



## Specific Terms and Conditions for “heya”

### A. Base Plan and heya Plan

1. heya is a postpaid SIM only mobile plan provided by Singtel Mobile. Your activation and continued use of heya constitutes acceptance of our terms and conditions as amended from time to time (“**heya Terms**”).
  - i. heya SIM Card, Base Plan and/or heya 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.
  - ii. You are responsible for the safe-keeping and usage of your heya SIM Card. Singtel Mobile shall not be liable to you for any loss, theft, misuse or damage of your heya SIM Card.
  - iii. heya is available as a no contract postpaid plan and includes an option for recurring payments every 30 days, available only through the debit or credit card that is stored within the heya mobile application (“**heya App**”). The Base Plan and/or heya Plan, shall expire at 2359 hrs on the date of expiry of the respective validity periods unless extended in accordance with this section.
  - iv. Customers must be 18 and older to sign up for heya.
  - v. The bundled data, voice minutes and SMS under Base Plan and/or heya Plan are only for use within Singapore.
2. heya Base Plan and/or heya Plan details are as set out below or as may be determined by Singtel Mobile in its sole discretion.

Base Plan	Bundled Value	SIM Validity Period
\$0* (UP \$3 per month)  *Base Plan @ \$0 Promotion Discount is valid till further notice. Refer to HEYA website for latest update	Free Incoming Calls except for \$8 data-only heya Plan	60 days

	\$8 Data-only heya plan	\$10 heya plan	\$13 heya plan
Local data	150GB	200GB**	300GB**
Roaming data (Malaysia, Indonesia, Thailand)	40GB**	200GB**	300GB**
Roaming data (15 destinations***)	-	-	10GB
IDD value	-	\$1	\$5
Local calls	-	300 mins	300 mins
Local SMS	-	50 SMS	50 SMS
Validity	30 days	30 days	30 days

\*\*Data may be provisioned in stages, with full provisioning to be completed within 1-3 working days.

\*\*\*15 Destinations refer to Australia, Bangladesh, Brunei, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam



- i. Unused balances remaining in the Customer's heya Plans (excluding roaming data) may be rolled over provided the Customer tops up before the relevant heya Plan expires. Customers may roll over their balances up to the following limit:

Maximum Value for Rollover	
Local Data Value	400GB
Local Call Value	2000 mins
Local SMS Value	1000 SMS
IDD Value	\$20

For the avoidance of doubt, any unused balances for roaming data will not be rolled over to the next month.

3. The heya Plans set out above are eligible for automatic recurring monthly top-ups.

- i. Each heya Customer is entitled to only have one (1) recurring heya Plan at any time.
- ii. If a Customer using a recurring heya Plan wishes to switch to another heya Plan, the Customer must cancel the existing recurring heya Plan via the heya App before purchasing a new heya Plan with the recurring option.
- iii. Recurring heya Plan will automatically renew every 30 days unless terminated prior to the expiry of such 30-day period through the heya App. All unused balances under the heya Plan shall be forfeited at the end of the Validity Period and may not be rolled over notwithstanding automatic renewal of the recurring heya Plan.
- iv. Upon termination of a recurring heya Plan, users can continue to use any remaining balances under their existing recurring heya Plan until the end of the last 30-day period.
- v. In case monthly recurring payment fails due to insufficient funds or other reasons, the plan may revert to the Base Plan and all unused balances remaining shall be forfeited at the end of the Validity Period.
- i. The roaming data bundle comprised in the heya Plan may be used whilst roaming in the following destinations and with the following preferred operators.

Destination	Preferred Operator(s)
Australia	Optus
Bangladesh	Banglalink Digital Communications Ltd & Robi Axiata
Brunei	DSTCom
Cambodia	Viettel (Cambodia) Pte Ltd (Metfone)
Hong Kong	CSL Mobile / HKT
India	Bharti Airtel
Indonesia	Telkomsel
Macau	CTM
Malaysia	Maxis
Philippines	Globe Telecom
South Korea	KT Corporation
Sri Lanka	Dialog Axiata (MTN) & Mobitel
Taiwan	Taiwan Mobile
Thailand	AIS
Vietnam	MobiFone



Accessibility to data usage when roaming is dependent on Singtel Mobile's roaming partners' support of applicable network technology and functionality. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and other capacity constraints. heya does not guarantee availability, speed and coverage of overseas partners' network.

