERMS AND CONDITIONS FOR GOMOBIZ**

### **1. Definitions**

In these Terms, the following words and expressions shall have the following meanings:

#### **“Account Holder”**

means an individual who is either a director, company secretary, partner, sole proprietor or equivalent person of the Customer, as listed in the records of the Accounting and Corporate Regulatory Authority of Singapore (“ACRA”), who is operating the Account on behalf of the Customer.

#### **“Add-ons”**

means any chargeable optional services purchased by the Account Holder or Line User using the GOMO App or GOMOBiz Portal, including but not limited to GOMO roaming packages, additional talktime/SMS bundles, and device purchases.

#### **“Authorized Admin(s)”**

means a representative of the Customer who is designated by the Account Holder to operate and manage the Customer’s GomoBiz Account and GomoBiz Services on behalf of the Customer. Account Holder may designate up to 5 Authorised Admins for each GomoBiz Account.

#### **“Customer”**

means any entity which has applied for or subscribed to any GomoBiz Services and includes the successors or permitted assigns of the Customer.



**“Customer Information”**

means, in relation to a Customer, all information which Singtel Mobile obtains as a result of such Customer's use of a Service provided by Singtel Mobile or in connection with any contract or agreement between the Customer and Singtel Mobile, including any information (including opinions) which identifies or which relates to an individual, whether true or not.

**“GOMOBiz Account” or “Account”**

means the business account created and maintained by the Account Holder on behalf of the Customer for the purpose of purchasing, managing, and administering GOMOBiz Services under the Customer's UEN.

**“GOMOBiz Mobile Plan” or “Plan”**

means the mobile service offered by Singtel Mobile to business customers under a no-contract, recurring subscription model.

**“GOMOBiz Portal” or “Portal”**

means the GOMOBiz web portal where Account Holders and Authorised Admins may access account management features.

**“GOMOBiz Service(s)” or “Service(s)”**

means the telecommunication services provided by Singtel Mobile including voice, SMS/MMS, data, roaming, and Add-ons, and any other service offered or provided by Singtel Mobile from time to time.

**“SIM” or “eSIM”**

means the physical SIM card or embedded SIM issued by Singtel for use with the GOMOBiz Mobile Plan.



**“Singtel Mobile” or “we/us/our”**

means Singtel Mobile Singapore Pte Ltd and its successors and assigns.

**“UEN”**

means Unique Entity Number, the government-issued identification number for registered business entities in Singapore.

**“User” or “Line User”**

means any individual user who are the end users of the Services subscribed to by the Customer, whether or not such use is with Customer’s, Account Holder’s or Authorised Admin’s knowledge or consent.

**“You” or “your”**

means the Customer and/or the Users of the Services.

**2. Account Opening and Sign-up**

2.1 The opening of an Account is subject to Singtel Mobile’s approval. A valid GOMOBiz Account is required for activation and sign-up of GOMOBiz Mobile Plans. Refer to [FAQ](#) on GOMOBiz Account Creation.

2.2 Customer shall provide all documents and information that are reasonably required to open and maintain the Account. Only a director, company secretary, partner, sole proprietor or equivalent position as identified in ACRA records can sign up and register an Account on behalf of Customer, and shall be listed as the Account Holder for the Account upon successful sign-up. The Account Holder may appoint up to 5 Authorised Admin(s) to access and manage the Account on behalf of the Customer. Refer to [FAQ](#) on GOMOBiz Account Creation.

2.3 Customer warrants that the Account Holder and Authorised Admin(s) shall have the authority to negotiate and enter into transactions in the name and on behalf of the Customer for purposes of operating and managing the Customer’s GomoBiz Account and GomoBiz Services with Singtel Mobile, complete any forms/documents as may be required



to enter into said transactions, add remove or terminate any Plan, and receive information or documents addressed to the Customer.

