



## Terms & Conditions for Singtel Residential Fibre Broadband Service and Critical Information Summary

### (A) Critical Information Summary

#### Information about the Service

This section is a summary of selected terms & conditions that we would like to highlight to you as they are especially important. The full terms and conditions of the agreement are set out below under "Our Agreement with You". This summary does not reflect any discounts, bonus data or promotions which may apply from time to time. Please note that the terms of a particular service will only apply to you if you subscribe for that service. All prices stated are inclusive of 8% GST. We will adjust our prices according to prevailing GST rates.

#### SingNet Fibre Broadband Bundle

1. SingNet is providing you with unlimited home broadband internet access over the Singtel Fibre Broadband network for residential use at the installation address stated in the Customer Order Details form only.
2. Residential telephony service is also bundled in the plan, which will be delivered over either the fibre broadband network for Home Digital Line (HDL) or copper network for the analogue Singtel Telephone Line Service. Customer can enjoy unlimited incoming calls on both the HDL and the Singtel Telephone Line Service. While outgoing calls on HDL is free, outgoing local call on the Singtel Telephone Line Service is charged at 0.86 cents per 30-second block for peak period (Monday to Friday, 9am to 7pm, excluding Public Holidays), and 0.86 cents per 60-second block for off peak period (all other time periods). The HDL unlimited local calls do not include 1900 and IDD calls. HDL does not work on Private Automated Branch Exchange ("PABX") and security alarm systems.

#### Optical Network Router/Terminal (ONR/ONT) and other wireless equipment

3. To facilitate your broadband connectivity, we may provide you with an ONR as part of the Fibre Broadband Bundle service. The ONR remains our property and must be returned to us at any location notified by us upon termination of the Service. If the ONR and its accompanying peripherals (e.g., power adapter, optical fibre cables) are not returned within 7 days of termination, you will need to pay for the equipment:

- a) ONR for 2Gbps Services and below:  
\$100.93
- b) ONR Optical for 10Gbps Services: \$504.67
- c) Power Adaptor: \$21.60

4. If the ONR is defective, we will replace it at our cost. However, if the ONR is damaged, you will need to pay for the replacement charges of the ONR. We reserve the right to replace the ONR with a model of our choice. Customers with existing ONTs who recontract may not receive an ONR. Should the ONT be defective, it may be replaced by an ONR.



5. SingNet will provide warranty support for Singtel-branded wireless equipment that is issued as part of the subscribed plan during the minimum subscription period. If you choose to recontract after the minimum subscription period, the warranty period will be extended accordingly till the end of the new minimum subscription period. In the absence of an ongoing contract, you will need to pay for the replacement of defective Singtel-branded wireless equipment.

#### **NetLink Trust Installation**

6. It may be necessary for NetLink Trust to install the Fibre terminal point at your premises before Singtel can install the fibre broadband. In such cases, we will bill you the installation charges on Netlink Trust's behalf.

#### **SingNet Fibre Installation / Maintenance / On-site Assessment**

7. We will only install equipment issued by us and installation covers ONR/ONT and bundled wireless equipment. Installation charges may apply.

8. We may charge the installation fee if you change the date of installation two (2) working days before the actual installation date. Please make sure our installer has access to your premises to do the work. We will not waive the installation fee if no one is at home and our installer cannot access the premises on the agreed time and date. For self-installation, we reserve the right to forfeit the uncollected equipment, or replace with a different model of our choice.

9. There may be cancellation fees if you cancel the Service before the installation date or the installation is not completed within three (3) months for reasons including non-scheduling of appointment, missed appointment by you or any other reasons. However, there will be no Early Termination Charges as the Service is not activated.

10. Please keep in mind that one Fibre Termination Point port and the corresponding ONT/ONR can only support one (1) Singtel Fibre Broadband service. If you have more than one (1) Fibre Broadband subscriptions in the same premise, additional sets of Fibre Termination Point and ONT/ONR would be required. Additional NetLink Trust and SingNet installation charges will be chargeable.

11.

#### **Fibre Service Maintenance / On-site Assessment**

11. An On-site Maintenance / Assessment Charge is applicable once an appointment is booked and the technician arrives at your premises, even if you are not home or the technician is refused access. This charge will apply should no fault be found due to SingNet.



