

Terms and Conditions for Whiz Data

1. Device is on rental to WhizComms' customers and remains the property of TheSocialDataCo Pte. Ltd. for the duration of the rental. Do not attempt to open the device as it will be constituted as vandalism and charged as physical damage. Physical damage can be defined as any wear and tear, defects or damage resulting from accident, misuse, abuse, neglect, unusual physical damage, liquid damage, cosmetic damage, or unauthorized modification of the Product, including any change or enhancement in colour, texture or finish. Device damage examples include, but are not limited to:
 - a. Liquid or Corrosion Evidence: Corrosion, discoloration, or fuzzy growth on the charger, headset, SIM or memory ports. Moisture under the display screen.
 - b. Damaged Parts: The handset, USB/Charging port is loose or wiggles, bent or corrosion.
 - c. Physical Device and Button Issues: Cracks, excessive scratches, separation, missing physical buttons, warping, punctures.
 - d. Hardware Modifications: A hardware modification is any physical change made to the device not performed by the manufacturer or an authorized agent of the manufacturer.
2. WhizComms is not the supplier of the goods or service(s) and make no representation as to the quality of the goods or service(s) provided.
3. Whiz Data Unlimited Plan will be charged at \$49.00/mth.
 - a. A minimum 1-month subscription applies.
 - b. Customer to advise on subscription period.
 - c. Data is only for use in Singapore.
 - d. 5GB per day at 4G speed (thereafter speed will be throttled to 256kbps)
 - e. Service extension request after 30 June 2020 will be reviewed on a case by case basis.
4. Prepayment of \$200 deposit and first subscription period via PayNow is required before device delivery can be arranged.
5. Packing and delivery costs will be borne by the Customer unless stated otherwise.
6. Device delivery and service activation will be within 2 to 3 business days after order processing has been completed.
7. Fair Use Policy (FUP) applies and is implemented by Network Operators to prevent abuse or exploitation of high data usage. FUP ensures that each customer does not consume an unreasonable amount of bandwidth that can negatively impact the user experience of others on the same network.
8. For any hardware defects resulting from defective parts, materials or manufacturing during rental, please bring the faulty device to the following address:
TheSocialDataCo Pte. Ltd.
12 Eu Tong Sen Street
#05-166 Soho2@Central
Singapore 059819
9. Any loss of equipment or any physical damage due to negligence will be charged and payable to WhizComms. The charges are as follows (inclusive of 7% GST):
 - a. Device: \$200.00
 - b. USB cable: \$20.00
 - c. Travel pouch: \$20.00
10. Customers return device to TheSocialDataCo within 3 days after service expiry, using the return bag provided.
 - a. A fee of \$200 will be imposed if the device is not returned within 3 days after contract period.
11. Customers with an active plan can enquire or seek assistance by contacting 24/7 customer support via **WhatsApp at 8838 8031** and provide the following information:
 - a. Device ID
 - b. Incident date/time/location
 - c. Problems being faced
12. Prices mentioned as part of this service are quoted in Singapore Dollars, and payment can only be accepted in Singapore Dollars.
13. Any dispute arising out of this rental agreement shall be resolved in accordance with the laws of the Republic of Singapore.
14. WhizComms and TheSocialDataCo will not be held responsible for deadzone or blind spots areas in Singapore due to the many uncontrollable factors with regards to mobile data connection. WhizComms and TheSocialDataCo will ensure their best effort to assist existing customers during these circumstances.

Data service availability is subject to:
 - a. The geographical area of the local network base stations.
 - b. Singapore's geography and topography.
 - c. Weather and/or atmospheric conditions.
 - d. Network degradation, congestion or maintenance.
 - e. The data service may sometimes be suspended or limited without prior notice due to maintenance, emergency, instruction by any government or appropriate authority.
 - f. Physical or electromagnetic obstructions or interference.
 - g. Any faults to the telecommunication networks to which the partnered Network is connected to.
 - h. Customer's device hardware compatibility with the Network.
 - i. Number of users accessing the Mobile Data Services at a given time.
15. WhizComms and TheSocialDataCo will ensure their best effort to fulfil all contractual obligations for existing customers affected by changes to the Terms and Conditions of the services.
16. WhizComms reserves the right to modify Terms and Conditions of the services without prior notice. Customer agrees that WhizComms' rates are subjected to changes as the tariffs from operators change from time to time.