



Critical Information Summary

\$8 Mobile Plan



Service Description

- This service is a SIM-only, no-contract mobile plan with local and roaming usage quotas bundled.
- The Service is at \$8 for 30 days. The first payment is for registration and initial subscription. The recurring charges of each cycle are payable in advance of the next plan cycle from the Main Balance and subsequently to the linked credit card (if you have linked a credit card).
 - You may recharge your wallet in advance via the payment options available in the eight Account, eight Service Centres and eight retailers
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- The credits in your wallet can be used for plan renewal, charges for excess usage, or any usage excluded in the plan entitlement. Credits in Main Balance are not refundable, transferable or exchangeable for cash.

Minimum Term

- The Service entitlements are supplied on a rolling 30-day basis, automatically renewed subject to successful payment received.
- Plan renewal for the next cycle shall happen at the end of Day 30 of your current cycle. You shall be charged for this renewal before the end of the plan cycle. charge shall be processed in the following priority: wallet and subsequently to the linked credit card (if you have linked a credit card).
- Customers are permitted to terminate the Service at any time, post 30 days of sign up and activation. Credit balances in the wallet are not refundable or exchangeable for cash. All payments made are non-refundable or exchangeable for cash.

Eligibility

- The Service is available to all Singapore Citizens, Permanent Residents, Employment and Long-Term Pass holders aged at least 16 and above.
- Each ID can sign up for maximum of 2 SIM cards.

Price Plan Information

Price Plan	<ul style="list-style-type: none">• \$8 Mobile Plan, Monthly, No contract
Cycle	<ul style="list-style-type: none">• 30 days, plan cycle starts when SIM is activated
Plan Entitlement	<ul style="list-style-type: none">• 188GB Local Data, 88 SMS, 288 Local Mins, 288 IDD Mins, 8GB Roaming Data APAC, 1GB Roaming Data International, Free Caller ID, Free local incoming Mins and SMS, 288 Volte incoming Minutes, 288 Volte outgoing Mins to home country (Singapore), 288 Volte outgoing Mins to local country (the country that you roam)• The service will stop once the entitlement is used up. The entitlement will be refreshed during the next renewal cycle, or upgrade the plan to get a new entitlement immediately
Roaming Countries	<p><i>Roaming services work on VoLTE phone</i></p> <p><u>Countries:</u></p> <ul style="list-style-type: none">• APAC countries – refer to https://www.eight.com.sg/roaming• International countries – refer to https://www.eight.com.sg/roaming <p><u>Activation:</u></p> <ul style="list-style-type: none">• Configure the APN setting – refer to https://www.eight.com.sg/roaming• Operator is linked automatically, for optimal experience can manually linked to the preferred operators – refer to https://www.eight.com.sg/roaming <p>The service will stop once the entitlement is used up. The entitlement will be refreshed during the next renewal cycle, or upgrade the plan to get a new entitlement immediately.</p>
IDD	<ul style="list-style-type: none">• Australia, Bangladesh, Brazil, Brunei, Canada, China, Colombia, Guam, Hong Kong, Iceland, India, Indonesia, Japan, Korea, Malaysia, Mexico, Mongolia, Myanmar, New Zealand, Norway, Pakistan, Philippines, Puerto Rico, Romania, Taiwan, Thailand, USA – Alaska, USA – Hawaii, USA - United States Of America, USA - Virgin Islands, Vietnam
Activation Fees	<ul style="list-style-type: none">• No activation fee (A fee of \$20 is chargeable if port out happens within 30 days of SIM activation)
Usage	<ul style="list-style-type: none">• All entitlement is valid for 30 days with no refund on unused entitlement• You will receive SMS notification upon 50%, 85% and 100% usage of the entitlement
Number Portability	<ul style="list-style-type: none">• No fee (A fee of \$20 is chargeable if port out happens within 30 days of SIM activation)
SIM Replacement	<ul style="list-style-type: none">• No fee
Credit in wallet	<ul style="list-style-type: none">• Non-refundable, exchangeable for cash

Termination Fees	<ul style="list-style-type: none"> No termination fee (A fee of \$20 is chargeable if termination happens within 30 days of SIM activation)
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Plan Movement – Change, Renewal, Termination

- Renewal Plan: 30 days plan cycle. At your plan expiry, the plan will go into a grace period of 60 days. During which you can receive SMS and notification to recharge. After 60 days, you will continue to receive SMS, however all unused wallet credit will be forfeited.
- Port in: The service will start with the 30 days plan cycle once the port-in is successful.
- Change Plan: Upgrade will happen immediately. Login to here or conduct the change at eight retailers. Once the upgraded plan is activated, the original plan will be terminated.
- Chang Plan: Downgrade will happen during the next renewal cycle. Login [eight account](#) to or conduct the change at eight retailers.
- Stacking: Stacking of plan information is available in eight account. The stacking plan will be utilized based on when the stacking plan is purchased. Once the stacking plan is activated, it will follow the base plan cycle – 30 days.
- Port out: The service will be terminated upon successful port out to other telco.

Account Management

- Login to [eight account](#) to view your entitlement, usage, payment details and receipts.
- For customer service, refer to [FAQ](#), email us at helpme@eight.com.sg , or visit us at our service centres [here](#).
- For termination, refer to [FAQ](#), email us at helpme@eight.com.sg , or visit us at our service centres [here](#).
- General Terms and Conditions [here](#), Data Protection and Privacy Policy [here](#).