

## A) PREPAID MOBILE CARDS

### 3G/ 4G hi!Card Terms And Conditions

#### 1. Definitions

“General Terms” refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time, and which is available for inspection at <http://www1.singtel.com/terms-general.html>.

“Main Account” refers to the User’s charging account from which the charges for purchases of any plans (where applicable) and all chargeable data, as the case may be, will be deducted from

“Specific Terms” refers to the Specific Terms and Conditions for Singtel Mobile, as may be amended from time to time, and which is available for inspection at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to a customer who holds a pre-paid account with Singtel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

Words and expressions used in this 3G/ 4G hi!Card Terms and Conditions shall have the same meaning as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in this 3G/ 4G hi!Card Terms and Conditions are for reference only and shall not be referred to or relied upon in the construction of any provision of these 3G/ 4G hi!Card Terms and Conditions.

#### 2. 3G/ 4G hi!Card

2.1 The 3G/ 4G hi!Cards may be offered in various denominations, the details of which are as set out below or as may be determined by Singtel Mobile in its sole discretion.

	\$10 hi!Card	\$15 hi!Card	\$38 hi!Card
Payable	\$8	\$15	\$38
Preloaded Main Account Value	\$10	\$15	\$38
Main Account Validity Period	90 days	120 days (extendable)	180 days (extendable)
Data Value	500 MB Local Data	1 GB Local data	3 GB Local/Malaysia data
Data Value from 12am – 8am	1 GB Local Data	2 GB Local Data	-
Data Validity Period	30 days (not extendable)	120 days (not extendable)	30 days (extendable)

2.2 The 3G/ 4G hi!Cards will be activated upon registration.

2.3 The Main Account Validity Period shall commence on the date of activation of the 3G/ 4G hi!Cards. The 3G/ 4G hi!Cards shall expire at 2359 hrs on the date of expiry of the validity period unless a valid top up is performed prior to such expiry. Subject to Clause 2.4, upon a valid top up before the expiry of any existing validity period, all unused main account value in the 3G/ 4G hi!Card will be

- extended accordingly with a new Main Account Validity Period which shall commence on the date of the top-up.
- 2.4 The Data Validity Period shall commence on the date of activation of the 3G/ 4G hi!Cards or valid top-up, as the case may be, and shall expire at 2359 hrs on the date of expiry of the respective Data Validity Period.
  - 2.5 Data Validity Period for \$8 hi!Card and \$15 hi!Card shall not be extendable and all unused Data Value for \$8 hi!Card and \$15 hi!Card will expire and be forfeited at the end of the Data Validity Period and may not be rolled over notwithstanding any top up of the 3G/ 4G hi!Card.
  - 2.6 Data Validity Period for \$38 hi!Card may be extended upon a valid top up through purchase of SG-M'sia DataPass before the expiry of any existing Data Validity Period. Upon such top up, all unused Data Value for \$38 hi!Card will be extended accordingly with a new Data Validity Period which shall commence on the date of the top-up. Data usage will be deducted from the Data Value for the most recent top-up performed first.
  - 2.7 All 3G/ 4G hi!Cards are pre-activated with local voice call, local SMS, international voice call, roaming and local data for immediate use upon activation. Availability of the mobile data service is subject to availability of a suitable type of mobile equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the service is requested or delivered; and geographic and technical capability of the SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the service is requested or delivered.
  - 2.8 Standard data charges for any data usage in excess of the Data Values as provided above applies, and is chargeable in blocks of 10kb.
  - 2.9 Pay-per-use local data service is pre-activated for all 3G/ 4G hi!Cards (except BBOM, hi!Data and hi!Tourist SIMs). Pay per use local data usage is charged in accordance with the Specific Terms and Conditions applicable to your plan, at standard data charges rate of up to \$0.054/10KB, chargeable in blocks of 10kb.
  - 2.10 Singtel Mobile reserves the right to revise or vary the standard data charges rate as Singtel Mobile may from time to time determine in its sole discretion. The imposition of such revised fees, and changes and amendments thereto, shall be effective upon posting on Singtel's website at [www.singtel.com/prepaid](http://www.singtel.com/prepaid) or on such date as may be otherwise stated. The User's continued use of the 3G/ 4G hi!Card will constitute acceptance of such revised fees and charges and amendments thereto
  - 2.11 Singtel Mobile's records relating to data usage and charges shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The User agrees that Singtel Mobile's decisions on all matters pertaining to data usage and charges are final. No further correspondence will be entertained in respect of the same.
  - 2.12 1800/1900/15xx/1xxx calls and selected mobile data/content access via \*SEND or 5-digit short codes may be available for prepaid services. They are subjected to prevailing airtime rates and third party content providers terms and conditions in the event 1xxx calls are made available. 1xxx calls include but are not limited to toll free calls intended for Direct Exchange Line with pre-fix 1800.
  - 2.13 Local and International Calls are charged based on per minute block. Call set up fee of 10 Singapore cents apply for each IDD 001 call made from Main or Bonus Accounts.
  - 2.14 As a fraud control measure, each incoming and outgoing call, regardless if is a Local or International call, will be cut off automatically at one hour call duration.