- j. The IDD bundle comprised in the heya Plan (where applicable) may be used for calling to the following destinations.

Countries Covered
1. Bangladesh
2. China
3. India
4. Indonesia
5. Malaysia
6. Myanmar
7. Philippines
8. Thailand
9. Vietnam

- k. SIM Validity Period for Base Plan will be automatically renewed upon any purchase of a heya Plan and/or heya IDD Add-on Plan. The new SIM Validity Period will commence on the date of purchase of the new heya Plan and/or heya IDD Add-on Plan, as the case may be.
- l. Validity Period for heya Plan (Bundled add-on) will be extended upon purchase of a new heya Plan before the expiry of an existing heya Plan. The Validity Period for the new heya Plan will commence on the date of purchase of the new heya Plan. All unused Bundled Values under an existing heya Plan may be rolled over to the new heya Plan, subject always to the Maximum Value as provided in this section.
- m. In the event that the Maximum Value in any heya account is exceeded at any time, such excess value will be forfeited and the Customer shall have no claim whatsoever against Singtel Mobile in respect of the same.
- n. Monthly eBill for heya Base Plan, including any fee waivers, will be delivered on the 11<sup>th</sup> of each month via heya App.

## B. heya IDD

1. To use heya IDD services ("**heya IDD**"), you will need a heya IDD Add-on plan.
2. heya IDD service will automatically deactivate and all unused Credit Values shall expire at 2359 hrs on the date of expiry of the Validity Period for heya IDD Add-on Plan unless extended in accordance with this section.
3. Validity Period for heya IDD Add-on Plan will be extended upon purchase of a new heya IDD Add-on Plan before the expiry of an existing heya IDD Add-on Plan. The Validity Period for the new heya IDD Add-on Plan will commence on the date of purchase of the new heya IDD Add-on Plan. All unused Credit Values under an existing heya IDD Add-on Plan may be rolled over to the new heya IDD Add-on Plan, subject always to the Maximum Value as provided in this section.
4. In the event that the Maximum Value in any heya IDD account is exceeded at any time, such excess value will be forfeited and the Customer shall have no claim whatsoever against Singtel Mobile in respect of the same.



5. heya IDD services will be deactivated once the Credit Value has been completely utilized. To resume using heya IDD Add-on services, you must purchase a new heya IDD Add-on Plan.
6. heya IDD can only be used for calling to 9 destinations. Refer to the below table for the details for heya IDD Add-on Plan and eligible list of destinations. Singtel Mobile reserves the right to change or withdraw heya IDD Add-on Plan by publishing the updated details on heya.sg website.

Plan	Credit Value (for outgoing V019 IDD calls only)	Countries Covered	Maximum Value	Validity Period
heya IDD Add-on Plan	\$3	1. Bangladesh 2. China 3. India 4. Indonesia 5. Malaysia 6. Myanmar 7. Philippines 8. Thailand 9. Vietnam	\$20	30 days
heya IDD Add-on Plan	\$5	1. Bangladesh 2. China 3. India 4. Indonesia 5. Malaysia 6. Myanmar 7. Philippines 8. Thailand 9. Vietnam	\$20	30 days

7. heya IDD does not support calling to other destinations that are not included in the list.
8. All outgoing calls are charged based on per minute blocks at the prevailing rates for V019 IDD calls.
9. heya IDD Add-on Plans are non-refundable, non-transferrable, and cannot be used for any other purpose.
10. Non-Commercial and Fair Usage Policy of heya IDD Add-on Plan
  - i. Customers are to use all IDD services strictly for personal and non-commercial purposes only.
  - ii. To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, this service is conditional on fair usage by Customers.
  - iii. Singtel Mobile reserve 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.
  - iv. Customers shall not abuse, misuse, exhaust or otherwise take unfair advantage of heya IDD to the detriment of other Customers.
11. Singtel Mobile's records relating to usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the Customer. The Customer agrees that Singtel Mobile's decisions on all matters pertaining to usage and charges are final. No further correspondence will be entertained in respect of the same.



