

## Singtel TV General Terms and Conditions

### **General Terms and Conditions**

- 12 months minimum subscription period for all content pack(s)/channels(s) will apply unless otherwise stated.
- Customer will be billed from the date that the content or channel(s) subscribed for is activated.
- All prices stated include GST. All prices exclude Singtel TV Set-Top Box rental.
- All stated services are charged on a monthly basis, unless stated otherwise.
- Customer will be liable to pay a termination charge, if he/she terminates his/her subscription before the minimum subscription period applicable to any TV GO Plans, mio Stadium+ Pack, content pack or channel(s) expires ("**Early Termination Charge**").
- The Early Termination Charge is calculated based on the remainder of the minimum subscription period multiplied by the monthly subscription charge for the content or channel(s).
- After the minimum subscription period expires, the subscription to any content or channel(s) will automatically continue at the same subscription rates unless SingNet notifies the customer otherwise or until the subscription is terminated by customer.
- After the end of any promotional subscription rate periods, prevailing subscription charges shall apply for the remainder of the contract term.
- SingNet reserves the right to amend any promotional subscription rates in its sole discretion.
- All Singtel TV content provided to customer is subject to change, removal, replacement or addition from time to time at SingNet's sole discretion. Customer may not request for any changes to the content packs.
- SingNet is not responsible for any advertisement, offer, or representation by any third party in any channel or other Singtel TV content.
- Contracts for all content pack(s)/channel(s) are entered into by customer on the basis that the content is provided via Singtel TV Set Top Boxes unless otherwise stated.
- Access to live streaming and On Demand channels on Singtel TV GO will only be available to customers with corresponding Singtel TV subscription. Access is offered free till 25 January 2016. For more info, visit [www.singtel.com.sg/singtelvgo](http://www.singtel.com.sg/singtelvgo).
- Existing customers whose plans are no longer offered by SingNet and who wish to subscribe to any new Singtel TV content pack(s) / channel(s) must terminate their existing contract and enter into a new contract on any of the plans currently offered by SingNet. In the event that the new plan is an upgrade to the current plan, early termination charges will be waived. Otherwise, early termination charges will be applicable for such termination. Any promotions or discounts previously available will not be applicable to the new Singtel TV content pack(s) / channel(s).
- All Singtel TV customers must subscribe to at least 1 content pack, unless otherwise stated.
- Each Singtel TV service signed up by customer is limited to a maximum of four (4) set-top boxes, including one (1) HD DVR set-top box.
- Any set-top box promotional discount is only applicable to the customer's first set-top box.
- Customers may switch between a HD set-top box and a HD DVR set-top box at any time during their contract. Prevailing swap box fee and installation charges may apply for any switch of set-top box(s).

- Any promotional discounts on the current set-top box will no longer be applicable when customer switches from a HD set-top box to HD DVR set-top box (or vice versa). The unused portion of the discount will be forfeited, is not exchangeable for cash, credit or any benefit-in-kind and is non-transferable.
- After the end of any promotional set-top box subscription rate period, the following prevailing subscription charges of your first set-top box and additional set-top box(s) shall apply thereafter:

<b>Set-Top Box</b>	<b>Subscription Charges (w GST)</b>
<b>First Set-Top Box</b>	
High Definition Set-Top Box	\$4.90/month
High Definition Digital Video Recording Set-Top Box	\$12.90/month
<b>Additional Set-Top Box</b>	
High Definition Set-Top Box	\$14.90/month
High Definition Digital Video Recording Set-Top Box	\$22.90/month