### **3. General**

- 3.1 The 3G/ 4G hi!Cards and Top-Up Cards once sold, are non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 3.2 You are responsible for the safe-keeping and usage of your 3G/ 4G hi!Card. SingTel Mobile shall not be liable to you for any loss, theft, misuse or damage of your 3G/ 4G hi!Card.
- 3.3 The card number and PIN number printed on each Top-Up Card is unique to that Top-Up Card and the customer shall be solely responsible for preventing any unauthorised use of the Top-Up Card.
- 3.4 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part any 3G/ 4G hi!Card without prior notice and without any liability.
- 3.5 Unless expressly stated herein, the General Terms and the Specific Terms shall apply in addition to these terms and conditions. Use of 3G/ 4G hi!Card will constitute acceptance of these terms and conditions for 3G/ 4G hi!Card, the General Terms and the Specific Terms and any amendments thereof. In the event of any conflict or inconsistency between the General Terms and any provision of these terms and conditions, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms and any provision of these terms and conditions, these terms and conditions shall prevail over the Specific Terms.
- 3.6 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 3.7 SingTel Mobile reserves the right to vary any part of these terms and conditions, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the 3G/ 4G hi!Card.
- 3.8 Use of the 3G/ 4G hi!Card will constitute acceptance of these Terms and any amendments thereof.
- 3.9 These Terms and Conditions shall be subject to and construed in accordance with the laws of Singapore and you hereby submit to the non-exclusive jurisdiction of the courts of Singapore.
- 3.10 A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act, Chapter 53B of Singapore to enforce or enjoy the benefit of any provision of these Terms and Conditions.

### **Prepaid Mobile Special Numbers**

1. Different Prepaid Mobile Special Numbers are available at different retail points. Each Special Number is pre-allocated to either a USIM or microSIM Cards. Special Numbers are available for purchase on a first-come-first-served basis. Customer shall comply with the standard Prepaid Mobile terms & conditions applicable, including registration requirements. Requests to reserve selected numbers for later purchase, or to transfer selected numbers from one store to another, or from USIM to microSIM or microSIM to USIM cannot be supported.
2. The Customer shall activate the Special Number within seven (7) days of obtaining the Special Number. If the Special Number is not activated within seven (7) days of the Customer obtaining the Special Number, the Customer shall cease to have the right of use of such Special Number and Singtel Mobile shall have the absolute right to deal with such number as it deems appropriate

without being liable to the Customer in damages or otherwise and there shall be no refund of the amount paid by the Customer for the said Special Number.

3. The Customer may transfer the Special Number to another person (transferee) only if the Customer has activated a mobile line and used the Special Number and not otherwise.
4. Singtel Mobile shall assign the mobile phone system for use in connection with the Special Number and the Customer shall ensure that the mobile handset equipment used by the Customer shall be compatible with the mobile phone system assigned by Singtel Mobile.
5. Singtel reserves the right to change the Special Number, without being liable to the Customer in damages or otherwise, if such change is due to any direction given by Info-Communications Development Authority of Singapore or any other regulatory authority or if due to any telecommunications network changes, whether initiated by Singtel or otherwise.
6. In addition to the terms and conditions contained herein, the Customer shall also be bound by Singtel Mobile's Specific Terms and Conditions which is available at [www.Singtel.com](http://www.Singtel.com), or can be obtained at Singtel Mobile's Customer Service Centre, 31B Exeter Road #01-00 Comcentre 2, Singapore 239733, during operational hours.