### SingNet Fibre Broadband Associated Charges

12. SingNet Fibre Broadband associated charges are as set out below:

Item	Charges
<b>NetLink Trust Installation</b>	
NetLink Trust Fibre Termination Point installation fee (includes first 15 meters of optical fibre)	\$162 (high-rise) \$291.60 (landed)
NetLink Trust Service Activation Charge	\$57.24 per port activation
Internal Cabling Charge for every subsequent 5 meters	\$2.16
<b>Other Associated Charges (imposed by NetLink Trust)</b>	
Re-location, repair, replacement and removal of the Fibre Termination Point	\$162 (high-rise) \$289.60 (landed)
Internal Cabling charge (applicable for Relocation, repair and replace)	\$2.16 per additional 5 meters block
<b>SingNet Installation</b>	
SingNet Installation Fee / Re-location Fee	\$90.84(weekday) \$146.35 (weekend)
Wiring (Cat 5e) Charge for first 35 meters	\$81
Wiring (Cat 5e) Charge for every subsequent 5 meters	\$10.09
Wiring (Cat 6) Charge for first 35 meters	\$100.93
Wiring (Cat 6) Charge for every subsequent 5 meters	\$15.14
Change of SingNet Installation appointment, less than 2 days before customer's requested date	\$54
<b>Other Associated Charges</b>	
Fibre Wiring Consultation Service	\$54
Configuration of Device	\$10.09
Service Cancellation Fee (before installation day)	\$219.24 (high-rise) \$348.84 (landed)
Transfer of Ownership	\$21.60
On-site Maintenance / Assessment Charge other than faults caused by SingNet	\$60.56
Temporary Suspension of Service application processing fee	\$21.60
Temporary Suspension of Service Monthly Charge	\$16.20/mth



### Upgrade and Downgrade

13. If you have subscribed to the 1Gbps Plan, 1Gbps Enhanced, 1Gbps Enhanced Mesh, 1Gbps Enhanced Plus, 1Gbps Mesh Bundle, 2Gbps Plan, 2Gbps Mesh, 2Gbps Plus, 2Gbps Mesh Plus, 1Gbps Pro Gamer, 1+1 Gbps Pro Gamer Bundle, Home Priority, Home Priority Plus and 10Gbps Enhanced plans, including plans with premium top-up, you will not be able to change/ upgrade/ downgrade your current plan till you have completed your minimum subscription period. If you do so, Early Termination Charges may be applicable.

14. We can provide wiring service for your device or Singtel TV Set-top box through external surface trunking on concrete walls to extend the wiring from the ONR/Wi-Fi equipment. Charges are applicable. If you prefer a different method for aesthetic reasons, we encourage you to hire your own contractors.

### General Information on Broadband-related Services

#### Residential Telephony

15. Residential telephony service is also bundled in the plan. This service can either be the Home Digital Line ("HDL") delivered over the fibre broadband network or the analogue Singtel Telephone Line Service delivered over the copper network. Local incoming calls are free.

16. While outgoing calls on HDL are free, outgoing local calls on the Singtel Telephone Line Service is charged at 0.86 cents per 30-second block for peak periods (Monday to Friday, 9am to 7pm, excluding public holidays), and 0.86 cents per 60-second block for off-peak periods (all other time periods).

17. The HDL unlimited local calls do not include IDD calls. HDL does not work with Private Automated Branch Exchange (PABX) and security alarm systems.

#### Singtel Telephone Line Service Associated Charges

18. Singtel Telephone Line Service associated charges are as set out below.

Item	Charges		
	Normal	Express	Super Express
New Line Connection Charge	\$54	\$81	\$108
Wiring Charge for first 50 metres (includes 1 <sup>st</sup> main point socket activation)	\$54	\$81	\$108
Wiring Charge for every subsequent 10 metres	\$10.80	\$16.20	\$21.60
Activation of subsequent socket	\$21.60	\$32.40	\$43.20
Transfer of Ownership	\$21.60		
Change of Number	\$32.40		
Reservation of Number	\$32.40		



### Singtel Home Digital Line Associated Charges

19. For Singtel HDL, a Residential Customer may apply up to a maximum of 2 Lines per address.

20. Singtel HDL associated charges are as set out below.

Item	Charges
Wiring Charge for first 50 meters (includes 1st main point socket activation, max. ceiling height of 3.3 meters)	\$54
Wiring Charge for every subsequent 10 meters	\$10.80
Activation of subsequent socket	\$21.60
Transfer of Ownership	\$21.60
Change of Number	\$32.40
Reservation of Number	\$32.40

### Home Internet Filter

21. SingNet Internet Filtering Service will be provisioned, free of charge, for a period of 6 months, and will cease after that. If you wish to continue receiving the service at the rate of \$3.02/month please go online to MyAccount at [www.singtel.com/myaccount](http://www.singtel.com/myaccount) to sign up.

## **(B) Terms & Conditions for Singtel Residential Fibre Broadband Service**

### **Our Agreement with You ("Service Agreement")**

#### **Consumer Terms**

This document, together with the documents contained in the hyperlinks below, set out the consumer terms that apply to you when you buy a consumer service from SingNet. It contains important information about your rights and obligations and covers things like details of the service, how we can make changes, how we bill and communicate with you, what happens if there is a problem with the service and rules around cancelling a service. Please note that the terms of a particular service will only apply to you if you subscribe for that service.