2.4 Account Holder and Authorised Admin(s) shall have access to the Portal for the purposes of managing the Services, including managing and controlling Users accounts, viewing and downloading of invoices, and to purchase, upgrade or make changes to the Services. Customer acknowledges that it shall be fully responsible for all actions and omissions of itself, the Account Holder and Authorised Admin(s) who have access to the Portal.

2.5 Customer shall promptly notify Singtel Mobile in writing upon any change of the Account Holder or Authorised Admin(s). Singtel Mobile does not monitor the changes to the Customer's officers or representatives.

2.6 Customer agrees that it is the Customer's responsibility, and Customer shall remain responsible at all times, for preventing and controlling against fraudulent or unauthorized access or use of the Portal, the Account and/or the Services.

2.7 The use of the Portal and other digital services is governed by the [Terms of Use](#) (as amended from time to time).

### **3. General**

3.1 Mobile Plans displayed on <https://gomo.sg/business> ("GOMOBiz Website" or "Website") are available for online purchase through the Website.

3.2 Only Account Holder and Authorised Admins can manage the Mobile Plan.

3.3 Customer agrees and acknowledges that Customer shall be contractually and financially liable to Singtel Mobile for all GOMOBiz Services subscribed, provided and/or registered under the Customer's GOMOBiz Account, including any outstanding payments which any User incurs, whether or not such use is with Customer's knowledge or consent. Customer shall be responsible to ensure that all its representatives (including Account Holder and Authorised Admin(s)) and Users, comply with all applicable terms and conditions governing the GOMOBiz Services subscribed under or registered to Customer's GOMOBiz Account.

3.4 There must be a valid credit or debit card stored within the Account for recurring payments to be charged. If no valid credit or debit card is stored in the Account, Singtel



Mobile shall have the right to suspend the Services, including the GOMO Mobile Plan, without notice to you.

3.5 Unless otherwise specified, all prices listed for GOMOBiz Service(s) are inclusive of 9% GST, and will be adjusted according to the prevailing GST rates.

#### **4. Responsibility for Usage of GOMOBiz Service(s)**

4.1 Customer shall be responsible for all usage on any GOMOBiz Services subscribed and registered under the Customer's GomoBiz Account, including usage by Users, regardless of whether such usage was authorized by the Customer.

4.2 It is the responsibility of the Customer to oversee and manage all Plans, SIM cards and related usage provisioned under the Customer's GOMOBiz Account. Singtel Mobile does not track or validate the identity of the User using the GOMOBiz Services.

4.3 You agree that you and each User will use the GOMOBiz Services in an ethical, appropriate, and responsible manner. You acknowledge that other customers have a right to expect that their privacy will be respected, and any usage must not interfere with, disrupt, or negatively impact the experience of other customers or the Singtel network.

4.4 You shall comply with Singtel Mobile's applicable Acceptable Use Policy (available at <https://www.singtel.com/terms-mobile-aup>) as may be amended from time to time. Without prejudice to the foregoing, you agree not to, and shall procure that any other User using any of the GOMOBiz Services will not, directly, or indirectly:

(a) in using the GOMOBiz Services, violate the rules, regulations and policies (including but not limited to this or any other use policy) applicable to any mobile operator, service provider, content provider, network, server, computer database, web site or newsgroup accessed by you or any User;

(b) use the any of the GOMOBiz Services to:

(i) send, or facilitate the sending of, unsolicited material ('Spam') to any person or system in a way that could adversely impact any network or facilities; or

(ii) propagate or knowingly reply to Spam; or

(iii) collect responses from Spam (whether such Spam is sent using the Service).