#### **Kababayan Card Terms & Conditions**

1. The Kababayan Card once sold cannot be returned. It cannot be exchanged for cash or other products. Singtel Mobile shall not be liable to the customer for any loss, theft, misuse or damage of these cards whatsoever.
2. Singtel Mobile does not provide a refund for any unused balance in the prepaid mobile card account; before or after usage, upon expiry or termination of account or if the SIM card is blocked.
3. Unless expressly stated herein, Singtel Mobile's Specific Terms and Conditions of Service , and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to the above terms and conditions.
4. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
5. 1800/1900/15xx/1xxx calls and selected mobile data/content access via \*SEND or 5-digit short codes may be available for Prepaid Services. They are subjected to prevailing airtime rates and 3rd party content providers terms and conditions in the event if the 1xxx calls are made available. The 1xxx calls include but not limited to other toll free calls intended for Direct Exchange Line with pre-fix 1800.
6. Free IDD calls via v019 terminating at Globe Telecom are not applicable to LocalSaver\$18/ChinaSaver\$22/MyanmarSaver\$23/China888/RedHot\$30/BigHot\$130/Superhot\$128/Hot\$55/Bonus\$30/YO!\$18 value top-up for Kababayan Card. Prevailing airtime rates on LocalSaver\$18/ChinaSaver\$22/MyanmarSaver\$23/China888/RedHot\$30/BigHot\$130/SuperHot\$128/HOT\$55/BONUS\$30/YO!\$18 apply.
7. Local calls are charged based on per minute block.
8. Local data are charged based on per 10Kb block.

## **Terms And Conditions for Prepaid Bonus Top-ups**

**(‘ChinaSaver\$22’, ‘MyanmarSaver\$23’, ‘RedHot\$30’, ‘BigHot\$130’, ‘SuperHot\$128’, ‘BONUS\$30’, ‘HOT\$55’, ‘DataTalk\$22’, ‘YO!\$18’, ‘LocalSaver\$18’, ‘China 888’)**

### **1. Definitions**

“General Terms” refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time, and which is available for inspection at <http://www1.singtel.com/terms-general.html>.

“International Talktime and Global SMS Bonus Account” refers to the charging account of each of the Prepaid Bonus Top-Ups (where applicable) to send global SMS and make international voice calls (Inclusive of local call charges of international calls).

“Local Data Bonus Account” refers to the charging account of each of the Prepaid Bonus Top-Ups (where applicable) for local data usage.

“Local Talktime and SMS Bonus Account” refers to the charging account of each of the Prepaid Bonus Top-Ups (where applicable) to send local SMS and to make local voice calls (excluding premium calls to 1800/1900/100/LDD/15xx).

“Local Talktime Bonus Account” refers to the charging account of each of the Prepaid Bonus Top-Ups (where applicable) to make and receive local voice calls (excluding premium calls to 1800/1900/100/LDD/15xx).

“Local SMS Bonus Account” refers to the charging account of each of the Prepaid Bonus Top-Ups (where applicable) to send local SMS.

“Main Account” or “MA” refers to the User's charging account from which the charges for purchases of any plans (where applicable) and all chargeable calls and data, as the case may be, will be deducted from when the values in the applicable Prepaid Bonus Top-Up Bonus Accounts are fully utilised.

“Prepaid Bonus Top-ups” or “Prepaid Top Up Cards” means each of ChinaSaver\$22, MyanmarSaver\$23, RedHot\$30, BigHot\$130, SuperHot\$128, BONUS\$30, HOT\$55, DataTalk\$22, YO!18, LocalSaver\$18, China 888.

“Prepaid Bonus Top-ups Bonus Accounts” or “Bonus Accounts” means the bonus accounts of each of the Prepaid Bonus Top-Ups.

“Specific Terms” refers to Singapore Telecommunications Limited's Specific Terms and Conditions for Singtel Mobile, as may be amended from time to time, and which is available for inspection at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to a customer who holds a pre-paid account with Singtel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

Words and expressions used in these Terms and Conditions shall have the same meaning as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Terms and Conditions are for reference only and shall not be referred to or relied upon in the construction of any provision of these Terms and Conditions.

## 2. Prepaid Top Ups

2.1 Prepaid Top Ups may be offered in various denominations, the details of which are as set out below or as may be determined by Singtel Mobile in its sole discretion.