### C. heya DataRoam Add-on

1. To use heya DataRoam services (“**heya DataRoam**”), you will need a heya DataRoam Add-on plan.
2. heya DataRoam service will automatically deactivate and all unused values shall expire at 2359 hrs on the date of expiry of the Validity Period for heya DataRoam Add-on Plan unless extended in accordance with this section.
3. Validity Period for heya DataRoam Add-on Plan will be extended upon purchase of a new heya DataRoam Add-on Plan before the expiry of an existing heya DataRoam Add-on Plan. The Validity Period for the new heya DataRoam Add-on Plan will commence on the date of purchase of the new heya DataRoam Add-on Plan. All unused values under an existing heya DataRoam Add-on Plan may be rolled over to the new heya DataRoam Add-on Plan, subject always to the Maximum Value as provided in this section.
4. In the event that the Maximum Value in any heya DataRoam account is exceeded at any time, such excess value will be forfeited and the Customer shall have no claim whatsoever against Singtel Mobile in respect of the same.
5. heya DataRoam services will be deactivated once the values has been completely utilized. To resume using heya DataRoam Add-on services, you must purchase a new heya DataRoam Add-on Plan.
6. heya DataRoam can only be used for roaming data in 15 destinations and with the preferred operators. Refer to the below table for the details for heya DataRoam Add-on Plan and eligible list of destinations and preferred operators. Singtel Mobile reserves the right to change or withdraw heya DataRoam Add-on Plan by publishing the updated details on heya.sg website

Plan	Bundled Value (for roaming data only)	Countries Covered and Preferred Operator	Maximum Value	Validity Period
heya DataRoam Add-on Plan	1GB	<ol style="list-style-type: none"> <li>1. Australia – Optus</li> <li>2. Bangladesh – Banglalink Digital Communications Ltd &amp; Robi Axiata</li> <li>3. Brunei – DSTCom</li> <li>4. Cambodia – Viettel (Cambodia) Pte Ltd (Metfone)</li> <li>5. Hong Kong – CSL Mobile / HKT</li> <li>6. India – Bharti Airtel</li> <li>7. Indonesia – Telkomsel</li> <li>8. Macau – CTM</li> <li>9. Malaysia - Maxis</li> <li>10. Philippines – Globe Telecom</li> <li>11. South Korea – KT Corporation</li> <li>12. Sri Lanka – Dialog Axiata (MTN) &amp; Mobitel</li> <li>13. Taiwan – Taiwan Mobile</li> <li>14. Thailand – AIS</li> <li>15. Vietnam - MobileFone</li> </ol>	10GB	7 days



7. Accessibility to data usage when roaming is dependent on Singtel Mobile's roaming partners' support of applicable network technology and functionality. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and other capacity constraints. heya does not guarantee availability, speed and coverage of overseas partners' network.
8. heya DataRoam does not support roaming data to other destinations that are not included in the list.
9. heya DataRoam Add-on Plans are non-refundable, non-transferrable, and cannot be used for any other purpose.
10. Non-Commercial and Fair Usage Policy of heya DataRoam Add-on Plan
  - i. Customers are to use all DataRoam services strictly for personal and non-commercial purposes only.
  - ii. To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, this service is conditional on fair usage by Customers.
  - iii. Singtel Mobile reserve 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.
  - iv. Customers shall not abuse, misuse, exhaust or otherwise take unfair advantage of heya DataRoam to the detriment of other Customers.
11. Singtel Mobile's records relating to usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the Customer. The Customer agrees that Singtel Mobile's decisions on all matters pertaining to usage and charges are final. No further correspondence will be entertained in respect of the same.



#### D. General

1. Customer must have a valid credit or debit card stored within heya App for recurring payments to be charged. If no valid credit or debit card is stored within heya App, the heya Plan will be suspended.
2. Singtel Mobile reserves the right to vary these heya Terms without prior notice to the customer.
3. The following terms and conditions are incorporated by reference:
  - The General Consumer Terms and Conditions (<https://www.singtel.com/personal/terms/general-consumer-terms>) ("**General Consumer Terms**");
  - Specific Post-paid Mobile Terms and Conditions (<https://www.singtel.com/personal/terms/postpaid-mobile-terms>); and
  - the guidelines for acceptable conduct and use of heya located at the heya Website (<https://heya.sg>),including all subsequent revisions or amendments.
4. Local call usage is deducted from the bundled minutes on the Base Plan or heya Plan, as the case may be, based on per minute block.
5. As a fraud control measure, each incoming and outgoing call will be cut off automatically at 1 hour call duration.
6. Non-Commercial and Fair Usage Policy of Local Calls, Local SMS and Local Data
  - i. Local Calls and local SMS are to any local mobile number.
  - ii. Customers are to use this service for personal and non-commercial purpose only. To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, this service is conditional on fair usage by Customers.
  - iii. 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, excessive or abusive calls, other commercial uses, or other connections that do not consist of uninterrupted live dialogue between individuals.
  - iv. SMS 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.
  - v. Local 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.
  - vi. 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.