- All offers are only applicable to addresses within Singtel TV Service coverage area.
- A Singtel Telephone Service, Singtel Home Digital Line on Fibre Service or Singtel Broadband on Fibre Service is required and standard charges apply. For customers on Singtel TV on Fibre Service, both Singtel TV on Fibre Service and Singtel Home Digital Line Service or Singtel Broadband on Fibre Service must be under the same fibre number.
- Prevailing installation charges may apply for installation of Singtel TV equipment.
- Prevailing charges may apply for either rescheduling or cancellation of installation appointment, whether due to customer's request or non-availability of customer during scheduled appointment.
- Paper bill statements will be sent on a monthly basis to the registered address. To convert to electronic billing for all accounts under the same NRIC, please sign up at [www.singtel.com/mybill](http://www.singtel.com/mybill). Do note that paper bill statements will not be sent to you once you have signed up for electronic billing.
- Free 30 days preview of Singtel TV programmes excludes "ftv.com (HD)", "ftv.com On Demand", "Lifestyle Network", "The Filipino Channel", "ABS-CBN Sports + Action", "mio Stadium" content, "Video on Demand" (VOD) content and "Season Pass" titles.
- Subscription is subject to the terms and conditions of Singtel TV Service, including Singtel's General Terms and Conditions and Specific Terms and Conditions of Singtel TV Service (see <http://www.singtel.com.sg/tnc/>).

### **Starter Packs**

- "Starter Packs" refers to "Family Fun Pack", "Family Lifestyle Pack", "Family Starter Pack", "Jingxuan Starter Pack", "Inspirasi Starter Pack", "Kondattam Starter Pack", "Desi Starter Pack", "Uthayam Pack", "Inbam Pack", "Cricket Starter Pack", "Kapuso Starter Pack", "Kapamilya Starter Pack", "Kabayan Starter Pack", "mio Stadium+ Pack", "Nihon Starter Pack" and "Jinghua Starter Pack".

- "Jingxuan Starter Pack" customers can subscribe to "Jinghua Starter Pack" at a promotional price of \$6.00/month.
- Customer may only subscribe to one of the following packs at any one time under the same Singtel TV Service: "Family Fun Pack", "Family Lifestyle Pack" and "Family Starter Pack".
- Jia Le Channel (HD), Jia Le On Demand and KBS World (HD) is not available in "Family Starter Pack".
- Fibre Home Bundle customers may subscribe to "Family Starter Pack" at a promotional price of \$29.90/month for 24 months ("FSP Promotion Period"), with a minimum subscription period of 24 months. Both Singtel TV and Fibre Home Bundle services must be subscribed for by the same customer and provided to the same service address to enjoy the \$29.90/month promotional price for "Family Starter Pack". The usual price of \$34.90/month will apply at the end of the FSP Promotion Period, or if the Fibre Home Bundle subscription is terminated.

### **Trio Packs**

- "Trio Packs" refers to "Jingxuan Trio Pack", "Inspirasi Trio Pack", "Kondattam Trio Pack", "Desi Trio Pack", "Action Trio Pack", "Desi Cricket Trio Pack" and "Kabayan Trio Pack".
  - "Jingxuan Trio Pack" consists of "Jingxuan Starter Pack", "Movies+ Pack", "Chinese Movies+ Pack" and "Family Starter Pack".
  - "Inspirasi Trio Pack" consists of "Inspirasi Starter Pack", "Movies+ Pack" and "Family Starter Pack".
  - "Kondattam Trio Pack" consists of "Kondattam Starter Pack", "Movies+ Pack" and "Family Starter Pack".
  - "Desi Trio Pack" consists of "Desi Starter Pack", "Movies+ Pack" and "Family Starter Pack".
  - "Action Trio Pack" consists of "World Sports+ Pack", "Movies+ Pack" and "Family Starter Pack".
  - "Desi Cricket Trio Pack" consists of "Desi Starter Pack", "Cricket Starter Pack" and "Family Starter Pack".
  - "Kabayan Trio Pack" consists of "Kabayan Starter Pack", "Movies+ Pack" and "Family Starter Pack".