Prepaid Top-Up Cards / Bonus Accounts	Bundled Value	Max Value	Rates and Charges	Validity Period
<b><u>ChinaSaver\$22</u></b>				
ChinaSaver\$22 Local Talktime Bonus Account	500 minutes	1500 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days
ChinaSaver\$22 Local SMS Bonus Account	500 SMS	1500 SMS		
ChinaSaver\$22 International Talktime (019 China) Bonus Account	500 minutes (019) IDD to China	1500 minutes (019) IDD to China		
ChinaSaver\$22 Local Data Bonus Account	2GB	6GB	Fair usage of 1GB per day applies for free access to WhatsApp and WeChat.	
WeChat Plan	Unlimited		Unlimited access to What'sApp and WeChat is only applicable for messaging and excludes video/voice call.	
WhatsApp Plan	Unlimited			
<b><u>MyanmarSaver\$23</u></b>				
MyanmarSaver\$23 Local Talktime Bonus Account	300 minutes	900 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days
MyanmarSaver\$23 Local SMS Bonus Account	300 SMS	900 SMS		
MyanmarSaver\$23 International Talktime (019 Myanmar) Bonus Account	30 minutes (019) IDD to Myanmar	90 minutes (019) IDD to Myanmar		
MyanmarSaver\$23 Local Data Bonus Account	1.5GB	4.5GB		

Facebook Plan	Unlimited		Fair usage of 1GB per day applies for free access to Facebook, Viber and Line.	
Viber Plan	Unlimited			
Line Plan	Unlimited		Unlimited access to Facebook and Viber only applicable for messaging and excludes video/voice call.	
<b><u>LocalSaver\$18</u></b>				
LocalSaver\$18 Local Talktime Bonus Account	1000 minutes	4000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days
LocalSaver\$18 Local SMS Bonus Account	500 SMS	2000 SMS		
LocalSaver\$18 International Talktime Bonus Account	\$5 IDD Calls	\$20 IDD Calls		
LocalSaver\$18 Local Data Bonus Account	1GB	4GB		
LocalSaver\$18 Local Data from 12am-8am Bonus Account	1GB	4GB		
<b><u>RedHot\$30</u></b>				
RedHot\$30 Local Talktime Bonus Account	1000 minutes	3000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days
RedHot\$30 Local SMS Bonus Account	1000 SMS	3000 SMS		
RedHot\$30 International Talktime and Global SMS Bonus Account	\$10	\$30		
RedHot\$30 Local Data Bonus Account	3GB	9GB		
RedHot\$30 Local Data from 12am-8am Bonus Account	1GB	3GB		
<b><u>BigHot\$130</u></b>				
BigHot\$130 Local Talktime and SMS Bonus Account	\$100	\$300	Prevailing standard rates for Prepaid Top-Up Cards.	50 days
BigHot\$130 International Talktime and Global SMS Bonus Account	\$30	\$90		

BigHot\$130 Local Data Bonus Account	300MB	900MB		
<b><u>HOT\$128</u></b>				
HOT\$55/\$138 Local Talktime and SMS Bonus Account	\$100	\$300	Prevailing standard rates for Prepaid Top-Up Cards.	50 days
HOT\$55/\$138 International Talktime and Global SMS Bonus Account	\$28	\$84		
<b><u>BONUS\$30</u></b>				
BONUS\$30 Bonus Account	\$30	\$100	Prevailing standard rates for Prepaid Top-Up Cards.	30 days
	Free IDD via V019 (applicable to China and Malaysia only)			
<b><u>HOT\$55</u></b>				
HOT\$55/\$138 Local Talktime and SMS Bonus Account	\$40	\$120	Prevailing standard rates for Prepaid Top-Up Cards.	50 days
HOT\$55/\$138 International Talktime and Global SMS Bonus Account	\$15	\$45		
<b><u>DataTalk\$22</u></b>				
DataTalk\$22 Local Outgoing Talktime Bonus Account	\$18 (Free local incoming calls)	\$54	Local outgoing calls at \$0.15 per minute  Local SMS at \$0.02 per SMS  Local data at \$0.0033 per 10 kb.  Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA.	30 days
DataTalk\$22 Local SMS Bonus Account	\$10	\$30		
DataTalk\$22 Local Data Bonus Account	\$85	\$255		
DataTalk\$22 International Talktime and Global SMS Bonus Account	\$12	\$36		
<b><u>YO!\$18</u></b>				
	\$18	\$36		30 days