(c) use the GOMOBiz Services to post a message or multiple messages:



(i) to an unreasonable number of servers, or forums on a server; or

(ii) to any server in an unreasonable number; or

(iii) to any server after a request to cease posting is made by any administrator or moderator or such person in charge of reviewing postings;

(d) abuse any of the GOMOBiz Services, or in your use of the GOMOBiz Services violate any other person's rights, or interfere with another person's use of the GOMOBiz Services, including, without limitation, by engaging in activities that result in, encourage or facilitate the distribution of harmful or malicious software or code (including but not limited to viruses, worms, time bombs, Trojan horses, cancelbots, and sniffers) designed to acquire information about other users or their activities without their approval, or in your use of the GOMOBiz Services disrupt the functionality or availability of any computer program, database, the GOMOBiz Services supplied to any other customer, or any Internet host, or engage in any other similar activities in relation to the GOMOBiz Services;

(e) use any of the GOMOBiz Services to infringe the privacy of another person;

(f) use any of the GOMOBiz Services to publish or communicate material that is obscene, pornographic, inflammatory, harassing, threatening, tortious, abusive, harmful to minors, defamatory, libelous or otherwise objectionable or offensive;

(g) use the any of the GOMOBiz Services to break, or attempt to break, into any computer hardware, software, system or procedure, or to access or attempt to access any computer hardware, software, system or procedure without authorization;

(h) in using any of the GOMOBiz Services, forge, remove or modify identifying network header information ('spoofing'), or employ any other method that may mislead any person or dishonestly disguise any username or the source or quantity of transmissions;

(i) use any of the GOMOBiz Services to use or store any bots on any Singtel servers;

(j) use any of the GOMOBiz Services to relay material through any third-party systems without authorization;

(k) use any of the GOMOBiz Services to carry out any other activities which we consider to be actually or potentially injurious to our other customers, or to the operations or reputation of Singtel; or



(l) in your use of any of the GOMOBiz Services, infringe any patent, trademark or copyright or any other intellectual property right of any third party or Singtel.

4.5 To the extent permitted by applicable laws, we do not assume responsibility for any materials that you, any other customer, or any other person, publish or post using the GOMOBiz Service, and we disclaim all responsibility for any such content, posting or activity, whether on any Singtel servers or otherwise. We are not responsible for the content of any third party website linked to or accessed using any GOMOBiz Service, or for the services rendered by any customer or end user using any GOMOBiz Service, and you agree not to hold us responsible for such content.

4.6 You must immediately notify us of any unauthorised use of your account, and/or any breach, or attempted breach, of your account security, as soon as this is known to or suspected by you. You shall keep strictly confidential any authorisation / access code or password issued to, or created by, you or any User in connection with any GOMOBiz Service, and shall immediately inform us if you have any reason to believe any such code or password has become known to someone not authorised to use it, or if any such code or password is likely to be used in an unauthorized manner.



## **5. Equipment Delivery**

5.1 You acknowledge and agree that, for Singtel Mobile to complete the delivery of any mobile devices and/or SIM Cards (“Singtel Mobile Equipment”), a One-Time Password (OTP) will be sent via SMS to the Authorised Admin recorded in your order. The correct OTP must be provided at the point of delivery to verify and authorize receipt.

5.2 You understand that for Singtel Mobile to process the delivery of the Singtel Mobile Equipment, the Authorised Admin may have to produce a valid NRIC/FIN at the point of receipt, for the identification of the Authorised Admin. If Singtel Mobile’s delivery personnel is unable to perform the necessary verification, the delivery may be withheld, and there may be additional re-delivery charges payable to arrange for subsequent delivery.

5.3 You acknowledge that the Singtel Mobile Equipment delivered to the designated address shall be deemed successfully delivered by Singtel Mobile and received by you immediately upon acceptance of such Singtel Mobile Equipment by the Authorised Admin. Singtel Mobile shall thereafter not be liable in any way whatsoever to you for any claims arising out of or in connection with the delivery of said Singtel Mobile Equipment. You agree to indemnify Singtel Mobile from any liability, howsoever arising in connection with or because of Singtel Mobile’s compliance with your instructions.