## Our Agreement

1. Our agreement with you is made up of:

- a) the terms of your application for the service as stated in the customer order details above;
- b) these consumer terms;
- c) the applicable service description in this section – which sets out details of your service as stated in the order details above;
- d) Singtel's General Terms and Conditions of Service (<http://singtel.com/terms-general>);
- e) Singtel's Billing Terms and Conditions (<http://singtel.com/terms-billing>);
- f) our Terms and Conditions for SingNet Service (<https://www.singtel.com/terms-broadband>);
- g) our Fibre Broadband Specific Terms and Conditions (<https://www.singtel.com/fibre-broadband-terms-and-condition>);
- h) our Specific Terms and Conditions of SingNet applicable for Add-on Service (<http://singtel.com/terms-broadband-vas>);
- i) our Specific Terms and Conditions for Singtel's Telephone Line Service and each Add-on Service (<http://singtel.com/terms-telephone-line>);
- j) our Specific Terms and Conditions of Singtel Fibre Broadband applicable for Cast App ([www.cast.sg/termsandconditions](http://www.cast.sg/termsandconditions));
- k) NetLink Trust Terms and Conditions (<http://www.netlinktrust.com/netlink-trust-fibre-installation-terms-conditions.html>); and
- l) our separate promotion terms and conditions (if any) applicable to the Service you ordered as at the date of this Agreement, including any amendments that may be made to these terms from time to time.

## General Information on Broadband-Related Services

2. SingNet is providing you with unlimited home broadband internet access over the Singtel Fibre Broadband network for residential use at the installation address stated in the Customer Order Details form only.



### Residential Telephony

3. Residential telephony service is also bundled in the plan. This service can either be the Home Digital Line ("HDL") delivered over the fibre broadband network or the analogue Singtel Telephone Line Service delivered over the copper network. Local incoming calls are free.

4. While outgoing calls on HDL are free, outgoing local calls on the Singtel Telephone Line Service is charged at 0.86 cents per 30-second block for peak periods (Monday to Friday, 9am to 7pm, excluding public holidays), and 0.86 cents per 60-second block for off-peak periods (all other time periods).

5. The HDL unlimited local calls do not include IDD calls. HDL does not work with Private Automated Branch Exchange (PABX) and security alarm systems

### Singtel Telephone Line Service Associated Charges

6. Singtel Telephone Line Service associated charges are as set out below.

Item	Charges		
	Normal	Express	Super Express
New Line Connection Charge	\$54	\$81	\$108
Wiring Charge for first 50 metres (includes 1 <sup>st</sup> main point socket activation)	\$54	\$81	\$108
Wiring Charge for every subsequent 10 metres	\$10.80	\$16.20	\$21.60
Activation of subsequent socket	\$21.60	\$32.40	\$43.20
Transfer of Ownership	\$21.60		
Change of Number	\$32.40		
Reservation of Number	\$32.40		

### Telephony Technician Service Charges

7. A technician service charge of \$54 will be levied for any service call made to your premises at your request.

8. For cancellation of the service call more than 24 hours before the scheduled date of the service call, a cancellation charge of \$21.60 applies.

9. For cancellation of the service call less than 24 hours of the scheduled date of the service call, a cancellation charge of \$54 applies.



### **Availability of Telephone Number**

10. The telephone number(s) indicated or allocated, if any, is/are subject to resource availability. The telephone number(s) is/are confirmed upon line activation.

11. Applicants who have been allocated a telephone number but who choose not to install the telephone line immediately may reserve the allocated number. There is no reservation fee for the first month after the allocation. Subsequently, a reservation fee of \$32.40 per number or per line per month, or part thereof, will apply.

### **Unlisted Telephone Numbers**

12. An unlisted telephone number is one that is not listed in the Facilities-Based Operators' Online Telephone Directory, not available through service 100, but subject to disclosure for crime investigation and law enforcement purposes. You may request for your telephone/fax number to be unlisted free of charge. Subsequent requests will have a one-time administrative fee of \$21.60.

### **Optical Network Router / Terminal ("ONR"/"ONT") and other wireless equipment**

13. **Optical Network Router ("ONR")** To facilitate your broadband connectivity, we may provide you with an ONR as part of the Fibre Broadband Bundle service. As the ONR is not a wireless equipment, you can only connect your personal devices via Local Area Network ("LAN") cables.

14. The ONR remains our property and must be returned to us at any location notified by us upon termination of the Service. If the ONR and its accompanying peripherals (e.g., power adapter, optical fibre cables) are not returned within 7 days of termination, you will need to pay for the equipment:

- a) ONR for 2Gbps Services and below: \$100.93
- b) ONR Optical for 10Gbps Services: \$504.67
- c) Power Adaptor: \$21.60

15. If the ONR is defective, we will replace it at our cost. However, if the ONR is damaged, you will need to pay for the replacement charges of the ONR. We reserve the right to replace the ONR with a model of our choice. Customers with existing ONTs who recontract may not receive an ONR. Should the ONT be defective, it may be replaced by an ONR.