### **Variety Packs**

- "Variety Packs" refers to "Jingxuan Variety Pack", "Inspirasi Variety Pack", "Kondattam Variety Pack" and "Desi Variety Pack".
  - "Jingxuan Variety Pack" consists of "Jingxuan Starter Pack", "World Sports+ Pack", "Family Starter Pack", "Movies+ Pack" and "Chinese Movies+ Pack".
  - "Inspirasi Variety Pack" consists of "Inspirasi Starter Pack", "World Sports+ Pack", "Family Starter Pack" and "Movies+ Pack".
  - "Kondattam Variety Pack" consists of "Kondattam Starter Pack", "World Sports+ Pack", "Family Starter Pack", and "Movies+ Pack".
  - "Desi Variety Pack" consists of "Desi Starter Pack", "World Sports+ Pack", "Family Starter Pack" and "Movies+ Pack".

## Value Packs

- "Value Packs" refers to "Jingxuan Value Pack", "Inspirasi Value Pack", "Kondattam Value Pack", "Desi Value Pack" and "Action Value Pack".
  - "Jingxuan Value Pack" consists of "Jingxuan Starter Pack", "mio Stadium+ Pack", "World Sports+ Pack", "Family Starter Pack", "Movies+ Pack" and "Chinese Movies+ Pack".
  - "Inspirasi Value Pack" consists of "Inspirasi Starter Pack", "mio Stadium+ Pack", "World Sports+ Pack", "Family Starter Pack" and "Movies+ Pack".
  - "Kondattam Value Pack" consists of "Kondattam Starter Pack", "mio Stadium+ Pack", "World Sports+ Pack", "Family Starter Pack" and "Movies+ Pack".
  - "Desi Value Pack" consists of "Desi Starter Pack", "mio Stadium+ Pack", "World Sports+ Pack", "Family Starter Pack" and "Movies+ Pack".
  - "Action Value Pack" consists of "mio Stadium+ Pack", "World Sports+ Pack", "Family Starter Pack" and "Movies+ Pack".

## Add On Contents

- "Add on" content refer to "Chinese Entertainment Pack", "Movies+ Pack", "Chinese Movies+ Pack", "Swagatam+ Pack", "Maveli+ Pack", "World Sports+ Pack" and "A-la-carte Channels".
- Customer may only subscribe to "Movies+ Pack" and "World Sports+ Pack" if the customer has subscribed to at least one of the following packs: "Family Starter Pack", "Family Fun Pack" and "Family Lifestyle Pack".
- Customer may only subscribe to "Chinese Entertainment Pack" if the customer has subscribed to a "Family Starter Pack".
  - Customer will not be able to subscribe to "Chinese Entertainment Pack" if the customer has subscribed to "Jingxuan Starter Pack", "Jingxuan Trio Pack", "Jingxuan Variety", "Jingxuan Value Pack", "Family Lifestyle Pack" or "Family Fun Pack".
- Customer may only subscribe to "Swagatam+ Pack" or "Maveli+ Pack" if the customer has subscribed to at least one of the following packs: "Family Fun Pack", "Family Lifestyle Pack", "Family Starter Pack", "Kondattam Starter Pack" and "Desi Starter Pack".
- Customer may only subscribe to "Chinese Movies+ Pack" if the customer has subscribed to one of the following packs: "Family Fun Pack", "Family Lifestyle Pack", "Family Starter Pack" and "Jingxuan Starter Pack".
- Customer may only subscribe to "A-la-carte Channels" if the customer has subscribed to any content pack.

## Season Pass

- "Season Pass" refers to a-la-carte US TV Series titles.
- Extensions of "Season Pass" titles are not included and extension subscriptions must be separately purchased.

- The programming schedule for each series in the "Season Pass" will follow the USA networks calendar and is thus subject to cancellation and changes without prior notification. The number of episodes in each series is subject to change without prior notification.
- All "Season Pass" series will be available for viewing for 12 months after the premiere date of the series.
- In the event of any cancellation or addition of "Season Pass" series or episodes, SingNet reserves the right to refund or charge an additional amount on a pro-rata basis.

#### **Video On Demand (VOD)**

- "Video On Demand" refers to titles within the TV Portal's "Video On Demand" tab.
- All "VOD" titles are available for viewing for up to 48 hours from time of purchase of subscription.
- "VOD" promotions are not applicable to titles within "Cine-Ekspres", "Tamil Movies" and "R21" categories, unless otherwise stated.
- R21 VODs are rated as Restricted 21 - For persons above 21 years of age.
- Customers are to ensure that R21 PIN issued is not accessible to children/minors below 21 years of age.
- R21 content may contain mature themes. Viewer discretion is strongly advised.

