Terms & Conditions for Fibre Broadband

Critical Information Summary

1) All prices stated are inclusive of 7% GST. Prices will be adjusted according to prevailing GST rates.
2) A registration charge of $53.50 is applicable for all Singtel Fibre Broadband plans.
3) 2Gbps Fibre Broadband Plan allows for the maximum of 1Gbps per network port, and an aggregated maximum of 2Gbps per household. Speed testing on any individual port will show a maximum of 1Gbps. For more info on 2Gbps Fibre Broadband Plan set-up, refer to www.singtel.com/2GbpsDetails
4) Singtel Home Digital Line unlimited local calls do not include 1900 and IDD calls. Home Digital Line does not work on Private Automated Branch Exchange (“PABX”) and security alarm systems.
5) You agree that you will be billed electronically for this Service, as well as all other services with Singtel Group of Companies. Your electronic bill will be sent monthly to the email address provided above. You may also log on to My Singtel app or http://www.singtel.com/viewBill to view your bills online. If you wish to receive a paper bill or update your email address, log on to http://www.singtel.com/myaccount. Each paper bill will be chargeable at $1.07 each unless otherwise stated.
6) For the duration of the Agreement, Customer must be the owner of the Installation Address premises or have permission from the owner of the Installation Address premises for the installation and provision of the Service to the Installation Address. If Customer ceases to be the owner of the Installation Address premises or no longer has permission from the owner of the Installation Address premises for the installation and provision of the Service to the Installation Address, SingNet will have the right to immediately terminate this Agreement upon notification to Customer, and Customer may be liable for all applicable Early Termination Charges.
7) Any Monthly Bill Rebates/Discounts that was given will be removed should the Fibre Subscription be terminated/recontracted.

Minimum Subscription Period / Early Termination Charges

8) The Minimum Subscription Period of each of the Services under this Agreement is as set out above.
9) To terminate or change your Service, please call the Customer Service Hotline at 1688.
10) Termination of individual services within the Singtel Fibre Bundle is not allowed. Termination of one or more of the services shall be deemed as termination of the entire Singtel Fibre Bundle.
11) In the event that this Agreement is terminated for any reason within the Minimum Subscription Period, an Early Termination Charge is applicable. You are offered the subscribed service(s) at a subsidized price point on the condition that you maintain your service(s) for the Minimum Subscription Period.
12) The Early Termination Charge is calculated by the following formula:

   Monthly Fee \times \text{Remaining Months of the Minimum Subscription Period (including the month in which termination occurs)} = \text{Early Termination Charge}.

13) On termination of the Agreement, the customer shall immediately pay all outstanding fees or charges.

Upgrade or Downgrade

14) There will be no charge if the Customer upgrades his Service to a higher speed plan during the Minimum Subscription Period.
15) If the Customer wishes to downgrade the existing Service to a lower speed plan, or to another plan with the same speed, during the Minimum Subscription Period, Downgrade Charge is applicable.
16) The Downgrade Charge is calculated by the following formula:

   Monthly Fee \times \text{Remaining Months of the Minimum Subscription Period (including the month in which downgrade occurs)} = \text{Downgrade Charge}.
17) For avoidance of doubt, payment of the Downgrade Charge does not remove any obligation to complete the Minimum Subscription Period. The Minimum Subscription Period will continue to subsist. In the event that this Agreement is terminated for any reason within the Minimum Subscription Period, an Early Termination Charge is applicable.

18) Customers on Singtel Fibre Broadband plans with premium top-up are not allowed to upgrade or downgrade their Singtel Fibre Broadband plans during their minimum subscription period.

**SingNet Fibre Broadband Associated Charges**

19) SingNet Fibre Broadband associated charges are as set out below.

