

# Terms & Conditions

## Mobile

1. Singtel WiFi ("Service") will be provisioned, free of charge, for Customers who sign up for or re-contract on Singtel Mobile Combo (Combo 2 & above) Mobile plans ("Combo Plans"), Combo Mobile BroadBand 2 and above plans, Easy Mobile M and above plans and Singtel SIM Only Plan before 30<sup>th</sup> January 2020. This service will also be available to the MobileShare Supplementary plans that are linked to Combo Plans, Combo Mobile BroadBand 2 and above plans and Singtel SIM Only Plan.
2. The free service offered to eligible price plan subscribers commences on 12 August 2014 and ends on 30<sup>th</sup> January 2020 ("Free Service Period"). The Service will be offered, free of charge, only during the Free Service Period regardless of the time of application. Singtel Mobile reserves the right to provide notice and levy prevailing charges or amend the charges anytime by prior notice to customers in accordance with Singtel's General Terms & Conditions of Service.
3. Your usage of and access to the Singtel WiFi service means that you agree to our sharing of your device data (MSSIDN, MAC Address, location and duration where device access Singtel WiFi, data usage per session, IMEI, statistics on page views) with our business partners, in order for them to conduct consumer and market research and/or analysis. Should you disagree with the sharing of your device data, please do not connect to Singtel WiFi at all Singtel WiFi hotspots.
4. Singtel does not guarantee the suitability of the Service for any specific application or purpose intended by the Customer. Signal strength and the signal frequency may vary at selected locations or fail altogether due to certain factors which are not within Singtel's control, including, but not limited to, building structure, building material, natural or artificial barriers, electrical or electromechanical interference, weather conditions and conditions set by building owners and local authorities. Singtel shall not be liable for any loss or damage arising from such interference or failure.
5. Typical download speed is the range of download speed that the customer can experience 80% of the time on Singtel WiFi. The speed range may vary between users and is subject to device used, hardware and software limitation, distance between user and WiFi access point, source of website and other external factors.
6. The Customer accepts and agrees that Singtel does not warrant that the Service will be provided uninterrupted or free from errors or that any identified defect will be corrected.

7. Singtel shall not be liable to the Customer for any loss, liability, costs and/or damage whatsoever (whether direct, indirect or consequential) in respect of any matter howsoever arising (whether in tort, negligence or otherwise) in connection with the provision and/or use of the Service.
8. The Customer agrees not to use the Service in violation of any laws or regulations applicable from time to time; or to misuse the Service in any manner deemed inappropriate by Singtel; or to allow any use of the Service to interfere with other users' access to and use of the Service.
9. Singtel reserves the right at its absolute discretion to discontinue and/or suspend the Service whether in whole or in part without any liability whatsoever to the Customer.
10. Singtel reserves the right to alter, modify, add to or otherwise vary these terms from time to time by notice to the Customer in such manner as Singtel deems appropriate. The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use the Service after such notice, the Customer shall be deemed to have accepted the amendments.
11. The terms & conditions herein are applicable in addition to Singtel General Terms and Conditions of Service, Terms of Use, and Billing Terms. For the avoidance of doubt, these terms and conditions, subject to the amendment provisions contained therein, shall continue to apply after the Free Service Period as long as the Service is provided.

## Broadband

1. Singtel WiFi for Broadband ("WiFi Service") will be provisioned, free of charge, for customers on Singtel Fibre Broadband plans. Each plan is entitled to one WiFi Service account.
2. The free service offered to Singtel Fibre Broadband subscribers commences on 8 September 2016 and ends on 31 March 2020 ("Free WiFi Service Period"). The WiFi Service will be offered, free of charge, only during the Free WiFi Service Period. SingNet reserves the right to provide notice and levy prevailing charges or amend the charges anytime by prior notice to customers in accordance with Singtel's General Terms & Conditions of Service.
3. Your usage of and access to the Singtel WiFi service means that you agree to our sharing of your device data (MAC Address, location and duration where device assess Singtel WiFi, data usage per session, IMEI, statistics on page views) with our business partners, in order for them to conduct consumer and market research and/or analysis. Should you disagree with the sharing of your device data, please do not connect to Singtel WiFi at any Singtel WiFi hotspots.
4. SingNet does not guarantee the suitability of the WiFi Service for any specific application or purpose intended by the Customer. Signal strength may vary or fail altogether due to certain factors which are not within SingNet 's control, including, but not limited to, building structure, building material, natural or artificial barriers, electrical or electromechanical interference and/or weather conditions. SingNet shall not be liable for any loss or damage arising from such interference or failure.
5. Typical download speed is the range of download speed that the customer can experience 80% of the time on Singtel WiFi. The speed range may vary between users and is subject to device used, hardware and software limitation, distance between user and WiFi access point, source of website and other external factors.
6. The Customer accepts and agrees that SingNet does not warrant that the WiFi Service will be provided uninterrupted or free from errors or that any identified defect will be corrected.
7. SingNet shall not be liable to the Customer for any loss, liability, costs and/or damage whatsoever (whether direct, indirect or consequential) in respect of any matter howsoever

arising (whether in tort, negligence or otherwise) in connection with the provision and/or use of the WiFi Service.

9. The Customer agrees not to use the WiFi Service in violation of any laws or regulations applicable from time to time; or to misuse the WiFi Service in any manner deemed inappropriate by SingNet; or to allow any use of the WiFi Service to interfere with other users' access to and use of the WiFi Service.
10. SingNet reserves the right at its absolute discretion to discontinue and/or suspend the WiFi Service whether in whole or in part without any liability whatsoever to the Customer.
11. SingNet reserves the right to alter, modify, add to or otherwise vary these terms from time to time by notice to the Customer in such manner as SingNet deems appropriate. The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use the WiFi Service after such notice, the Customer shall be deemed to have accepted the amendments.