### **Wireless Equipment**

16. Depending on the Fibre Broadband Bundle plan you subscribed to, we may bundle or sell additional wireless equipment or access points, such as a wireless router or Wi-Fi mesh. These equipment are sold to you for residential use, and you get to keep them after the minimum subscription period, provided all bills have been paid.





17. SingNet will provide warranty support for Singtel-branded wireless equipment that is issued as part of the subscribed plan during the minimum subscription period. If you choose to recontract after the minimum subscription period, the warranty period will be extended accordingly till the end of the new minimum subscription period. In the absence of an ongoing contract, you will need to pay for the replacement of defective Singtel-branded wireless equipment.

18. If you choose to recontract after the minimum subscription period, the warranty period will be extended accordingly till the end of the new minimum subscription period.

19. We reserve the right to replace the issued wireless equipment for SingNet Fibre Broadband plans at our sole discretion.

20. SingNet does not provide warranty support for third-party branded wireless equipment not provided by Singtel. Please contact the third-party supplier for warranty related issues. For warranty and replacement of third party routers and wireless equipment, please refer to the terms and conditions provided by the respective third-party suppliers.

21. When you purchase any equipment from SingNet, or connect or use any SingNet-issued equipment or software in conjunction with our Service, SingNet may remotely install software and its relevant upgrades, or alter settings, either directly or remotely, on such equipment for the purpose of upholding quality of service delivery and maintenance. To this end, SingNet may also collect device statistics, configuration settings and any other data related to the use of our network to ensure the smooth running of our service.

#### **500Mbps and 1Gbps Fibre Broadband Home Bundle**

22. New sign-ups to our 500Mbps and above Fibre Broadband plan will receive an Optical Network Router (ONR). The ONR has 4x 1 Gigabit Ethernet ports, with each port supporting up to 500Mbps or 1Gbps bandwidth depending on your plan. As the ONR is not a wireless equipment, you will minimally be provided with a Wireless Wi-Fi 5 Dual-band access point.

#### **1Gbps Wi-Fi Mesh Fibre Home Bundle**

23. With this bundle, SingNet provides Fibre Broadband Internet access for wired connection with maximum throughput speed up to 1Gbps. You will also be provided with one pair of Wi-Fi mesh that is bundled as part of the plan.

#### **1Gbps Enhanced Home Bundle**

24. This bundle provides Fibre Broadband Internet access for wired connection with maximum throughput speed up to 1Gbps.

#### **1Gbps Enhanced Mesh Home Bundle**

25. This bundle provides Fibre Broadband Internet access for wired connection with maximum throughput speed up to 1Gbps.



### **1Gbps Enhanced Plus Home Bundle**

26. This bundle provides Fibre Broadband Internet access for wired connection with maximum throughput speed up to 1Gbps.

### **1Gbps Pro Gamer Bundle**

27. This bundle provides Fibre Broadband Internet access for wired connection with maximum throughput speed up to 1Gbps.

### **2Gbps Mesh Fibre Home Bundle**

28. This bundle allows for the maximum throughput of 1Gbps per Gigabit Ethernet LAN network port on the ONR and an aggregated maximum throughput of 2Gbps per ONR based on two concurrent download connections. Wired speed testing on any individual LAN port will show a maximum throughput of 1Gbps.

### **2Gbps Fibre Home Bundle**

29. This bundle allows for the maximum throughput of 1Gbps per Gigabit Ethernet LAN network port on the ONR and an aggregated maximum throughput of 2Gbps per ONR based on two concurrent download connections. Wired speed testing on any individual LAN port will show a maximum throughput of 1Gbps.

### **2Gbps Mesh Plus Fibre Home Bundle**

30. This bundle allows for the maximum throughput of 1Gbps per Gigabit Ethernet LAN network port on the ONR and an aggregated maximum throughput of 2Gbps per household ONR based on two concurrent download connections. Wired speed testing on any individual LAN port will show a maximum throughput of 1Gbps.

### **1+1 Pro Gamer Fibre Home Bundle**

31. This bundle allows two (2) separate wired connections each with maximum throughput of 1Gbps per Gigabit Ethernet LAN network port on the ONR. This will enable the ONR to use maximum 1Gbps for gaming purposes on the ONR bridge mode, and a separate maximum 1Gbps on normal ONR mode with routing function. Wired speed testing on any individual LAN port will show a maximum throughput of 1Gbps

### **Home Priority Plan**

32. This bundle allows for the maximum throughput of 1Gbps per Gigabit Ethernet LAN network port on the ONR and an aggregated maximum throughput of 2Gbps per ONR based on two concurrent download connections. Wired speed testing on any individual LAN port will show a maximum throughput of 1Gbps