<table>
<thead>
<tr>
<th>Item</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NetLink Trust Installation</strong></td>
<td></td>
</tr>
<tr>
<td>NetLink Trust Fibre Termination Point installation fee</td>
<td>$160.50 (high-rise)</td>
</tr>
<tr>
<td>(includes first 15 meters of optical fibre)</td>
<td>$288.90 (landed)</td>
</tr>
<tr>
<td><strong>NetLink Trust Service Activation Charge</strong></td>
<td>$56.71 per port activation</td>
</tr>
<tr>
<td>Internal Cabling Charge for every subsequent 5 meters</td>
<td>$2.14</td>
</tr>
<tr>
<td><strong>Other Associated Charges (imposed by NetLink Trust)</strong></td>
<td></td>
</tr>
<tr>
<td>Re-location, repair, replacement and removal of the Fibre Termination Point</td>
<td>$160.50 (high-rise)</td>
</tr>
<tr>
<td>Internal Cabling charge (applicable for Relocation, repair and replace)</td>
<td>$2.14 per additional 5 meters block</td>
</tr>
<tr>
<td><strong>SingNet Installation</strong></td>
<td></td>
</tr>
<tr>
<td>SingNet Installation Fee / Re-location Fee</td>
<td>$90.00 (weekday)</td>
</tr>
<tr>
<td></td>
<td>$145.00 (weekend)</td>
</tr>
<tr>
<td>Wiring (Cat 5e) Charge for first 35 meters</td>
<td>$80.25</td>
</tr>
<tr>
<td>Wiring (Cat 5e) Charge for every subsequent 5 meters</td>
<td>$10.00</td>
</tr>
<tr>
<td>Wiring (Cat 6) Charge for first 35 meters</td>
<td>$100.00</td>
</tr>
<tr>
<td>Wiring (Cat 6) Charge for every subsequent 5 meters</td>
<td>$15.00</td>
</tr>
<tr>
<td>Change of SingNet Installation appointment, less than 2 days before Customer request date</td>
<td>$53.50</td>
</tr>
<tr>
<td><strong>Other Associated Charges</strong></td>
<td></td>
</tr>
<tr>
<td>Fibre Wiring Consultation Service</td>
<td>$53.50</td>
</tr>
<tr>
<td>Configuration of Device</td>
<td>$10.00</td>
</tr>
<tr>
<td>Service Cancellation Fee (before installation day)</td>
<td>$217.21 (high-rise)</td>
</tr>
<tr>
<td></td>
<td>$345.61 (landed)</td>
</tr>
<tr>
<td>Transfer of Ownership</td>
<td>$21.40</td>
</tr>
<tr>
<td>On-site Maintenance / Assessment Charge</td>
<td>$60.00</td>
</tr>
<tr>
<td>(other than faults caused by SingNet)</td>
<td></td>
</tr>
</tbody>
</table>
Singtel Home Digital Line Associated Charges

20) For Singtel Home Digital Line, a Residential Customer may apply up to a maximum of 2 Lines per address.
21) Singtel Home Digital Line associated charges are as set out below.

<table>
<thead>
<tr>
<th>Item</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wiring Charge for first 50 meters (includes 1st main point socket activation, max. ceiling height of 3.3 meters)</td>
<td>$53.50</td>
</tr>
<tr>
<td>Wiring Charge for every subsequent 10 meters</td>
<td>$10.70</td>
</tr>
<tr>
<td>Activation of subsequent socket</td>
<td>$21.40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer of Ownership</td>
<td>$21.40</td>
</tr>
<tr>
<td>Change of Number</td>
<td>$32.10</td>
</tr>
<tr>
<td>Reservation of Number</td>
<td>$32.10</td>
</tr>
</tbody>
</table>

NetLink Trust Installation

22) NetLink Trust Fibre Termination Point installation fee of $160.50 (high-rise) or $288.90 (landed) for households without Fibre Termination Point installed, may apply.
23) In the event of Fibre Termination Point installation promotion, $160.50 of the NetLink Trust installation fee will be waived. Customers residing in high-rise buildings will not be required to pay for NetLink Trust installation fee. Customers residing in landed properties will be required to pay a balance of $128.40. In the event whereby installation is not required, this waiver amount cannot be used to offset any other charge(s). This waiver only applies to the first Fibre Termination Point and does not include re-installation of Fibre Termination Point.
24) A Service Activation Charge of $56.71 will apply for every new NLT Fibre port activation. It covers works related to patching at the Main Distribution Frame(MDF) room, Fibre Interface Point(FIP) and/or Fiber Distribution Point(FDP) as well as any subsequent corresponding un-patching at the MDF room arising from order deactivation, termination or service relocation (from Premise A to B).
25) NetLink Trust installation charges are determined by NetLink Trust. These charges will be billed by Singtel.
26) Depending on the fibre coverage status indicated by NetLink Trust, there may also be other processes required to facilitate installation of the Fibre terminal point at your premise before SingNet can proceed to install fibre services.