## **6. Consent for Collection, Use and Disclosure of Data and Information**

6.1 You affirmatively agree, consent to and authorise the collection, use and disclosure, by and on behalf of Singtel Mobile, of all information or data relating to any GOMOBiz Service or relating to the Customer (including any Customer Information), in the manner and for the purposes set out in Singtel’s Data Protection Policy (the terms of which are deemed to be incorporated by reference), including for the purposes of provisioning and administering services, market research, network and service enhancement, sharing of rewards and benefits, security and risk management, compliance with legal and regulatory requirements and other purposes as further described in Singtel’s Data Protection Policy, subject to such changes, withdrawals or corrections which may have been separately notified by or to the Customer. The provisions of this Clause 6.1 shall constitute your consent for the purpose of applicable laws, unless otherwise notified in writing by the Customer in the procedure as determined by Singtel Mobile from time to time, including as may be described in Singtel’s Data Protection Policy.



6.2 For the purposes of creating, operating and managing the GomoBiz Account, Singtel Mobile may collect, use, disclose, and process personal data, including National Registration Identity Card (“NRIC”) numbers, where reasonably necessary for identification, verification, account administration, billing, and/or compliance with applicable laws. By providing such personal data, you represent and warrant that you have obtained the necessary consent from the relevant individual(s) for the collection, use, and disclosure of their personal data for the purposes described above.

6.3 You agree that the above consents and approvals are in addition to and shall not prejudice the consents, approvals and terms set out in the Singtel General Terms and Singtel’s Data Protection Policy.

6.4 Marketing communications:

(a) Account Holder and Authorised Admin(s) can manage their consent preference for marketing communications (including SMS and email) via the Portal.

(b) For mobile lines subscribed under the GOMOBiz account, the consent preference will be managed at an Account-level i.e. the consent preference indicated by the Account Holder or Authorised Admin(s) will automatically be applied to all mobile lines registered under the GOMOBiz Account. Where there is a new purchase of additional mobile line(s), the new mobile line(s) will automatically inherit the company-level marketing consent setting that is in effect at the time of purchase.

(c) An individual Line User may update their own marketing consent preferences for SMS in the GOMO App. In the event of any conflict between the consent preferences set by the Account Holder or Authorised Admin and the Line User, the most recent consent selection shall prevail.



## **(B) SPECIFIC TERMS AND CONDITIONS FOR GOMO MOBILE PLAN**

### **1. GOMO Mobile Plan**

1.1 GOMOBiz Mobile Plan is provided by Singtel Mobile. Your activation and continued use of the GOMOBiz 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.

1.2 The GOMOBiz 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.

1.3 Customer is responsible for the safe-keeping and usage of GOMOBiz Mobile Plan SIMs registered under Customer's GOMOBiz Account. Singtel Mobile shall not be liable to you for any loss, theft, misuse or damage of your GOMOBiz Mobile Plan SIM.

1.4 The GOMOBiz 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 GOMOBiz Account.

1.5 Customers must apply for and subscribe to the GOMOBiz Mobile Plan under their GOMOBiz Account.

1.6 The bundled data, voice minutes and SMS under GOMOBiz Mobile Plan are only for use within Singapore, unless otherwise stated.

1.7 GOMOBiz Mobile Plan post-sales support is available at self-serve channels on GOMOBiz Website.

1.8 GOMO Subscriber can add 1000min of local Singapore talktime and 1000SMS by purchasing the S\$10.18 Talktime + SMS Add-on via the GOMO App.

1.9 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".

1.10 Talktime + SMS Add-on will be charged to the credit/debit card stored in the GOMO App.

1.11 Local call minutes usage will be based on per minute charging.

1.12 Local call minutes usage will be based on earliest expiry date first.



1.13 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.

1.14 Singtel Mobile provides monthly recurring email receipts upon successful charging. An email will be sent to the email address registered in the GOMOBiz Account. 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'.

## **2. Non-Commercial and Fair Usage Policy**

2.1 You are to use the Service(s) for personal and non-commercial purpose only. To ensure that the activities of some users do not impair the ability of other customers to have access to reliable services, the Service(s) is conditional on fair usage by customers.

2.2 Free Local Calls and local SMS/MMS are to any local mobile number. You are to use all free Service(s) strictly for personal and non-commercial purposes only.

