



Let Your Devices Sleep While You Sleep Campaign Terms and Conditions

Overview

1. Let Your Devices Sleep While You Sleep Campaign ("**Campaign**") is a campaign organised by Singtel Mobile Singapore Pte. Ltd. and SingNet Pte Ltd ("**Singtel**"). Pursuant to the Campaign and subject to these terms and conditions ("**T&Cs**"), customers of Singtel Postpaid Mobile and/or Singtel Broadband (including Fibre and TV) ("**Customer(s)**") who pledge to Singtel's initiative (see requirements below) on World Wildlife Fund ("**WWF**") Kosong Plan [webpage](#) are entitled to receive a complimentary timer plug ("**Plug**"), on a first come first served basis, while stocks last.
2. Customers who wish to participate in this Campaign must agree and comply with these T&Cs.

Period and Participation Eligibility for Campaign

3. Campaign Period is defined as follows:
 - a. The Campaign will run for the following period ("**Campaign Period**") is as follows: 20th March 2023 00:00 to 02nd April 2023 23:59 (GMT+8), unless withdrawn earlier by Singtel;
4. To be eligible to receive the Plug within the Campaign Period, Customers are required to
 - a. Be a customer of Singtel Postpaid Mobile and/or Singtel Broadband (including Fibre and TV)
 - b. Pledge to "I plan to use energy more responsibly by: Let Your Devices Sleep While You Sleep (by Singtel)" on WWF Kosong Plan [webpage](#) and receive an email confirmation sent from WWF upon completion of the Kosong Plan pledge
 - c. Visit any of the following Singtel Shops during their operating hours
 - i. Singtel Shops are as follows: Comcentre, Tampines Mall, Parkway Parade, Ang Mo Kio Hub, Bugis Junction, Jurong Point, Causeway Point
 - d. Present the email confirmation sent from WWF upon completion of the Kosong Plan pledge
 - e. Provide full, truthful, up-to-date and accurate information (Name as per NRIC) as required in the redemption form at Singtel Shop
 - f. Accept and agree to be bound by these T&Cs
5. For the avoidance of doubt, each Customer satisfying all the requirements in Clause 4 of these T&Cs shall be entitled to no more than one (1) Plug and only allowed to redeem the Plug once during the Campaign Period.

General

6. Singtel may, at any time, in its sole discretion and without prior notice or liability to any party, vary, modify and/or amend these T&Cs or postpone, suspend, modify, discontinue or withdraw the Campaign for any reason.
7. The Plugs are provided on an "as is" basis and Singtel expressly disclaims any representation or warranty of any kind, express or implied, in connection with the Plugs (including without limitation any implied warranties with respect to description, quality, condition or fitness for any particular purpose) to the fullest extent permitted by applicable laws.



8. The Plug may be subject to instructions concerning its use and care, and the Customer shall use the Plug in accordance with such instructions. Singtel shall not be obliged to replace, or provide compensation for, a Plug that is lost, stolen, damaged or defaced. If the Plug is found to have defects upon its first use after redemption, Customer may apply for a one-time exchange of the Plug (while stocks last) by e-mailing to sustainability@singtel.com with the subject "Exchange of timer plug", supported by the following details
 - a. Name (as per NRIC)
 - b. Video of the Plug showing (to Singtel's reasonable satisfaction) that it is defectiveSuch application shall be submitted to Singtel no later than 30 June 2023, and is subject to Singtel's assessment and approval in its absolute discretion. Singtel reserves the right to (i) request for more information for purposes of assessing such application; and (ii) reject such application if Singtel decides in its absolute discretion that such person is not eligible under this Clause 8 to exchange the Plug.

Upon approval of such application, Singtel shall provide the Customer with further instructions concerning the one-time exchange (including the return of the defective Plug and the timing and location of the return and exchange), which the Customer shall comply with in order to complete the one-time exchange.

This Clause 8 of these T&Cs shall be Customer's sole and exclusive remedy for any Plug defects.
9. Singtel accepts no responsibility for any Plugs not successfully redeemed due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind (including without limitation those relating to the WWF Kosong Plan).
10. All Plugs given out as part of the Campaign are non-transferable, non-exchangeable for cash or other items (unless stated otherwise in these T&Cs) and subject to availability.
11. Singtel reserves the right to, without prior notice and at any time, replace the Plug with any alternative item (as may be determined by Singtel in its discretion) if circumstances beyond Singtel's control makes it necessary to do so.
12. Notwithstanding anything to the contrary in these T&Cs and to the fullest extent permitted by applicable laws, Singtel, its officers, employees, agents and suppliers shall not be responsible or held liable for or in respect of any losses, damages, injuries, liabilities, expenses, costs, claims or other consequences of whatsoever nature (including without limitation any special, indirect or consequential losses and any loss or damage to property) (collectively "**Losses**") suffered or incurred directly or indirectly by any Customer in connection with the Campaign and/or the acceptance and/or use of a Plug howsoever caused or arising, and without limiting the generality of the foregoing, whether by reason of or on account of any act or omission whether negligent or otherwise on the part of Singtel or its officers, employees, agents or suppliers (to the extent limited by law), even if Singtel or its officers, employees, agents or suppliers are advised of the possibility of such Losses.
13. Singtel reserve the right to investigate where fraud is suspected and suspend the Customer's participation status.
14. Singtel reserves the right to disqualify, or refuse redemption of the Plug to, any person if Singtel in its absolute discretion believes that such person is not eligible under these T&Cs to receive the Plug or may have breached, will breach or has breached any of these T&Cs. In the event that the



Plug has already been provided to such person, such person shall return the Plug to Singtel at such person's cost and expense.

15. All decisions by Singtel on any aspect and/or matter relating to the Campaign and the Plug shall be final and binding. No correspondence shall be entered into or entertained in relation to its decisions. Singtel will not entertain any queries with regard to any decision or be obliged to provide to any Customer any reason for any decision.
16. By participating in this Campaign, Customers agree and acknowledge that all personal data submitted may be collected, processed, stored, disclosed or otherwise used by Singtel and its affiliates for the purposes of conducting and administering the Campaign (including the one-time exchange) and is subject to Singtel Data Protection Policy (<https://singtel.com/data-protection>) and Singtel General Terms & Conditions (<https://singtel.com/terms-general>) and consent to such collection, processing, storage, disclosure and use for such purposes.
17. If any provision of these T&Cs is held to be invalid, illegal or unenforceable, then such provision shall (so far as it is invalid, illegal or unenforceable) be given no effect and shall be deemed not to be included in these T&Cs without invalidating any of the remaining provisions of these T&Cs.
18. This Campaign, these T&Cs, and the relationship between Customer and Singtel hereunder shall be governed by, and interpreted in accordance with, Singapore law and each Customer agrees to submit any claim, dispute or controversy arising out of or in connection with this Campaign and/or these T&Cs to the exclusive jurisdiction of the courts of Singapore.