#### **Singtel TV Select**

- "Singtel TV Select" is applicable to all Fibre Home Bundle customers who are not subscribed to any Singtel TV content pack(s) on monthly subscription charges until such date determined by SingNet.
- "Singtel TV Select" is limited to one per service address and one (1) set-top box.
- "Singtel TV Select" must be subscribed for by the same Customer and provided to the same service address as the Fibre Home Bundle. "Singtel TV Select" will be terminated should the Fibre Home Bundle be terminated.
- Subscribers of "Singtel TV Select":
  - May choose to upgrade to any Singtel TV content pack at any point in time.
  - Will not be entitled to any Free Preview unless otherwise provided by SingNet at its sole discretion from time to time.
  - Will not be entitled to bundle benefits.
- Prevailing Fibre Home Bundle installation charge apply for installation of both Fibre Home Bundle and "Singtel TV Select" under the same account, installation address and fibre network in one installation appointment.
- For installation of "Singtel TV Select" only, installation charge of \$90 (weekdays)/\$140 (weekends) will apply.
- Monthly recurring charges for set-top box rental may apply.

#### **Singtel Circle Benefit for Singtel TV**

Eligible Mobile Plans: Nominated Key Mobile Line and Nominated Lines, as set out in Clause 13 of the Mobile Terms and Conditions found on <http://info.singtel.com/mobile-terms-and-conditions>.  
E.g. Combo Plans, Lite (2GB), Value (3GB), Plus (4GB), Prestige (12GB), and Easy Mobile Plans.

Eligible Home Broadband Plans: Fibre Home Bundle, SingNet mio Home plan, Singtel Fibre Entertainment Bundle

Eligible Singtel TV Plans: Starter Pack, Trio Pack, Variety Pack, Value Pack, SingNet mio Home plan, Singtel Fibre Entertainment Bundle

Customers who are subscribed to an Eligible Mobile Plan, Eligible Home Broadband Plan and Eligible Singtel TV Plan (“Eligible Customers”) are eligible for the following benefits:

*Singtel Circle Weekend Movie*

- Each weekend, Eligible Customers will be entitled to view one Singtel Circle Weekend Movie valued at \$4.90. The Singtel Circle Weekend Movie will be available for viewing from Saturday, 0000 hrs to Sunday, 2359 hrs, unless otherwise determined by SingNet.
- Singtel Circle Weekend Movie may only be viewed via the ‘Singtel Circle Movie’ application within the Singtel TV portal which can be accessed by pressing the yellow button on the remote control.
- The Singtel Circle Weekend Movie is determined solely by SingNet and is not exchangeable for cash, credit, other Video On Demand movies, or any benefit-in-kind.
- Singtel Circle Weekend Movie benefit will commence on 21 November 2015 and end on 31 December 2016.
- SingNet reserves the right to amend any Singtel Circle benefits in its sole discretion.

**Singtel TV Hardware Terms and Conditions**

**Non-Return / Damage / Loss of Equipment or Replacement Charges of High Definition Set-Top Box / High Definition Digital Video Recording Set-Top Box:**

- The following charges are applicable if High Definition Set-Top Box / High Definition Digital Video Recording Set-Top Box / Power Adaptor / Remote Control are not returned to Singtel upon termination of Singtel TV Service:

<b>Item</b>	<b>Charges (w GST)</b>
High Definition Set-Top Box	\$321
High Definition Digital Video Recording Set-Top Box	\$535
Power Adaptor	\$21.40
Remote Control	\$29.90

**High Definition Digital Video Recording:**

- Estimated number of recording hours
  - Up to 228 hours of standard definition programmes or up to 113 hours for high definition programmes
- Simultaneous recording