SingNet Installation

27) SingNet installation covers installation of SingNet issued equipment, activation and demonstration of service. For Singtel Fibre Broadband customers, installation covers Optical Network Terminal/Router and wireless router/access point(s). For 10Gbps Fibre Broadband customers, installation covers Optical Network Router and wireless router/access point(s).
28) Singtel reserves the right to replace router/access point(s) for Singtel Fibre Broadband at its sole discretion.
29) If installation appointment date or mode is changed by Customer request (e.g. changing from self-installation to SingNet installation), the installation fee will be charged based on the rate of the final appointment and appointment type.
30) For avoidance of doubt, in the event that SingNet is unable to access the premises due to the Customer’s acts or omissions (e.g. Customer is out of the premises during the agreed installation appointment) resulting in rescheduling of installation, the SingNet Installation fee will not be waived.

31) Services are deemed to be activated and billable from the date of equipment collection for self-installation.

32) Singtel will not be liable for damage caused by Customer in the event that Customer self-installs their equipment.

33) Wiring (Cat5e) from the router to the first Singtel TV set-top box is free for the first 35 metres, and additional wiring after 35 metres is chargeable, based on the SingNet installation wiring charges as set out above. Wiring (Cat5e) from the router to subsequent new Singtel TV set-top box is chargeable, based on the SingNet installation wiring charges as set out above.

34) Any cancellation of services before installation day is subject to the cancellation fee, as set out above. Early Termination Charges will not be charged for services which are cancelled before installation day. In the event that installation is not completed within 3 months of the date of this application due to Customer’s delay (including but not limited to non-scheduling of installation date, cancellation of installation date and denial of access to the premises), SingNet reserves the right to deem the services cancelled by the Customer, and charge the cancellation fee accordingly.

35) For avoidance of doubt, the cancellation fee will apply for self-installation in the event the customer does not collect his equipment within 30 days from the date of the appointment. Early Termination Charges will not be charged for services which are cancelled before equipment is collected for self-installation.

General Installation

36) One Fibre Termination Point port and Optical Network Terminal or Router can only support one Singtel Fibre Broadband service. In the event whereby there are more than one (1) Fibre Broadband subscriptions in the same residential address, the corresponding number of Fibre Termination point and Optical Network Terminal or Router is required. NetLink Trust and SingNet installation charges as set out above will apply.

Optical Network Router (ONR)

36) SingNet may provide an ONR for Customer’s use with the Service. Such ONR remains SingNet’s property and must be returned to SingNet upon termination of the Service.

37) Within 7 days of termination of the Service, the Customer must return the equipment set out in the table below to any location notified by SingNet. If the equipment is not returned within 7 days, Customer must pay the replacement charges as follows:
   . Optical Network Router for 2Gbps Services and below: $100
   . Optical Network Router for 10Gbps Services: $500
   . Per Adaptor: $21.40

38) In the event that the ONR is found to be defective, SingNet will replace such ONR at SingNet’s cost. If the ONR is damaged due to any fault of the Customer, Customer must pay the replacement charges for the ONR as set out above.

39) SingNet reserves the right to replace the model of any replacement ONR at its sole discretion.

Fibre Service Maintenance / On-site Assessment

40) On-site Maintenance / Assessment Charge will be charged even if customer is out of the premises upon technician’s arrival or customer refuses entry/access to technician.

41) For avoidance of doubt, the On-site Maintenance / Assessment Charge will apply in the event that the cause of network connection issues is not due to SingNet-issued devices but is due to third party devices connected to your broadband service e.g. PC, laptop, tablet, TV.

