



Critical Information Summary

1-Year Plan \$18 Mobile Plan 5G

(Usual Price: \$216)

Service Description

- This service is a SIM-only, 1-year mobile plan with local and roaming usage quotas.
- The full 1-year contract amount is payable upfront upon registration and initial subscription. Entitlements are refreshed every 30 days throughout the 1-year term (equivalent to 360 days). For the additional 5 days entitlement, it will be added into the last cycle of the 1-Year Plan. Credits will not be allowed to be used for 1-year plan purchases.
- 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 monthly on a rolling 30-day monthly for 11 months and 35 days for the last month. If the automatically renewed is turn on, the renewal will be on the equivalent monthly plan after the last month of the 1-Year subscription.
- 1-Year Plan: The Service has a minimum period of 1 year, effective from the SIM activation date.
- Entitlements (data, SMS, minutes) are supplied monthly, automatically refreshed throughout the 1-year contract period.
- Customers are permitted to terminate the Service at any time during the 1-year period; however, all upfront payments made for the full 1-year contract are non-refundable and non-exchangeable for cash. No refunds will be issued for early termination or non-usage.

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

Price Plan	<ul style="list-style-type: none">• \$168 Mobile Plan (U.P. \$216 1-Year Plan)
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Information is accurate as of 08 Oct 2025

Cycle	<ul style="list-style-type: none"> 365 days plan cycle starts when SIM is activated
Plan Entitlement	<ul style="list-style-type: none"> 688GB Local Data, 188 SMS, 888 Local Mins, 488 IDD mins for all IDD countries (excluding Myanmar), 88 IDD mins for Myanmar, 36GB Roaming Data APAC, 18GB 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
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
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

Plan Movement – Change, Renewal, Termination

- Renewal Plan: 1-Year Plan cycle. At your plan expiry:
 - Auto-Renewal (if on): If you have auto top-up enabled, your mobile plan will automatically renew to the same monthly mobile plan. For example, an \$11.80 1-Year Plan would renew to an \$11.80 monthly plan. Your service will continue without interruption.
 - No Auto-Renewal: If auto top-up is not enabled, you will need to login to your account to select a new mobile plan. We encourage you to turn on auto top-up so that your services will continue without interruption.
 - If no further action is done, your number will enter the 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 365 days plan cycle and port in process will start upon service activation.
- Change Plan: While you are on 1-Year Plan, no upgrade or downgrade until the 11th month of your cycle. On your 11th month, should you upgrade, it will take from immediate effect. Downgrade will happen during the next renewal cycle. Login [eight account](#) or conduct the change at eight retailers.
- Stacking: Stacking of plan information is available in eight account from the 11th month onwards. Once the stacking plan is activated, it will follow the plan's construct cycle and rules.
- Port out: The service will be terminated upon successful port out to another 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 port in, refer to [FAQ](#), email us at portin@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](#).