



# Critical Information Summary

## \$11.80 Data only SIM

### Service Description

- This service is a SIM-only, no-contract data only plan with local and roaming usage quotas bundled.
- The Service is at \$11.80 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
- 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 up to 10 SIM cards.



## Price Plan Information

All prices are in Singapore Dollars (SGD).

Price Plan	\$11.80 Data Plan, Monthly, No contract
Cycle	30 days, plan cycle starts when SIM is activated
Plan Entitlement	<ul style="list-style-type: none"><li>488GB Local Data, 26GB Roaming Data APAC, 8GB Roaming Data International</li><li>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</li></ul>
Roaming Countries	<p><u>Countries:</u></p> <ul style="list-style-type: none"><li>APAC countries – refer to <a href="https://www.eight.com.sg/roaming">https://www.eight.com.sg/roaming</a></li><li>International countries – refer to <a href="https://www.eight.com.sg/roaming">https://www.eight.com.sg/roaming</a></li></ul> <p><u>Activation:</u></p> <ul style="list-style-type: none"><li>Configure the APN setting – refer to <a href="https://www.eight.com.sg/roaming">https://www.eight.com.sg/roaming</a></li><li>Operator is linked automatically, for optimal experience can manually linked to the preferred operators – refer to <a href="https://www.eight.com.sg/roaming">https://www.eight.com.sg/roaming</a></li></ul> <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>
Activation Fees	No activation fee
Usage	<ul style="list-style-type: none"><li>All entitlement is valid for 30 days with no refund on unused entitlement</li><li>You will receive SMS notification upon 50%, 85% and 100% usage of the entitlement</li></ul>
Credit in wallet	Non-refundable, exchangeable for cash
Termination Fees	No termination fees



## 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 OTP and notification to recharge. After 60 days, you will continue to receive SMS, however all unused wallet credit will be forfeited.
- Change Plan: Upgrade will happen immediately. Login [here](#) or conduct the change at eight retailers. Once the upgraded plan is activated, the original plan will be terminated.
- Change Plan: Downgrade will happen during the next renewal cycle. Login [here](#) 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.

## 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](mailto:helpme@eight.com.sg), or visit us at our service centres [here](#).
- For port in, refer to [FAQ](#), email us at [portin@eight.com.sg](mailto:portin@eight.com.sg), or visit us at our service centres [here](#).
- For termination, refer to [FAQ](#), email us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg), or visit us at our service centres [here](#).
- General Terms and Conditions [here](#), Data Protection and Privacy Policy [here](#).