2.3 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.

2.4 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.

2.5 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.

2.6 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.

2.7 If you use 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 our network will be deemed to be excessive or abusive usage of data. Singtel Mobile may deny, terminate, modify, throttle, disconnect or suspend Service(s) if an individual engages in unfair, excessive or abusive usage.

### **3. Termination/ Port-out Service**

3.1 Only the Account Holder and Authorised Admin(s) can perform termination of mobile line. Line Users are not allowed to submit termination requests

3.2 Termination of the GOMO Mobile Plan may be requested via Zenmo chat which is available on the GOMOBIZ Website.

3.3 For port-out requests, the request must be made to your new telecommunications provider to initiate the port-out process.

3.4 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.

3.5 GOMOBiz Mobile Plans which have been successfully terminated may not be reinstated for any reason, and the mobile number may not be retained.

### **4. Roaming**

4.1 GOMO/GOMOBiz roaming feature provides data roaming only, so international incoming and outgoing talk time or SMS are not available, but you can receive international SMS.

4.2 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 hcard.

4.3 Data roaming services will be deactivated once the data bundle has been completely utilized. No additional charge will be imposed.

4.4 All unused data will automatically deactivate at 2359hours, Singapore Time or GMT+8 on the date of expiry.

4.5 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.

4.6 Once you have successfully purchased GOMO roaming Add-on, it cannot be cancelled. Your GOMO roaming Add-on charge is non-refundable.

4.7 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.

4.8 If you exceed the Daily Fair Usage, Singtel Mobile 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).

4.9 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](#).

4.10 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.

4.11 Singtel Mobile’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 you. You agree that Singtel Mobile's decisions on all matters pertaining to data usage and charges are final. No further correspondence will be entertained in respect of the same.

#### 4.12 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.

Destination / Scope	Data Bundle	Validity (Days)	Price (SGD)
Thailand	12GB	12	\$15
Indonesia	4GB	4	\$6
Indonesia	12GB	12	\$15
Philippines	12GB	12	\$15
Malaysia	4GB	4	\$6
Malaysia	12GB	12	\$15
Taiwan	12GB	12	\$15
Australia	12GB	12	\$15

#### 4.13 Roam More Destination

- 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.

Destination / Scope	Data Bundle	Validity (Days)	Price (SGD)
Asia	1GB	1	\$6
Asia	4GB	4	\$15
Asia Unlimited	Unlimited*	15	\$25
Worldwide	1GB	1	\$12
Worldwide	4GB	4	\$30
Worldwide Unlimited	Unlimited*	15	\$35



**5. GOMO IDD & Global SMS (Currently unavailable):**

5.1 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 GOMOBiz Portal and GOMO App.

5.2 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.

5.3 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.

5.4 All unused GOMO IDD credit will automatically deactivate at 2359hours, Singapore Time or GMT+8 on the date of expiry.

5.5 Global SMS can be used for all destinations worldwide and will be charged at S\$0.15 per SMS from existing IDD credit.

5.6 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.

5.7 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.

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	



## **6. GOMOBiz Golden/Special number**

6.1 Customer 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.

6.2 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.

6.3 In event that Customer’s mobile subscription line is terminated due to failure to activate SIM, or failure of payment, Golden/Special numbers will be terminated, and you 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 you for any loss or damages. Singtel Mobile will not refund any amount paid by Customer for the Number.

6.4 Singtel Mobile reserves the right to vary the terms and conditions of this Golden/Special Number Scheme at any time without prior notice.

6.5 Singtel Mobile may change or withdraw any Number without prior notice to you, and without being liable to you 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.

## **7. SIM Charges**

7.1 When you sign up for a new mobile line, there will be a fee of \$2 for issuance of a physical SIM card. This is free for an eSIM.

7.2 Replacement fee: In the event of lost SIM, faulty SIM and general change of SIM, a fee of \$10.90 will be charged to the Customer for physical SIM replacement and \$5.00 will be charged for eSIM replacement.