## 7. Port-in Service

- i. "Port-In Service" means a service provided by Singtel Mobile which allows a Customer to retain his non-Singtel Mobile postpaid mobile number by porting his line from his current mobile service provider ("Donor") to a Singtel Mobile postpaid line. Customer consents to the release of Customer's information to a third-party central number port service provider and/or the Donor for the purpose of activating the Port-In Service.
- ii. Customer agrees to pay all outstanding charges to the Donor, including pre-termination charges, if any, prior to the activation of the Port-In Service.
- iii. Upon commencement of the Port-In Service, Customer's existing contract with the Donor shall automatically terminate.

## 8. Termination / Port-out Service

- i. Termination of a recurring heya Plan via heya App must be initiated at least 2 days before the next scheduled recurring payment date. In the event the Customer initiates a termination of the recurring heya Plan less than 2 days before the next scheduled recurring payment date, the Customer will be charged for the next recurring payment.
- ii. heya SIM Cards will be terminated upon expiry of the SIM Validity Period as provided in these heya Terms. Heya SIM Cards that have been terminated, cannot be reinstated for any reason.
- iii. As termination of heya SIM Card may impact third party services (including PayNow) associated with the terminated heya mobile number, Customers are solely responsible for updating all third-party services (including PayNow) associated with the heya mobile number upon termination of the heya SIM Card, and Singtel Mobile shall not be liable to the Customer in respect of the same.
- iv. Customers will not be able to withdraw their unused wallet credits should they choose to terminate their heya line or in the event that their heya line expires.
- v. If you are a foreigner living or working in Singapore, we reserve the right to terminate or suspend any of your services upon the revocation or expiry of your foreigner work pass, student pass, Long-Term Visit Pass (LTVP) and/or other foreigner pass types (as may be applicable).

## 9. Personal Data

- i. We use your personal data for service provisioning, marketing, security and compliance as further described in our prevailing data protection policy, including Singtel's Data Protection Policy, and as provided in these heya Terms.
- ii. We may continue to rely on any consent that you may have given us previously under any terms or conditions or otherwise to collect, use or disclose your personal data for such purposes thereof unless you withdraw your consent by contacting our Customer Service via chat at heya.sg or in the heya mobile app. You may also SMS 'UNSUB' to 74005 to opt out of heya marketing SMS.

## 10. Suspension of heya Mobile Service in the event of Suspected Account Compromise

- i. All heya customers may suspend their heya account if they suspect that their mobile number or account has been compromised (e.g. if a customer loses their mobile phone etc.) ("**Emergency Suspension**").
- ii. Customers may carry out an Emergency Suspension by reaching out via chat to heya Support on heya.sg or via the heya App or by dialing our Singtel hotline 1800-4822800.





- iii. The Validity Periods for all relevant heya services under the suspended mobile account shall continue to run during the period of the Emergency Suspension (“**Emergency Suspension Period**”).

#### 11. Barring Service (International Incoming Voice and SMS)

- i. The Barring Service is a free service that allows subscribers to block all incoming international calls and SMS to their mobile number, whether such calls are received by you in Singapore or overseas. This means that subscribers will be unable to receive all incoming international calls and SMS. For the avoidance of doubt, subscribers will still be able to make outgoing international calls and send international SMS.
- ii. Eligibility. The Barring Service is available to all heya customers.
- iii. **Method of Subscription.** To subscribe or unsubscribe from the Barring Service, you may call **1800 538 5833**. You will be informed via SMS if you have successfully subscribed to or unsubscribed from the Barring Service. The Barring Service will take effect within 24 hours from your subscription to the Barring Service.

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