YO!\$18 Local Outgoing Talktime Bonus Account	(Free local incoming calls)		Local outgoing calls at \$0.15 per minute	
YO!\$18 Local SMS Bonus Account	\$20	\$40		
YO!\$18 Local Data Bonus Account	\$17	\$34	Local SMS at \$0.02 per SMS  Local data at \$0.0033 per 10 kb.  Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA.	
<b><u>CHINA 888</u></b>				
China 888 International Talktime (019 China) Bonus Account	800 minutes	3200 minutes	Prevailing standard rates for Prepaid Top-Up will apply for any excess usage or deductions from MA	
China 888 Local Data Bonus Account	800MB	3200MB		
WeChat Plan	Unlimited		Fair usage of 1GB per day applies for free access to WhatsApp and WeChat.	8 days
WhatsApp Plan	Unlimited		Unlimited access to What'sApp and WeChat is only to messaging and excludes video/voice call.	

### 3. Rates and Charges

3.1 For chargeable calls, SMS or data, applicable charges will be deducted from the Prepaid Bonus Top-ups Bonus Accounts/Main Account in the following order (where applicable):

- (i) China 888 Bonus Accounts,
- (ii) ChinaSaver\$22 Bonus Accounts,
- (iii) MyanmarSaver\$23 Bonus Accounts,
- (iv) BONUS\$30 Bonus Accounts,
- (v) YO\$18 Bonus Accounts,
- (vi) LocalSaver\$18 Bonus Accounts,

- (vii) DataTalk\$22 Bonus Accounts,
  - (viii) RedHot\$30 Bonus Accounts,
  - (ix) HOT\$55/\$138 Bonus Accounts, then
  - (x) BigHot\$130 Bonus Accounts,
- 3.2 All calls, SMS and data usage in excess of the remaining values in the respective applicable Prepaid Bonus Top-ups Bonus Accounts, or which are not included in the bundled values for the respective Prepaid Top-Up Cards, will be chargeable at the Prevailing standard rates for Prepaid Top-Up Cards and will be deducted from the Main Account.
- 3.3 Local and international (019 China) calls are charged based on per minute block.
- 3.4 Local data are charged based on per 10Kb block.
- 3.5 Unless otherwise stated, Singtel Mobile's 'Free Incoming Calls (Daily Subscription Plan)' value-added service is not applicable to Prepaid Bonus Top-ups Bonus Accounts and all incoming calls are chargeable at the prevailing rates for Prepaid Top-Up Cards.
- 3.6 Singtel Mobile reserves the right to revise or vary the Prevailing standard rates for Prepaid Top-Up Cards as Singtel Mobile may from time to time determine in its sole discretion. The imposition of such revised fees, and changes and amendments thereto, shall be effective upon posting on Singtel's website at [www.singtel.com/prepaid](http://www.singtel.com/prepaid) or on such date as may be otherwise stated. The User's continued use of the services provided by Singtel Mobile will constitute acceptance of such revised fees and charges and amendments thereto.
- 4. Expiry and Maximum Value**
- 4.1 The value in the Prepaid Bonus Top-Up Bonus Accounts will expire at the end of the Validity Period unless a valid top up is performed prior to such expiry. Subject to Clause 4.2, upon a valid top up before the expiry of any existing Validity Period, the unused value in the applicable Prepaid Bonus Top-Up Bonus Account will be rolled over and extended accordingly with a Validity Period which shall commence on the date of the top-up.
- 4.2 Each Prepaid Bonus Top-Up is applicable only for the corresponding Prepaid Bonus Top-Up's Bonus Accounts, and will not extend the validity of any other Prepaid Bonus Top-Up's Bonus Accounts unless otherwise stated.
- 4.3 Upon the expiry of any existing Validity Period in respect of each Prepaid Bonus Top-ups Bonus Account, all special rates for calls and SMS pursuant to such Prepaid Bonus Top-Up shall cease to apply and the Prevailing standard rates for Prepaid Top-Up Cards shall be deemed to apply in substitution thereof.
- 4.4 In the event that the Maximum Value in any Prepaid Top-Up Cards Bonus Account is exceeded in any top-up, such excess value will be forfeited and the User shall have no claim whatsoever against Singtel Mobile in respect of the same.
- 5. Abuse**

- 5.1 Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the Prepaid Bonus Top-ups to the detriment of other Users and/or Singtel Mobile. In particular, Users shall not use or apply SMS services under Prepaid Bonus Top-ups for delivering short messages as an aggregator or a gateway, delivering unsolicited short messages, or reselling the short message services to any other persons.
- 5.2 If a User breaches the above condition or if Singtel Mobile in its absolute discretion considers that the use of the Prepaid Bonus Top-ups by the User will unfairly deprive other Singtel Mobile customers of such services or otherwise adversely affect Singtel Mobile's interests, Singtel Mobile may, with or without notice to such User suspend or disconnect the services provided Singtel Mobile to the User in respect of the Prepaid Bonus Top-ups and/or restrict the use of the Prepaid Bonus Top-ups by such User.