Terms & Conditions

Wiring Connection for Optimal Broadband Experience

1) Wired connection is recommended for optimized surfing experience. Please ensure:
• Connecting devices (such as mobile phone or laptop) to come with Gigabit Ethernet (GE) port. Fast Ethernet (FE) Port has a limit of 100Mbps.
• Wiring cable between connecting devices at Cat5e or above standards.
• Singtel wiring service is done via surface trunking on the concrete walls. Customers are encouraged to engage your own contractors for concealed wiring and vertical cabling beyond 3.3 meters high.
• To enjoy 10Gbps connectivity: connecting device to the 10GE port MUST support 10GE either through a 10GE port or via a Thunderbolt interface.

Wireless Connection and Variability

2) Typical Wi-Fi connectivity depends on wireless standards of modem/router and the connecting device (such as mobile phone or laptop). The wireless standards are as follows:

<table>
<thead>
<tr>
<th>Wireless Standards</th>
<th>Typical (Up to)</th>
<th>Theoretical (Up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>B/G</td>
<td>&lt; 20Mbps</td>
<td>&lt; 54Mbps</td>
</tr>
<tr>
<td>N (2.4Ghz)</td>
<td>70Mbps</td>
<td>300Mbps</td>
</tr>
<tr>
<td>N (5Ghz)</td>
<td>110Mbps</td>
<td>450Mbps</td>
</tr>
<tr>
<td>AC (5Ghz)</td>
<td>250Mbps</td>
<td>1300Mbps</td>
</tr>
</tbody>
</table>

3) Wireless signals can be affected by various factors such as:
• Interference from other electronic devices (e.g. routers, Bluetooth devices)
• Distance, objects or structures between connecting devices (e.g. walls). Reflective and metallic surfaces can reduce Wi-Fi signals.
• Multiple wireless devices connecting to same wireless channel (e.g. 2.4Ghz and 5Ghz) can result in congestion.

10Gbps Fibre Broadband

4) 10Gbps Fibre Broadband plan comes with an Optical Network Router (ONR) and Wireless AC Dual-band Router.
5) ONR comes with 1x 10Gigabit Ethernet (GE) port that supports up to 10Gbps bandwidth and 4x 1GE port that supports up to 1Gbps bandwidth. The total maximum bandwidth of the ONR is 10Gbps regardless of the number of ports connected.
6) Additional notes for existing Singtel Broadband Customers:
• Two appointments are required for the customer to enjoy 10Gbps Fibre Broadband. The first appointment with NetLink Trust will be made in the morning and the second appointment for Singtel installation in the afternoon of the SAME DAY.
• Service downtime of ONE day is expected for NetLink Trust and Singtel to upgrade the fibre line to 10Gbps.

SmartHome

7) Singtel reserves the right to evaluate a customer’s eligibility to take up the Instalment Payment Plan. Upon approval, the Customer must pay the price of the SmartHome Pack in 24 equal monthly instalments, through their monthly Singtel bill, at $12/month for a pair of Samsung Connect Home (worth $288), $52/mth for Connect Home with SHP-DP728 Doorlock pack (worth$1248), $38/mth for Connect Home with SHP-DS705 Doorlock pack (worth $912), $7/mth for Samsung Starter Kit
which includes a Sensor Kit and Home Security Camera (worth $168), $21/mth for SmartLock Kit - Deadbolt 2S (worth $504) which includes a SmartLock Deadbolt 2S and a Home Security Camera, $29/mth for SmartLock Kit - Mortise (worth $696) which includes a SmartLock Mortise and a Home Security Camera, $16/mth for Robot Vacuum (worth $384), $10/mth for Mi Air Purifier 2S, $1.5/mth for Composition Scale (worth $36) and $2.50/mth for Home Security Camera (worth $60). In the event that this Agreement is terminated or suspended before the price of the Device is fully paid, any remaining unpaid instalments will immediately become payable. The one-time charge or monthly recurring charge does not include Internet access subscription charges and other fees chargeable by your Internet service provider or other third parties. Separate installation fees may apply.

