

11.11 Promotion 2019

General Terms and Conditions

"11.11" ("the Promotion") for 2019 allows Customers who sign-up on 11th November, 2019 between 11:00 AM and 11:59 PM to enjoy \$11 OFF per month for 12 MONTHS. The promotion will offer a bill waiver of \$11 applied over 12 bills starting from bill received in December 2019 to bill received in October 2020. The first bill will consist of November 2019 (prorated bill) and December 2019. Billing starts on the day the SIM card is successfully delivered to the Customers.

Eligibility

- All new users who sign up for the \$18 (port-in at sign-up) or \$28 Base Plan are eligible for this promotion as long as they apply the promo code "11OFF2019" during the promo period.
- For new users who sign-up for a new number and decide to port-over their numbers from another telco at a later date, they will enjoy the bill waiver of \$10 per month for the remainder of the 12 months period (12 months is inclusive of the period before you ported your number over), as long as they applied the promo code "11OFF2019" upon sign up.

This promotion is not applicable to users who sign up for the \$5 plan.

The Promotion is valid on 11th November, 2019 between 11:00 AM and 11:59 PM.

Billing

- The first bill includes charges for two months: November 2019 (pro-rated) and December 2019. From your second bill onward (received in January, 2020), users will only be charged for the current month's usage charges and the following month's subscription charges.
- Users' November 2019 bill is [prorated](#) to their SIM delivery date, based on the usual \$28 Base Plan fee and will have the adjusted waivers of 11.11 Promotions (\$11) and, if applicable, Port-in Waiver (\$10).
- Example of the first bill for New Number User
 - Sim Delivery Date : 13 November 2019
 - Duration of usage in November: 18 days (13 November 2019 – 30 November 2019)
 - November Bill Amount: $(\$28 \times 18/30) - \$11 = \$5.80$
 - December Bill Amount: $\$28 - \11 (11.11 Promotion Bill Waiver) = \$17
 - Total amount charged in first bill = $\$5.80 + \$17 = \$22.80$
- Example of the first bill for New Port-in User
 - Sim Delivery Date : 13 November 2019
 - Port-in Success Date: 14 November 2019
 - Duration of usage in November: 18 days (13 November 2019 – 30 November 2019)
 - November Bill Amount: $(\$28 \times 18/30) - \$11 - \$10 = -\4.20
 - December Bill Amount: $\$28 - \11 (11.11 Promotion Bill Waiver) – \$10 (Port-in Waiver) = \$7
 - Total amount charged in first bill = $-\$4.20 + \$7 = \$2.80$

- Porting waiver will be applied in the month when the Customer is successfully ported in to Circles.Life.
- If a customer's SIM is not delivered before 29th November 2019 12:00 PM, their \$11 waiver will commence in December 2019 instead. Therefore their applicable 12 month period for waivers will end in November 2020 instead of October 2020.
- If a customer's port-in does not happen before 29th November 2019 12:00 PM, their port-in waiver will commence in January 2020.
- Circles.Life only supports credit or debit card payments: users' payments are auto-deducted from the card on file between the 1 – 15 of each month*.