

# Family Plan Pre-Order

“Family Plan Pre-Order” (“the Promotion”) for May 2021 allows existing base plan customers who pre-order additional Sub lines/SIMs via the Circles.Life app “Family Plan” by placing a deposit for each additional line/SIM requested to enjoy the promotion of \$5/mo off per SUB line for the first 12 months post receiving and successfully activating their Family Plan. Existing base plan customers must pre-order between the allotted pre-order times of 12th May, 2021 00:00:00 AM and 23rd June, 2021 11:59:59 PM to be eligible for this promotion.

## Eligibility

Existing and active Base Plan users who pre-order between the allotted pre-order times of 12th May, 2021 00:00:00 AM and 23rd June, 2021 11:59:59 PM to be eligible for this promotion.

Existing and active Base Plan users who pre-order will be eligible to the following offer as per the selection of SIMs and deposit placed –

Option	Deposit	Actual Price*	Offer Price**
1 SIM	\$10	\$50/mo (\$40 for Primary SIM + \$10 for 1 SUB SIM)	\$45/mo (\$40 for Primary SIM + \$5 for 1 SUB SIM)
2 SIMs	\$20	\$60/mo (\$40 for Primary SIM + \$10 for 2 SUB SIM)	\$50/mo (\$40 for Primary SIM + \$5 for 2 SUB SIM)
3 SIMs	\$30	\$70/mo (\$40 for Primary SIM + \$10 for 3 SUB SIM)	\$55/mo (\$40 for Primary SIM + \$5 for 3 SUB SIM)
4 SIMs	\$40	\$80/mo (\$40 for Primary SIM + \$10 for 4 SUB SIM)	\$60/mo (\$40 for Primary SIM + \$5 for 4 SUB SIM)
5 SIMs	\$50	\$90/mo (\$40 for Primary SIM + \$10 for 5 SUB SIM)	\$65/mo (\$40 for Primary SIM + \$5 for 5 SUB SIM)

\*Actual Price is only charges pertaining to the plan charges and does not include any additional charges pertaining to PAYG or Add-on/Boost Purchases.

\*\*Offer Price is only charges pertaining to the plan charges and does not include any additional charges pertaining to PAYG or Add-on/Boost Purchases. This will be available for the first 12 months from the fulfilment and activation of the Family Plan. After the first 12 months, charges will be reverted to the Actual price as per stated above.

This promotion is not applicable to users who are currently on or sign-up for the \$5 plan, Data Only or Flexi Plan.

The Promotion is valid between 12th May, 2021 00:00:00 AM and 23rd June, 2021 11:59:59 PM.

## **Redemption, Fulfillment & Return of Deposit**

### **Redemption**

Circles.Life will reach out to the customer via email once their family plan is ready to be delivered (from the 24th of June, 2021 onwards). Customers will be given specific instructions to select their delivery times and delivery locations in this flow. This will also indicate the offer that the customer is eligible for as per the selection and deposit made as mentioned above in the eligibility section.

### **Fulfillment**

Once the order is successfully delivered, the customer who placed the order will be moved to the the \$40/mo Primary Account with the following allocation –

Two hundred (200) GB of shared mobile data;

Shared talktime of five hundred (500) minutes;

Two hundred (200) shared outbound SMS to Singaporean numbers.

The SUB Accounts will be automatically activated and will be linked to the Primary at the charges mentioned in the eligibility section. All other activities such as transfer number, change number etc. will be as per the Family Plan flows of the SUB accounts.

The Primary Account will receive a single bill including all charges from both the Primary and all SUB lines.

### **Return of Deposit**

Circles.Life will return the deposit paid as per the option picked by the customer on their first bill post the fulfilment and activation of the Family Plan. The return will be automatically reflected on the upcoming bill post the fulfilment and activation of the Family Plan by the customer.

### **Cancellation and Refund**

All customers who place the pre-order can request for a refund via the refund request form for the deposit to be returned.

If the cancellation and refund option is availed, no changes in the customer's current plan will occur and no additional SIMs will be delivered. Customers will also forgo the possibility of claiming this offer if this cancellation and refund option is availed.

### **Limitations**

Circles.Life reserves the sole and absolute right to the following:

To change this offer at any point in time.

To refuse the refund of any customer who was charged rightfully as per the eligibility criterias mentioned above, even if they were unaware of these charges.

To reject any individual who we deem to have engaged in fraudulent conduct that Circles.Life deem to be inappropriate or unacceptable.