### **Home Priority Plus Plan**

33. This bundle allows for the maximum throughput of 1Gbps per Gigabit Ethernet LAN network port on the ONR and an aggregated maximum throughput of 2Gbps per ONR based on two concurrent download connections. Wired speed testing on any individual LAN port will show a maximum throughput of 1Gbps



### **10Gbps Enhanced Fibre Home Bundle**

34. This bundle allows one wired connection with a maximum 10Gbps bandwidth on the single 10Gbps Ethernet LAN port on the ONR, all download and upload aggregated throughput will be up to 10Gbps. Wired speed testing on any individual Gigabit Ethernet LAN port will show a maximum throughput of 1Gbps, and maximum throughput of 10Gbps on the 10Gbps Ethernet LAN port. To achieve wired Internet speeds faster than 1Gbps on your 10Gbps plan, your device must have a compatible ethernet LAN port that supports up to 10Gbps and your destination app or web server must be connected to a high bandwidth link.

The type and number of wifi devices that will be provided to you under each Fibre bundle will be subject to availability of devices and what devices would best deliver the optimal wifi experience to you, at the time of sign-up or recontract.

### **Usage of our Service**

35. To access our Services, you need to ensure that your personal devices, like your computers, mobile devices and other related accessories and systems, meet the Service's minimum system requirements as stipulated by us, and that they are compatible and can properly function and inter-operate with our Equipment, Service and Network. We will not be liable for any Equipment, Service or Network failure or performance degradation resulting from the non-compliance of such requirements as set by us from time to time. You acknowledge and accept that certain applications are not supported by the Service.

36. You shall use the Service in accordance with SingNet's Acceptable Use Policy (<https://www.singtel.com/terms-broadband-aup>), the Internet Code of Practice and such other guidelines, rules and requirements as Singtel, SingNet, or IMDA may issue from time to time, provided that nothing in SingNet's Acceptable Use Policy, the Internet Code of Practice or any such other guidelines, rules and requirements shall affect, vary, modify or alter the terms of the agreement between you and SingNet as contained herein.

### **Broadband speed, wired and wireless connections**

37. To access our Services, you need to use a compatible device that comes with a Gigabit Ethernet LAN port. For customers who subscribed for 10Gbps service, if you wish to enjoy 10Gbps connectivity speed, you will need to use a device that supports 10 Gigabit Ethernet or a thunderbolt port interface.

38. General performance of the Service is also subject to the following factors/limitations:

- a) availability of suitable equipment and accessories, such as the types of television sets, telephones, personal computers or laptops;
  - a availability of resources including, without limitation, availability of a suitable network infrastructure and fibre coverage at the time the Service is requested or delivered;
  - b geographical and technical capability of the fibre network and SingNet's delivery systems at the time and location at which the Service is requested or delivered; and
  - c any factors which are controlled by and/or dependent on the third party provider of the fibre coverage network.

39. You should note that Wi-Fi connectivity speed typically depends on wireless standards of the modem/router and the connecting device (such as mobile phone or laptop). The default Wi-Fi equipment



provided by Singtel is of a wireless AC (Wi-Fi 5) standard. Depending on availability, we may issue you Wi-Fi equipment of a higher standard (for eg, Wi-Fi 6). If you are issued Wi-Fi equipment of a higher standard than Wi-Fi 5, and there is a defect within the minimum subscription period, we are at liberty to replace the defective Wi-Fi equipment with Wi-Fi 5 equipment.

40. Wireless signals and download speeds on wireless connection are subject to environmental factors within the home and can be affected by various factors such as (but not limited to):

- a) interference from other electronic devices (e.g. routers, Bluetooth or other signal beaming devices);
- b) distance between objects or the structures between connecting devices (e.g. brick walls, concrete flooring, steel plate reinforced flooring, glass, thick structural wall, pillar with steel reinforcements, filled fish tank, TV, mirror and CPU casing);
- c) reflective and metallic surfaces, which can reduce Wi-Fi signals;
- d) connection of multiple Wi-Fi enabled devices which might cause Wi-Fi network congestion; and
- e) type of user devices as speed varies across different devices;

The signal strength may vary or fail altogether due to above mentioned factors which are not within our control. We shall not be liable for any loss or damage arising from such interference or failure. You shall be solely responsible for providing all equipment necessary such as repeaters, at your own cost, to extend wireless coverage due to the above mentioned limitations should the need arise.

#### **Netlink Trust Installation**

41. It may be necessary for NetLink Trust to install the Fibre terminal point at your premises before Singtel can install the fibre broadband. In such cases, we will bill you the installation charges on Netlink Trust's behalf.

42. Depending on the fibre coverage status indicated by NetLink Trust, there may also be other processes required to facilitate installation of the Fibre Termination Point at your premises before we can proceed to install the equipment required for your services.

#### **SingNet Installation**

43. We will install our issued equipment and attend to activation of the Service. If you are taking the Fibre Home Bundle, installation covers ONR/ONT and bundled wireless equipment. Installation charges may apply.