Home Internet Filter
8) Singtel Internet Filtering Service will be provisioned, free of charge, for a period of 6 months, and will cease thereafter. If you wish to continue receiving the service at the rate of $3/month (incl. GST), please go online to MyAccount at www.singtel.com/myaccount to sign up.

Qustodio & Security Suite/ Security Suite Plus
9) Free 3 months Qustodio promotion is applicable per Broadband sign-up. Prevailing monthly subscription for Qustodio applies from the 4th month onwards.
10) Qustodio can be downloaded and installed on a maximum of 5 devices or 10 devices, depending on the license subscribed. By using the service, the Customer will have deemed to have accepted Qustodio’s Terms of Use at https://www.qustodio.com/en/terms/.
12) Security Suite (WinOS) can be downloaded and installed on a maximum of three (3) computers for each subscription. Security Suite (MacOS) can be downloaded and installed on one (1) Macintosh for each subscription. Security Suite Plus can be downloaded and installed on a maximum of twenty (20) devices for each subscription.

Office 365
13) The following is a summary of the key terms for the purchase of the 24 month subscription to Microsoft Office 365 (the "Service"). For the full set of applicable terms, please go to office365.singtel.com/terms. No refund permitted.
14) Use of the Service is subject to the customer's acceptance of Microsoft's End User License Agreement (the "Microsoft EULA"), available at http://download.microsoft.com/Documents/UseTerms/Office%20365_Home_English_93719389-cf634f78-b24c-94bd9227a5a.pdf. By using the Service, the customer is deemed to have read and accepted the Microsoft EULA.
15) Upon acceptance of the customer’s registration for the Service, SingNet or Singtel Mobile will issue the customer with an activation code together with instructions to download the software for the Service. There shall be no refund for the Service and the Customer shall activate the subscription for the Service within three (3) months from the date of receipt of the activation code. The Customer must not disclose the activation code and instructions to download the software for the Service to any person and shall not permit or authorize any other person to use the activation code and instructions to download the software for the Service. SingNet or Singtel Mobile may treat any activation and/or download of the software for the Service at any time by the use of the activation code and instructions issued to you as an activation and/or download by the Customer and the Customer shall remain liable for any such activation and/or download.
16) SingNet or Singtel Mobile shall bill the Customer for the Service in twenty-four (24) equal monthly instalments (unless otherwise specified by other Singtel promotions), through the Customer’s monthly bill for SingNet Fibre or Singtel Mobile Postpaid service. Billing for the Service will commence in the Customer’s next monthly bill for the SingNet Fibre or Singtel Mobile Postpaid service regardless of whether the Customer activates the Service. In the event that this Agreement is terminated or if the Customer is no longer a subscriber of the SingNet Fibre or Singtel Mobile Postpaid service accompanying the subscription for the Service for any reason before the subscription for the Service has been fully paid, any remaining unpaid instalments shall immediately become due and payable.
DECT Phone Bundle

17) DECT Phone Bundle promotion comes with Call Plus Pack or Call Privacy Pack and 6 months minimum subscription period. Early termination charges apply.

18) No refund permitted.

19) SingNet reserves the right to replace the model of DECT phone with other models without prior notice.

Speed Performance and Limitations

20) Typical Wired Download Speed Range:
   For typical wired download speed range, please refer to: https://www.singtel.com/personal/support/broadband/typical-download-speeds
   *2Gbps: Based on each available active GbE LAN port on the Optical Network Router. Singtel Fibre Broadband allows for the maximum throughput of 1Gbps per LAN network port, and an aggregated maximum throughput of 2Gbps per household based on two concurrent download connections. Speed testing on any individual LAN port will show a maximum throughput of 1Gbps.

21) 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. For more information and latest Speed Performance, visit http://www.singtel.com/hbbspeed. For speed test tool and more helpful tips, go to: http://techsupport.singtel.com.sg/global-utilities.