## **6. General**

- 6.1 The Prepaid Top-Up Cards once sold, are non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 6.2 You are responsible for the safe-keeping and usage of your Prepaid Top-Up Cards. SingTel Mobile shall not be liable to you for any loss, theft, misuse or damage of your Prepaid Top-Up Cards.
- 6.3 The card number and PIN number printed on each Prepaid Top-Up Cards is unique to that Prepaid Top-Up Cards and the customer shall be solely responsible for preventing any unauthorised use of the Prepaid Top-Up Cards.
- 6.4 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part any Prepaid Top-Up Cards without prior notice and without any liability.
- 6.5 Unless expressly stated herein, the General Terms and the Specific Terms shall apply in addition to these Terms and Conditions. Use of the Prepaid Top-Up Cards will constitute acceptance of these Terms and Conditions, the General Terms and the Specific Terms and any amendments thereof. In the event of any conflict or inconsistency between the General Terms and any provision of these Terms and Conditions, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms and any provision of these terms and conditions, these terms and conditions shall prevail over the Specific Terms.
- 6.6 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 6.7 SingTel Mobile reserves the right to vary any part of these Terms and Conditions, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute relating to the Prepaid Top-Up Cards and/or arising from use of the Prepaid Top-Up Cards.
- 6.8 These Terms and Conditions shall be subject to and construed in accordance with the laws of Singapore and you hereby submit to the non-exclusive jurisdiction of the courts of Singapore.

- 6.9 A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act, Chapter 53B of Singapore to enforce or enjoy the benefit of any provision of these Terms and Conditions.

## **B) CAMPAIGNS / PROMOTIONS**

### **Singtel Mobile IDD Promotion (“IDD Promotion”) - Terms and Conditions**

1. This IDD Promotion is valid from 21 September 2016 and is only applicable for Singtel Mobile Prepaid Mobile customers who make v019 calls to China, Malaysia, Indonesia, Philippines & Thailand. Customers making calls using LocalSaver\$18, China 888, ChinaSaver\$22, BONUS\$30, DataTalk\$22, YO!18, RedHot\$30, BigHot\$130, SuperHot\$128 or HOT\$55, shall only be entitled to the IDD Promotion if the cost of such v019 calls are deducted from the Main Account.
2. Under this IDD Promotion, customers will enjoy 5 minutes of their v019 call for free AFTER the first 8 minutes of their v019 call to one of the above destinations. The 5 free minutes of the v019 call will only be awarded ONCE per call and must be utilised within the same call. Any unutilized free minutes shall be automatically forfeited.
3. There is no limit to the number of times a customer can enjoy the 5 minutes of FREE v019 calls to the selected destination each day.
4. The chargeable duration of v019 calls will be charged based on Singtel Mobile’s prevailing Prepaid Mobile v019 rates for each of the selected countries.
5. Prevailing mobile local airtime charges\*^ will apply and will be deducted from either the Customer’s Main Account or the respective LocalSaver\$18, China 888, ChinaSaver\$22, BONUS\$30, DataTalk\$22, YO!18, RedHot\$30, BigHot\$130, SuperHot\$128 and/or HOT\$55 International Talktime and Global SMS BONUS Accounts (where applicable) at the discretion of Singtel Mobile.
6. Fixed lines termination and mobile lines termination of the designated destinations covered by this IDD Promotion is subject to the discretion of Singtel Mobile. Singtel Mobile may vary, suspend or terminate the whole or any part of this IDD Promotion from time to time without prior notice.
7. In addition to these terms and conditions, this IDD Promotion is further subject to Singtel Mobile’s Specific Terms and Conditions of Service (the “Specific Terms and Conditions”) and Singapore Telecommunications Limited’s General Terms and Conditions (the “General Terms and Conditions”), available at: [www.Singtel.com](http://www.Singtel.com). Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this IDD Promotion.

\* For calls made to Philippines and Indonesia, v019 rates are waived for the 5 free minutes but Local Airtime charges are still applicable. For calls made to China, Malaysia and Thailand, call charges are totally waived for the 5 free minutes.