44. We may charge the installation fee if you change the date of installation two (2) working days before the actual installation date. Please make sure our installer has access to your premises to do the work. We will not waive the installation fee if no one is at home and our installer cannot access the premises on the agreed time and date. For self-installation, we reserve the right to forfeit the uncollected equipment, or replace it with a different model of our choice or with an alternative equipment necessary for the service.

45. There may be cancellation fees if you cancel the- Service before the installation date or the installation is not completed within three (3) months for reasons including non-scheduling of appointment, missed appointment by you and other prevalent reasons. However, there will be no Early Termination Charges as the Service is not activated.

46. Services are deemed to be activated and billable from the date of equipment collection for self-installation. Singtel will not be liable for any damage caused when you self-install the equipment.



47. A cancellation fee will apply if you do not collect your equipment within 30 days from the date of the appointment. Early Termination Charges will not be charged for services which are not yet activated but are cancelled before the equipment is collected for self-installation.

48. Please keep in mind that one Fibre Termination Point port and the corresponding ONT/ONR can only support one (1) Singtel Fibre Broadband service. If you have more than one (1) Fibre Broadband subscriptions in the same premise, additional sets of Fibre Termination Point and ONT/ONR would be required. Additional Netlink Trust and Singnet installation charges will be chargeable.

### **Fibre Broadband Service Maintenance / On-Site Assessment**

<b>Item</b>	<b>Charges</b>
<b>SingNet Installation</b>	
SingNet Installation Fee / Re-location Fee	\$90.84 (weekday) \$146.35 (weekend)
Wiring (Cat 5e) Charge for first 35 meters	\$81
Wiring (Cat 5e) Charge for every subsequent 5 meters	\$10.09
Wiring (Cat 6) Charge for first 35 meters	\$100.93
Wiring (Cat 6) Charge for every subsequent 5 meters	\$15.14
Change of SingNet Installation appointment, less than 2 days before customer's requested date	\$54
<b>Other Associated Charges</b>	
Fibre Wiring Consultation Service	\$54
Configuration of Device	\$10.09
Service Cancellation Fee (before installation day)	\$219.24 (high-rise) \$348.84 (landed)
Transfer of Ownership	\$21.60
On-site Maintenance / Assessment Charge other than faults caused by SingNet	\$60.56
Temporary Suspension of Service application processing fee	\$21.60
Temporary Suspension of Service Monthly Charge	\$15.14/mth

49. An On-site Maintenance / Assessment Charge is applicable once an appointment is booked and the technician arrives at your premises, even if you are not home or the technician is refused access. This charge will apply regardless whether relevant network connection issues are due to SingNet or the devices connected to your Services such as laptops, or TV. This charge will also apply should no fault be found due to SingNet.

### **SingNet Fibre Broadband Associated Charges**

50. SingNet Fibre Broadband associated charges are as set out below:



Item	Charges
<b>NetLink Trust Installation</b>	
NetLink Trust Fibre Termination Point installation fee (includes first 15 meters of optical fibre)	\$162 (high-rise) \$291.60 (landed)
NetLink Trust Service Activation Charge	\$57.24 per port activation
Internal Cabling Charge for every subsequent 5 meters	\$2.16
<b>Other Associated Charges (imposed by NetLink Trust)</b>	
Re-location, repair, replacement and removal of the Fibre Termination Point	\$162 (high-rise) \$291.60 (landed)
Internal Cabling charge (applicable for Relocation, repair and replace	\$2.16 per additional 5 meters block

### **Upgrade and Downgrade**

51. Upgrade of service within the minimum subscription period is applicable only for customers on 500mbps plan upgrading to 1Gbps plan.

52. If you have subscribed to the 1Gbps Plan, 1Gbps Enhanced, 1Gbps Enhanced Mesh, 1Gbps Enhanced Plus, 1Gbps Mesh Bundle, 2Gbps Plan, 2Gbps Mesh, 2Gbps Plus, 2Gbps Mesh Plus, 1Gbps Pro Gamer, 1+1 Gbps Pro Gamer Bundle, Home Priority, Home Priority Plus and 10Gbps Enhanced plans, including plans with premium top-up, you will not be able to change/ upgrade/ downgrade your current plan till you have completed your minimum subscription period. If you do so, Early Termination Charges of the previous plan may be applicable.