22) SingNet will not be responsible for the quality of Customer’s wireless connection speed. The download speeds on wireless connection are subjected to environmental factors within the home which include but not limited to: brick walls, concrete flooring, steel plate reinforced flooring, thick structural wall, pillar with steel reinforcements, filled fish tank, TV, mirror and CPU casing. The signal strength may vary or fail altogether due to above mentioned factors which are not within SingNet's control. SingNet shall not be liable for any loss or damage arising from such interference or failure. Customer shall be solely responsible for providing all equipment necessary such as repeaters, at its own cost, to extend wireless coverage beyond above mentioned limitations should the need arise.

23) General performance of the service is also subject to availability of suitable equipment and accessories, the types of television sets, telephones, personal computers or laptops; availability of resources including, without limitation, availability of a suitable network infrastructure and fibre coverage at the time the Service is requested or delivered; geographical and technical capability of the fibre network and SingNet’s delivery systems at the time and location at which the Service is 3 requested or delivered; and any factors which are controlled by and/or dependent on the 3rd party provider of the fibre coverage network.

24) For speeds above 1Gbps, both the user device (wired) and destination application or web server must be connected with a high-bandwidth link in order to achieve the high download throughput performance the 10Gbps connection is capable of. The user's device must also be sufficiently built to support receiving and storing of downloaded data in a very fast manner without impacting download performance. Typical downloads of small data files up to a few hundred megabytes will usually be completed before the download speed reaches the maximum throughput.

Installation

25) Customer is required to have two installation appointments, one by NetLink Trust, and one by SingNet. NetLink Trust Fibre Termination Point installation must be completed before SingNet installation of equipment for the service can take place. Customer will be liable for installation charges as set out below unless otherwise stated.

26) For 2Gbps and below Fibre Broadband plans, Customer must ensure that any equipment to be used with service is compatible and meets the following minimum requirements:

- Windows User: Windows XP SP2, Windows Vista or above
- Mac User: Mac OS X
Singtel Issued Routers and Wireless Equipment

27) Applicable for new Singtel Fibre Broadband customers or existing customers with incompatible routers or wireless equipment (including wireless router and access point). The current router and wireless equipment warranty of existing customers with compatible routers will be extended and valid till the end of the new minimum subscription period.

28) SingNet reserves the right to replace issued router or wireless equipment for Singtel Fibre Broadband plans at its sole discretion.

29) In the event that the router or wireless equipment is found to be defective within the Minimum Subscription Period, SingNet will replace such router or wireless equipment at SingNet’s cost. After the Minimum Subscription Period ends, Customer will be responsible for the cost of replacement of such defective router or wireless equipment.

Third Party Routers and Wireless Equipment

30) Singtel Fibre Broadband customers may purchase Third Party routers or wireless equipment from SingNet.

31) Customer may choose to pay for the Third Party routers or wireless equipment via an Instalment Payment Plan. SingNet reserves the right to evaluate a customer’s eligibility to take up the Instalment Payment Plan. Upon approval, the Customer must pay the price of the Third Party Router or wireless equipment in 24 equal monthly instalments, through their monthly Singtel bill. This Instalment Payment Plan through monthly repayment via Singtel bill is applicable to Singaporeans or Permanent Residents. In the event that this Agreement is terminated or suspended before the price of the Third Party Router or wireless equipment is fully paid, any remaining unpaid instalments will immediately become payable. The one-time charge or monthly recurring charge does not include Internet access subscription charges and other fees chargeable by your Internet service provider or other third parties.

32) Third Party Router or wireless equipment charges are as set out below.

<table>
<thead>
<tr>
<th>Device</th>
<th>Single Pack (Instalment payment per month for 24 months)</th>
<th>Dual Pack (Instalment payment per month for 24 months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AirTies 4920*</td>
<td>$5/mth</td>
<td>$10/mth</td>
</tr>
<tr>
<td>AirTies 4930^</td>
<td>$7.50/mth</td>
<td>$15/mth</td>
</tr>
<tr>
<td>Samsung Connect Home*</td>
<td>$6/mth</td>
<td>$12/mth</td>
</tr>
<tr>
<td>Netgear Orbi Wifi 5 Mesh*</td>
<td>$12/mth</td>
<td>$24/mth</td>
</tr>
<tr>
<td>Netgear Orbi Wifi 6 Mesh*</td>
<td>$15/mth</td>
<td>$33/mth</td>
</tr>
<tr>
<td>Google Nest Wifi Router &amp; Point*</td>
<td>$9.50/mth</td>
<td>$19/mth</td>
</tr>
<tr>
<td>Singtel Mesh Extender*</td>
<td>$10/mth</td>
<td>$15/mth</td>
</tr>
<tr>
<td>Linksys E9450</td>
<td>$16/mth</td>
<td>-</td>
</tr>
<tr>
<td>Asus Router RT-AX86U</td>
<td>$19/mth</td>
<td>-</td>
</tr>
</tbody>
</table>