- For Singtel TV service delivered via fibre connection: up to 2 high definition channels and 1 standard definition channel can be scheduled for recording / viewing
- For Singtel TV service delivered via ADSL connection: up to 1 high definition channels and 1 standard definition channel can be scheduled for recording / viewing
- Multi Room
  - Only applicable to Singtel TV service delivered via fibre connection
  - Additional set-top box(es) are required and must be on the same fibre connection as first set-top box
  - Prevailing charges applies for additional set-top box(es)
- Control Live TV
  - Up to 90 minutes or rewinding live TV programmes
  - Subjected to the duration that customer has landed on the live channel
- In the case of any needed replacements or reformatting of the DVR set-top box hard disk, all recorded content on the hard disk will not be backed up or saved

#### **Wireless Home Bridge:**

- Wireless Home Bridge hardware is only available to Singtel TV customers on Singtel Fibre connection.
- Recommended usage for Wireless Home Bridge device:
  - Non-DVR set-top boxes only. For DVR, wired connection is recommended.
  - Connected directly to Wireless Modem and set-top box.
  - Signal strength indication to be "High" only for guaranteed TV streaming quality.
  - For Singtel TV content viewing services only.
- Subjected to interference from other wireless devices operating on the same 5 GHz bandwidth frequency.
- Wireless Home Bridge hardware must be purchased in a pair, is nor returnable and non-refundable.
- The limited warranty for Wireless Home Bridge extends for 24 months beginning on the date of installation. Installation Order is required as proof of purchase/warranty.
- Singtel TV customers can select from one of the 2 payment options as follows:
  - one-time payment
  - 12 months' monthly recurring charge with 12 months contract term
- Prevailing installation charges apply.
- For customers who opt for monthly recurring charge for Wireless Home Bridge, an early termination charge of up to the cost of the Wireless Home Bridge hardware will apply if Singtel TV Service is terminated before the hardware is fully paid up.

#### **ADSL Modem - Singtel TV on Singtel Telephone Service**

- Modem is suitable for Singtel TV Service only and cannot support both Singtel TV Service and SingNet Broadband if:
  - The SingNet BroadBand speed is 8Mbps and above
  - Multiple computers are linked to the SingNet Broadband Service

- The modem's USB port is not used for SingNet Broadband Service
- Early Termination Charge of \$78 applies if Singtel TV Service is terminated within first 6 months of contract.

**Fibre Modem - Singtel TV on Singtel Home Digital Line**

- Early Termination Charge of \$128.40 applies if Singtel TV Service is terminated within first 6 months of contract.

**\$4.90 for 24 months HD DVR Set-Top Box Rental Promotion**

- HD DVR Set-Top Box Rental Promotion provides a customer with a discounted subscription rate (\$4.90/month) for rental of the HD DVR Set-Top Box, for a period of 24 months.
- HD DVR Set-Top Box Rental Promotion is valid until 31 January 2016.
- HD DVR Set-Top Box Rental Promotion is only applicable for customers who are subscribed to both Fibre Home Bundle and Singtel TV services, at the point of entering into a contract or re-contracting for any Singtel TV Starter Pack, Trio Pack, Variety Pack or Value Pack.
- HD DVR set-top box must be the first set-top box to enjoy this HD DVR Set-Top Box Rental Promotion.
- HD DVR Set-Top Box Rental Promotion subscription charge will apply for the first 24 months and the regular subscription charge of \$12.90/month shall apply after the end of the HD DVR Set-Top Box Rental Promotion period.
- Customers enjoying existing HD DVR set-top box promotions/discounts are not entitled to HD DVR Set-Top Box Rental Promotion.
- Prevailing swap box fee and installation charges may apply for any change of set-top box(s).
- Any promotional discounts on existing customers' current set-top box will no longer be applicable when customer switches from a HD set-top box to a HD DVR set-top box. The unused portion of the discount will be forfeited, is not exchangeable for cash, credit or any benefit-in-kind and is non-transferable.
- In the event that the customer terminates the Fibre Home Bundle or Singtel TV subscription, the HD DVR Set-Top Box Rental Promotion will also terminate.