### **Home Premiums, SmartHome, Lifestyle and other Broadband Accessories**

53. Singtel Fibre Broadband customers may purchase Home Premiums, Smart Home packages, Lifestyle and other Broadband Accessories from SingNet, with a valid Singtel Fibre Broadband subscription

54. You may choose to pay for the Home Premiums, SmartHome, Lifestyle and other Broadband Accessories via an Instalment Payment Plan. SingNet and/or any Singtel Group Corporation reserves the right to evaluate your eligibility to take up the Instalment Payment Plan. Upon approval, you must pay the price of the Home Premiums, SmartHome, and Lifestyle Accessories in 12/24/36 equal monthly instalments (such number of monthly instalments set out above) through your monthly Singtel bill. This Instalment Payment Plan through monthly repayment via Singtel bill is only available to Singaporeans or Singapore permanent residents. Additional deposit may be required for approved foreigners. In the event that, this Service Agreement is terminated or suspended before the price of the Home Premiums, SmartHome, and Lifestyle Accessories 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 SingNet or other third parties. Separate installation fees may apply.



55. Delivery of Home Premiums, SmartHome, Lifestyle and other Broadband Accessories by us to you will only be performed upon activation of Fibre Broadband Service or completion of installation of new/recontract Fibre Broadband Service, whichever is later. For items that are to be self-collected from Singtel's authorised redemption centres, you are required to self-collect the item with this Sales Agreement Form within 30 days from the Activation Date indicated under the "Customer Order Details" section above.

56. For Home Premiums, SmartHome, Lifestyle and other Broadband Accessories provided by third-party suppliers, your order will be placed with the respective suppliers upon activation of your Fibre Broadband Service ( Activation Date under the "Customer Order Details" section above) or actual installation of your new/recontract Fibre Broadband Service by us, whichever is later. We or the third-party supplier will notify you of the supplier's fulfilment method and delivery times. We are not responsible for any delays in the availability, fulfilment, delivery or handling of the items by third-party suppliers.

57. All Home Premiums, SmartHome, Lifestyle and other Broadband Accessories received by you are strictly non-returnable, non-refundable, and cannot be exchanged unless the item is incorrect.

58. Support and warranty services are subject to third-party suppliers or manufacturers' terms and conditions, as well as the manufacturer's end user agreement.

59. Our third-party suppliers may run promotions from time to time. Any gifts that are provided as part of these promotions are subject to availability by the third-party suppliers. The suppliers may institute additional redemption rules. SingNet will not be held liable to provide these gifts if the suppliers cannot provide them for any reason.

60. If the Home Premiums, SmartHome, Lifestyle and other Broadband Accessories purchased are unavailable, we reserve the right to provide an option for a substitute or to provide a refund for the item purchased.

### **Home Internet Filter**

61. SingNet Internet Filtering Service will be provisioned, free of charge, for a period of 6 months, and will cease after that. If you wish to continue receiving the service at the rate of \$3.02/month please go online to MyAccount at [www.singtel.com/myaccount](http://www.singtel.com/myaccount) to sign up.

### **Security Suite Service**

62. Security Suite/Security Suite Plus/Security Suite Triple Protect may only be purchased with a valid Singtel Fibre Broadband subscription.

63. You will receive an email to download and activate the application onto your devices running on WIN/MAC/iOS/Android. The support for these devices is dependent on what you have subscribed for. If you forward the email to any third party to download the application, you will be liable for the third party's use and compliance with the application.

64. We reserve the right to provide an option for a substitute security suite of services of similar quality or to provide a refund for the service subscribed.





65. By using the Service, you are deemed to have read, understood, agreed and accepted the McAfee terms of service which can be found at <https://www.mcafee.com/en-us/consumer-support/policy/legal.html>.

66. When using McAfee's VPN, you shall not take any action that imposes or may impose an unreasonable or disproportionately large load on McAfee's infrastructure. McAfee reserves the right to suspend the use of the VPN function without liability to you if you breach this fair use policy.

67. We will under no circumstances be liable to you for any failure, disruption of service, virus, loss of data, loss or damage to property or any other loss, damage, costs, expenses or claims of whatever nature that results from the failure or breakdown of this service.

### **Qustodio Parental Control Service**

68. Qustodio Parental Control service may only be purchased with a valid Singtel Fibre Broadband subscription.

69. By using the service, you are deemed to have accepted Qustodio's Terms of Use which can be found at <https://www.qustodio.com/en/family/terms/>, or as provided on Qustodio's website.

70. We reserve the right at any time to replace the Qustodio Parental Control services with any product or brand that is similar in quality and price to the one you subscribed to, or to provide a refund for the service subscribed.

71. We will under no circumstances be liable to you for any failure, disruption of service, virus, loss of data, loss or damage to property or any other loss, damage, costs, expenses or claims of whatever nature that results from the failure or breakdown of this service.

### **Family Protection Parental Control**

72. Family Protection Parental Control service may only be purchased with a valid Singtel Fibre Broadband subscription. By using the service, you are deemed to have read, understood, agreed and accepted the McAfee term of service which can be found at <https://www.mcafee.com/en-us/consumer-support/policy/legal.html>.

73. Singtel reserves the right at any time to replace the Family Protection Parental Control services with any product or brand that is similar in quality and price to the one you subscribed to, or to provide a refund for the service subscribed.

