



Terms & Conditions

All offers are valid for online sign-ups on Singtel.com till 19 September 2021. All Promotion and additional add-on items are on a first-come-first serve, while stocks last basis.

Fibre Broadband: The local throughput performance is measured within SingNet through a local speed test server and the international throughput performance is measured through a speed test server in the US. In actual usage, the download speed may be subjected to the performance and connectivity of the destination application or web server which is not within SingNet's span of control.

Typical download speed range for 1Gbps Fibre Plan: 870.13Mbps – 972.06Mbps (local). The typical download speed range is computed to reflect that at least 90% of the time, a user should experience the lower bound speed or higher. Results above were validated in July – September '20. For more information, visit <https://www.singtel.com/personal/support/broadband/typical-download-speeds>.

1Gbps Fibre Broadband plan at \$37.90/mth (U.P. \$49.90/mth) Promotion is applicable to customers signing up to a new 24-month contract Fibre Broadband. This plan consists of a \$10 monthly bill rebate on a 1Gbps Fibre Broadband plan for 24 months. Usual price of \$49.90/mth for 1Gbps Fibre Broadband will apply from the 25th month onwards.

1Gbps Fibre Broadband plan at \$39.90/mth (U.P. \$49.90/mth) Promotion is applicable to existing customers who are recontracting to a 24-month contract Fibre Broadband. This plan consists of a \$10 monthly bill rebate on a 1Gbps Fibre Broadband plan for 24 months. Usual price of \$49.90/mth for 1Gbps Fibre Broadband will apply from the 25th month onwards.

\$12/mth (U.P. \$13/mth) top-up for Linksys E9450 AX5400 Wi-Fi 6 Mesh Router (24-month contract):

Applicable only when customer signs up or recontract to both a 24-month Fibre Broadband plan within the same transaction. Additional Linksys E9450 AX500 Wi-Fi 6 Mesh Router is available at \$12/mth (U.P. \$13/mth) on a 24-month contract.

Successful sign-ups can redeem the Linksys E9450 AX5400 Wi-Fi 6 Mesh Router with their Singtel Fibre Broadband Sales Agreement Form and customer NRIC from +SERV at Orchard Central. This promotion is not applicable with other promotions unless otherwise stated. For any assistance with regards to Linksys products, please contact Linksys hotline at 8001204280 (24/7).

Home Line: Fibre Home Bundle plan comes with free Singtel Telephony service. Customer has a choice to choose between Home Digital Line (HDL) and Home Line (Analogue line). Unlimited local calls apply for HDL. Call charges apply for Home Line. For more information, visit <https://www.singtel.com/personal/productsservices/more/telephony-services/home-line>.

Free Router Installation: Weekday and weekend router installation will be waived as part of the online exclusive promotion for new sign ups. Please note that free weekday/ weekend router installation is only applicable to the standard Singtel Mesh Router which is given as part of the new sign-up for your Fibre Broadband service.

In the event that the customer is not in the premise during the agreed installation appointment resulting in a rescheduling of installation, you will be charged the full amount of \$90 (weekday) and \$145 (weekend) router installation.

For customers who have purchased any 3rd party router sold by Singtel, you will be required to self-collect the 3rd party router at +Serv after the successful fibre service installation.

NetLink Trust Fibre Termination Point Installation: Fee of \$160.50 will be waived for customers residing in high-rise buildings, customers residing in landed properties will be required to pay a balance of \$128.40.

NLT service activation charge of \$56.71 (per port) for Fibre service applies.



Registration fee waiver: A registration fee of \$53.50 is waived for all Fibre Broadband online sign-ups.

Free 4G Mobile Broadband Plan (500MB): A 24-month contract applies.

Complimentary 12-year Singtel Home Protect

A 12-month contract applies. The installation address indicated on your application form will be the insured address. Singtel Home Protect is underwritten by Great Eastern General Insurance Limited. The above provide product information and is not a contract of insurance. Please refer to policy document for the precise terms and conditions of the insurance plan. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact us or visit the General Insurance Association (GIA) or SDIC web-sites (www.gia.org.sg or www.sdic.org.sg). For full terms and conditions, visit singtel.com/homeprotect.

Amazon Prime Membership Promotion

The Amazon Prime Membership Promotion is valid for Singtel customers who meet the below eligibility criteria. Amazon Prime Membership subscribers will enter into a contract with Amazon Asia Pacific Holdings Private Limited and/or its affiliates ("Amazon"), which owns and operates Amazon Prime, to use the Prime benefits; subscribers will receive their Amazon Prime Membership subscription courtesy of Singtel for promotional period of 6 months, with a SG\$2.99/month value.

After promotional period ends, subscribers will be charged SG\$2.99/month on your Singtel bill. Your Amazon Prime Membership will continue until cancelled. You may cancel your Amazon Prime Membership anytime via "My Singtel App". In addition to the eligibility criteria below, activation of your Amazon Prime Membership is subject to your review and acceptance of the Amazon Prime Terms (See: https://www.amazon.sg/gp/help/customer/display.html/ref=hp_left_v4_sib?ie=UTF8&nodeId=201910780).

To learn more about Amazon Prime visit:

<https://www.amazon.sg/gp/help/customer/display.html?nodeId=201910360>

Singtel serves solely as a promotional and billing partner and does not own or operate Amazon Prime.

1. Promotion Eligibility

1.1 You must satisfy the following conditions to be eligible for the 6 months Amazon Prime Membership promotion: you must either enter into a contract for or re-contract your broadband services (Singtel 500Mbps Fibre Home Bundle and above).

1.2 Subscription for the following plans will not entitle a customer to be eligible for the promotion:

- a) Singtel Broadband plans: Singtel 300M Fibre Home Bundle and below, Unlimited Fibre plan, and ADSL Broadband plans (including mio Plan/mio Home).
- b) Any non-residential Singtel Broadband plans.
- c) Any Singtel Postpaid Mobile plans without a 12-month minimum subscription period and/or Fibre Broadband plans without a 24-month minimum subscription period.
- c) Any existing applicable Singtel Postpaid Mobile and/or Fibre Broadband plans within the minimum subscription period which are not eligible for re-contract without payment of early termination fees.

1.3 You may only enjoy one Amazon Prime Membership offer per NRIC at any time. You may only enjoy this promotion once per NRIC.

1.4 Existing Amazon Prime Membership subscribers are not eligible for this offer but may choose to become eligible for this promotion after cancelling your existing Amazon Prime Membership subscription with our existing subscription details, such as shopping, viewing history, settings, etc will not be automatically transferred to the new account.



1.5 This Amazon Prime Membership Promotion is provided on the basis of your Postpaid/Broadband bill plan. In the event that you no longer meet the eligibility requirements for the 6 months Amazon Prime Membership Promotion, your Amazon Prime Membership will be terminated by Amazon.

2. Other Terms

2.1. SingNet may revoke your Amazon Prime Membership Promotion, at our sole discretion without notice to you, if we suspect any fraudulent activity, misuse of your Amazon Prime Membership, or violation of these terms or any applicable law by you. No fee refund will be given.

2.2. Amazon is not a sponsor of the Amazon Prime Membership Promotion offered by Singtel. Amazon, Amazon Prime, and all related logos are trademarks of Amazon.com, Inc. and its affiliates.

Singtel reserves the right to amend, change or withdraw any terms and conditions without prior notice. All prices are inclusive of 7% GST and information is correct at the time of printing. For full Fibre Broadband Terms and Conditions, please visit <http://bit.ly/STFibreTnC>.