Note:
* Customer is only allowed to purchase a maximum of four (4) units (1 Dual Pack and 2 Single Packs, or 2 Dual Packs).
A dual pack should always be purchased first except for Samsung Connect Home, Google Nest Wifi and Singtel Mesh Extender.

^ Customer is only allowed to purchase a maximum of six (6) units (1 Dual Pack and 4 Single Packs, or 3 Dual Packs).
A dual pack should always be purchased first.

33) For warranty and replacement of Third Party Routers and wireless equipment, please refer to the terms and conditions stated by the respective third-party suppliers.

Singtel Email Account

34) SingNet requires that you sign into your free Singtel Email account at least once every 6 months. Failure to do so will (unless provided otherwise in an offer for paid services) result in termination of your Singtel Email account and you may permanently lose your content on that portion of the Singtel Email Service.
35) Free 3 months Singtel Email promotion is applicable per Broadband sign-up. Prevailing monthly subscription charge for Singtel Email applies from the 4th month onwards.

**Mobile Plan Discount and Annual Handset Upgrade Waiver**


**Standard Terms and Conditions**

1) I/We agree to subscribe for the above Services on the following terms and conditions, which terms and conditions shall apply on acceptance of this application by SingNet Pte. Ltd. ("SingNet"):  
   a. Singtel's General Terms and Conditions of Service ([http://singtel.com/terms-general](http://singtel.com/terms-general)); and  
   b. Singtel's Billing Terms and Conditions ([http://singtel.com/terms-billing](http://singtel.com/terms-billing)); and  
   c. Specific Terms and Conditions for SingNet Service ([http://singtel.com/terms-broadband](http://singtel.com/terms-broadband)); and  
   d. Specific Terms and Conditions of SingNet applicable for Add-on Service ([https://www.singtel.com/terms-broadband-vas](https://www.singtel.com/terms-broadband-vas)); and  
   e. Specific Terms and Conditions for Singtel Home Digital Line Service and each Add-on Service ([http://singtel.com/terms-home-digital-line](http://singtel.com/terms-home-digital-line)); and  
   f. Specific Terms and Conditions of Singtel Fibre Broadband applicable for Cast App ([www.cast.sg/termsandconditions](http://www.cast.sg/termsandconditions)); and  
   h. SingNet's Promotion Terms and Conditions as at the date of this Agreement; and  
   i. The General Information printed on the back of this application, including any amendments that may be made to these terms from time to time.

2) I/We acknowledge that I/we have read and understood and do hereby accept the above terms and conditions.

3) I/We confirm that all information given by me/us in connection with this application is true and correct.

4) I/We acknowledge that SingNet (GSTN: 199802130W) has assigned to Singtel it's right to bill and collect from me/us the Fees and Charges under this Agreement and I/we shall pay all such Fees and Charges to Singtel.

5) I/We agree that SingNet shall be entitled to use or disclose any information or data disclosed by me/us in accordance with Clause 15 of the General Terms, and understand that I/we may withdraw such consent in the procedure as prescribed by SingNet from time to time.

6) I/We consent to Singtel disclosing my telephone number for Facilities-Based Operators’ online Telephone Directory Services for purpose of public listing, and Service 100 enquiries (For customer who has opted for Listed Telephone Number service only).

Singtel refers to Singapore Telecommunications Limited. For the avoidance of doubt, Singtel is not a party to this Customer Agreement.