74. We will under no circumstances be liable to you for any failure, disruption of service, virus, loss of data, loss or damage to property or any other loss, damage, costs, expenses or claims of whatever nature that results from the failure or breakdown of this service.

### **Microsoft 365**

75. The following is a summary of the key terms for subscription to Microsoft 365 (the "Microsoft 365 Service"). For the full set of applicable terms, please go to <https://www.singtel.com/personal/products-services/lifestyle-services/microsoft365>.





76. 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-cf63-4f78-b24-c-94bbd9227a5a.pdf](http://download.microsoft.com/Documents/UseTerms/Office%20365_Home_English_93719389-cf63-4f78-b24-c-94bbd9227a5a.pdf). By using the Service, the customer is deemed to have read and accepted the Microsoft EULA.

77. 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.

78. We will bill you for the Microsoft 365 Service in monthly instalments (unless otherwise specified by other Singtel promotions), through your Singtel bill. We will include the charges for this Microsoft 365 Service in your next monthly Singtel bill regardless of whether you activate the Microsoft 365 Service. If this Agreement is terminated or you are no longer a subscriber of the SingNet Fibre Broadband or Singtel Mobile Postpaid service accompanying the subscription for the Microsoft 365 Service, for any reason, before the subscription for this Microsoft 365 Service has been fully paid, any remaining unpaid instalments shall immediately become due and payable.

79. We reserve the right at any time to replace the Microsoft 365 Service with any product or brand that is similar in quality and price to the one you subscribed to, or to provide a refund for the service subscribed

80. We will under no circumstances be liable to you for any failure, disruption of service, virus, loss of data, loss or damage to property or any other loss, damage, costs, expenses or claims of whatever nature that results from the failure or breakdown of this service.

### **Singtel Email Account**

81. You may purchase a Singtel email account with a valid Singtel Fibre Broadband subscription.

82. We require that you sign into your free Singtel email account at least once every six (6) months, unless the Singtel email account is otherwise provided in an offer for paid services. If you do not do so, this will result in termination of your Singtel email account and you may permanently lose your content on that portion of the Singtel Email Service.

83. You will be solely responsible for managing the use of the storage capacity (if applicable) of your Singtel email account such that it is within the capacity allocated to you or as may be stipulated by SingNet from time to time.

84. By subscribing to this email service, you agree to indemnify and hold harmless SingNet at all times from and against any and all actions, claims, liabilities, damages, losses, costs and expenses (including reasonable legal fees) caused by or arising out of any act or omission by you, breach of any terms and conditions applicable to you, including any libel, slander, infringement of intellectual property rights in connection with the use of this email service..



85. You must protect the secrecy of your email account Login User ID and Password at all times and must ensure that the Login User ID and Password are not revealed or disclosed in any manner whatsoever to any person or persons whomsoever. You are fully responsible for all use and liability resulting from access to the email service with your Login User ID and Password. We reserve the right to hold you solely responsible for any unauthorized transactions under your account.

86. If we identify a fault in the email service, we will use our best endeavours to rectify the fault as soon as it is reasonably possible. However, under no circumstances will we be liable to you for any failure, disruption of service, virus, loss of data, loss or damage to property or any other loss, damage, costs, expenses or claims of whatever nature that results from the failure or breakdown of this email service.

87. We may charge you for reasonable costs and expenses in providing maintenance of this email service where the need for such maintenance arises out of your misuse of the service or failure to comply with any of the terms and conditions that are applicable to you.

88. We reserve the right to terminate or discontinue this email service, with or without cause, at any time. We shall not be liable to you or any other person for any damages, losses, costs or expenses howsoever caused by or arising out of termination of the email service.

89. You acknowledge that once the email service is terminated, all data stored by you in relation to the email service will be deleted and your account removed. If you require the service in future, you will have to subscribe to the service as a new customer. You shall not hold us responsible and shall hold us harmless from any claim arising from or in connection with the deletion or removal of such data. Any data deleted or removed for any reason will no longer be available for retrieval subsequently. Accordingly, in the event that the subscription to the email service or SingNet Broadband service account is resumed or reinstated after the account has been terminated, any data previously stored under that service account will no longer be available for retrieval.

#### **WTFast Gamer Private Network ("GPN")**

90. The WTFast GPN service is a gaming Virtual Private Network provided by WTFast. Each WTFast license can only be used on one activated device at any point in time. Where the WTFast is bundled free with the 1+1Gbps Fibre Pro Gamer Bundle, WTFast will be terminated once 1+1Gbps Fibre Pro Gamer Bundle is terminated.

91. We reserve the right at any time to replace the WTFast GPN service with any product or brand that is similar in quality and price to the one you subscribed to, or to provide a refund for the service subscribed.

92. We will under no circumstances be liable to you for any failure, disruption of service, virus, loss of data, loss or damage to property or any other loss, damage, costs, expenses or claims of whatever nature that results from the failure or breakdown of this service.

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