7.3 Singtel Mobile reserves the right to vary the SIM charges at any time without prior notice.



## **8. GOMOBiz Mobile Change Plan**

8.1 Only the Account Holder and Authorized Admin(s) are able to perform or request for a change of Plan. Line Users are not allowed to submit a change of Plan.

8.2 Upon submission of the change of Plan, you will not be able to revert to the previous promotional Plan.

8.3 After a Plan has been changed, you will not be able to switch to other Plans until the next billing cycle.

8.4 Change of Plans must be completed in the GOMOBiz Website at least 2 days before the next billing cycle for the new Plan to commence from the next billing cycle.

## **9. RCS**

9.1 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.

9.2 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.

9.3 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/](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.

9.4 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).



9.5 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.

9.6 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.

9.7 The RCS Service may be modified, suspended, or discontinued by Singtel at any time.



### **GOMOBiz Mobile Plans:**

Plan - \$50.00 for Unlimited\* local with 5G+, Unlimited\* MINS/SMS and Unlimited\* monthly international roaming, with bonus 800GB monthly Malaysia roaming. <BIZ 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. 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 Customer'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 Customer changes plan, plan may revert to back to the non-promotional plan when Customer makes payment again.
- vii. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address that the Customer provided during sign-up when your GOMO Mobile Plan gets auto-renewed after every 31 days.
- viii. Alternatively, Customer may also check their credit card bill, Customer's 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.

Plan - \$30.56 for Unlimited\* local with 5G+, Unlimited\* MINS/SMS and Unlimited\* monthly Asia roaming, with 12GB international 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:



- ii. 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.
- iii. 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 Customer'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 plan is applicable to all new sign ups and port-ins.

Plan – \$18.33 for 300GB local with 5G+, 800MINS, 800SMS with 10GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia, with bonus 300GB monthly Malaysia roaming, along with 6GB Worldwide roaming. <BIZ 5G+ VALUE>

i. Plan offers new subscriber 300GB local data, 800 MINS / 800 SMS, with 10GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia, with bonus 300GB Malaysia roaming, along with 6GB data roaming international roaming, for \$18.33 or \$12.33 for purchase with minimum 10 lines during the promotional period.

ii. Subscriber will enjoy 300GB with 5G+, 800MINS, 800SMS at \$12.33 and 10GB roaming data to Malaysia, Indonesia, Thailand, Taiwan and Australia with bonus 300GB monthly Malaysia Roaming, along with 6GB international roaming at \$6 . For purchase with minimum 10 lines, a \$6 discount will be applied, resulting in a total of \$12.33 per line instead of \$18.33/ line during the promotional period. Amount will be automatically charged to Customer'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 Customer changes plan, the plan may revert to the non-promotional plans when Customer makes payment again.



viii. GOMO provides monthly recurring email receipts upon successful charging. An email will be sent to the email address provided during sign-up when the GOMO Mobile Plan is auto-renewed after every 31 days. Alternatively, Customer may refer to their credit card bill, which will be reflected under “GOMO Mobile Plan”. No separate bills will be provided as excess charges will not apply.

ix. Bonus monthly Malaysia roaming is subject to changes at GOMO’s discretion

Promotions – \$6 off per line, at \$12.33 per line on Biz 5G+ VALUE

i. Subscriber will enjoy \$6 off per line on the Biz 5G+ VALUE plan. Amount will be automatically charged to Subscriber's debit or credit card monthly.

ii. Discount will be auto applied at checkout. Subscribers will enjoy this promotion by making payment successfully to enjoy this offer.

iii. In case monthly recurring payment fails due to insufficient funds or other reasons, plan may revert to the non-promotional plans below when Subscriber makes payment again. Charges will be non-refundable upon successful sign up.

iv. In case Subscriber changes from one plan to another, plans will revert to the non-promotional plans. Charges will be non-refundable upon successful sign up.

v. This offer is valid at GOMOBiz’s sole discretion and may be modified, extended, or withdrawn at any time without prior notice.