



# Critical Information Summary

## \$38 5G Best38 RED Plan

### Service Description

- This Service is a SIM-only, no-contract mobile plan with local and roaming usage quotas bundled.
- The Service is at \$38 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. Any applicable discounts or promotions will be reflected at the point of purchase.
- You may choose from a physical SIM or eSIM for this Service.
- 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. You may top up your wallet in advance via the payment options available on the eight app (MyAccount) or at eight Service Centres and authorised retailers.

### 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; the plan charge will be deducted in the following priority: 1. Wallet (Main Balance), 2. linked credit/debit 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 16 years old as of registration date.
- Each ID can sign up for up to 10 plans, subject to local regulatory restrictions.



## Price Plan Information

All prices are in Singapore Dollars (SGD).

Price Plan	<p>\$38 5G Best 38 Plan</p> <ul style="list-style-type: none"><li>• GST-inclusive Services: \$13.30 (Local Data, min &amp; SMS)</li><li>• Zero-rated Services: \$24.70 (Roaming Data &amp; IDD)</li></ul>
Plan Cycle	30 days, plan cycle starts when SIM is activated. No contract.
Plan Entitlement	<ul style="list-style-type: none"><li>• <b>Local entitlements:</b><ul style="list-style-type: none"><li>○ 688GB local data (for use in Singapore, Malaysia, Indonesia &amp; Thailand)</li><li>○ 2,000 SMS (for SMS sends from Singapore to Singapore &amp; Malaysia)</li><li>○ 2,000 minutes (for calls from Singapore to Singapore &amp; Malaysia)</li><li>○ Free local incoming mins and SMS</li><li>○ Free Caller ID</li></ul></li><li>• <b>IDD Calling*:</b> 488 minutes to all eligible countries except Myanmar + 88 minutes to Myanmar only</li><li>• <b>Data Roaming**:</b><ul style="list-style-type: none"><li>○ 36GB APAC Roaming Data + China, Japan, South Korea</li><li>○ 18GB International Roaming Data</li></ul></li><li>• <b>VoLTE Roaming:</b> 288 incoming minutes, 288 outgoing minutes to home country (Singapore), 288 outgoing minutes to local country (the country that you roam)</li><li>• The service will stop once the entitlement is used up. The entitlement will be refreshed during the next renewal cycle. To get more entitlements immediately, you may choose to upgrade your plan or purchase our add-ons.</li></ul> <p><i>* List of eligible IDD calling countries subject to change, refer to 'IDD' section below.</i></p> <p><i>** List of eligible roaming countries subject to change, refer to 'Roaming Countries' section below.</i></p>
Data & Voice Roaming	<p>Roaming Entitlements (roaming services work on VoLTE phone)</p> <ul style="list-style-type: none"><li>• Asia Pacific (APAC) Roaming + China, Japan, South Korea</li><li>• International Roaming (Group A)</li></ul>

	<ul style="list-style-type: none"> <li>Refer to <a href="#">our Roaming page</a> for the latest list of eligible roaming countries in the applicable zones.</li> </ul> <p>Roaming Activation &amp; Operator Selection</p> <ul style="list-style-type: none"> <li>The service plan must be activated in Singapore before usage.</li> <li>For an optimal roaming experience, ensure APN and data roaming settings on your device is accurately configured. Your device should automatically latch onto any eligible roaming network operator in the destination country; however you may choose to manually select your operator. Refer to more details <a href="#">here</a>.</li> <li>The service will stop once the entitlement is used up. The entitlement will be refreshed during the next renewal cycle. To get more entitlements immediately, you may choose to upgrade your plan or purchase our add-ons.</li> </ul>
IDD	Refer to the latest list of eligible IDD countries <a href="#">here</a> .
Activation Fees	No activation fee
Usage	<ul style="list-style-type: none"> <li>All entitlements in this plan are valid for 30 days with no refund on any unused entitlements.</li> <li>You will receive an SMS notification upon 50%, 85% and 100% usage of the entitlement.</li> <li>SIM Card / eSIM must be activated in Singapore before usage.</li> </ul>
Number Portability	Applicable for this plan (i.e. you may transfer an existing postpaid number to this service). There are no additional fees for this service.
SIM Replacement	SIM replacement is free of charge at any of our eight Service Centres.
Wallet / Main Balance	Credits in the Main Balance have cash value but are non-refundable or exchangeable for cash. Any unused credits at termination will be forfeited.
Termination Fees	No termination fees

## Plan Movement – Change, Renewal, Termination

- Plan Renewal:** All plans are on a 30-day billing cycle. Plans will automatically be renewed upon a successful deduction of the plan charge on Day 30 of your current cycle. The plan charge will be deducted in the following priority: 1. Wallet (Main Balance), 2. linked



credit/debit card.

- **Plan Expiry:** Plans will expire when we are unable to deduct your plan charge on the plan renewal date. Upon plan expiry, a 60-day grace period will apply. During the grace period, you will continue to receive incoming SMS and may receive notifications reminding you to recharge. After the 60-day grace period, you may continue to receive incoming SMS; however, any unused wallet credit will be forfeited.
- **Plan Upgrade:** Upgrades are considered a plan change and takes effect immediately. You may upgrade your plan via the eight account or at eight retailers. Upon payment of the upgraded plan, the new plan will be activated, and the original plan will be terminated. When you change your plan, you may not be able to change back to your previous plan. Changing to any eight plan (Seniors, Double Eight, Fortune Eight, Lucky Eight or Triple Eight) is considered a plan upgrade.
- **Plan Downgrade:** Downgrades are considered a plan change but will take effect only on the next plan renewal cycle. You may request a downgrade via the eight account or at eight retailers. When you change your plan, you may not be able to change back to your previous plan.
- **Plan Stacking:** Plan stacking allows you to purchase and queue additional plans. Stacked plans will be utilised based on the order of purchase. Once the stacking plan is activated, it will follow the plan's construct cycle and rules.
- **Port-in:** The service will commence on a 30-day plan cycle once the port-in is successfully completed.
- **Port-out:** The service will be terminated upon successful port-out to another service provider.
- **Plan Termination:** Plans can be terminated by writing to us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg).

## Account Management

- Login to [eight account](#) to view your entitlements and usage, main balance, stacked plans, payment details and receipts as well as purchase add-ons or manage your linked credit cards.

## More Information

- For more information, refer to our [Frequently Asked Questions \(FAQs\)](#). Alternatively, you may choose to email us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg) or visit us at our [Service Centers](#).



- For enquiries relating to porting, refer to our [Porting FAQs](#). Alternatively, you may choose to email us at [portin@eight.com.sg](mailto:portin@eight.com.sg) or visit us at our [Service Centers](#).
- For enquiries relating to plan and account termination, refer to our [Account FAQs](#). Alternatively, you may choose to email us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg) or visit us at our [Service Centers](#).
- Refer to our [General Terms and Conditions](#) and [Data Protection and Privacy Policy](#) for more information.