^ Local Airtime Charges for calls terminating at Globe fixed lines and Globe Mobile and Touch Mobile numbers with prefixes 0905, 0906, 0915, 0916, 0917, 0926 and 0927 via Kababayan Card shall be at 1<sup>st</sup> min: 34¢, subsequent mins: 16¢/min.

## **hi!ReelIDD Specific Terms and Conditions**

### **1. Definitions**

In these hi!ReelIDD Call Plan Terms and Conditions, the following words and expressions shall have the following meanings:

“hi!ReelIDD” refers to the reverse charging service provided by Singtel Mobile.

“Main Account” refers to the User’s charging account.

The use of the hi!ReelIDD is governed by its **own terms and conditions**.

“General Terms” refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

### **Conditions of Service**

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to the Singtel Prepaid user receiving the hi!ReelIDD call.

The words and expressions used in the hi!ReelIDD shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

### **2. Use of hi!ReelIDD service**

2.1 The charges for hi!ReelIDD service is as set out in the table below as may be determined by Singtel Mobile in its sole discretion. The charges for hi!ReelIDD service will be deducted from the User’s existing balance in the Main Account. The User has to have a minimum balance of \$0.60 in his/her Singtel Prepaid Main Account in order for the call to be put through.

- 1<sup>st</sup> 30s of IVR recording will not be charged.
- Subsequent 30s will be charged at \$0.125.
- Minutes thereafter will be charged at per minute block at \$0.25/min.

2.2 The hi!ReelIDD service can only be used for voice calls made from Globe/TM users in Philippines to a Singtel prepaid number in Singapore by using the prefix 1288 followed by the country code and the Singtel Prepaid number.

2.3 The hi!ReelIDD service is only available for Globe/TM users (Postpaid, Prepaid, Touch Mobile, Landline) in Philippines calling to a Singtel prepaid number in Singapore that has a minimum balance of \$0.60 in the Singtel Prepaid Main Account. The hi!ReelIDD service is not applicable for calls made to the Philippines. The hi!ReelIDD service does not include video calls, sending SMS, and sending of photos/videos.

2.4 Free Incoming Call is not applicable for hi!ReelIDD services. Charges as set out in Clause 2.1 will still apply.

2.5 Call forwarding is not allowed and will be blocked.

### **3. Others**

- 3.1 Users are fully responsible for their use of hi!ReelIDD and under no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer as a result of using hi!ReelIDD service.
- 3.2 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 3.3 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the hi!ReelIDD service without prior notice and without any liability.
- 3.4 Use of the hi!ReelIDD service will constitute acceptance of the hi!ReelIDD Call Plan Specific Terms and Conditions and the amendments thereof.
- 3.5 The hi!ReelIDD service is only available to Globe/TM users (Postpaid, Prepaid, Touch Mobile, Landline) and new and existing Singtel Mobile Prepaid customers.
- 3.6 All commercial or illegal promotion via this service is prohibited.
- 3.7 The use of hi!ReelIDD service is also subject to other applicable service terms and conditions prescribed by third parties service providers, and you must agree to such term and conditions in order to use the hi!ReelIDD service.
- 3.8 In addition to these terms and conditions, this hi!ReelIDD is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.singtel.com](http://www.singtel.com). Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this hi!ReelIDD service.

## **IDD 019 MegaSaver Specific Terms & Conditions**

### **1. Definitions**

"IDD 019 MegaSaver Plans" refers to the various Singtel Mobile Prepaid IDD 019 MegaSaver Plans described in clause 2 below.

"General Terms" refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time, and which is available for inspection at <http://www1.singtel.com/terms-general.html>.

"Main Account" refers to the User's charging account from which the charges for the purchase of IDD 019 MegaSaver plans and all chargeable data, as the case may be, will be deducted from.

"Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service, as may be amended from time to time, and which is available for inspection at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to a customer of Singtel Mobile who is the registered owner of a Singtel Mobile Prepaid line.

Words and expressions used in these Terms and Conditions shall have the same meaning as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Terms and Conditions are for reference only and shall not be referred to or relied upon in the construction of any provision of these Terms and Conditions.

## 2. Use of IDD 019 MegaSaver Plans

- 2.1 The IDD 019 MegaSaver Plans may be offered in various denominations, the details of which are as set out below or as may be determined by Singtel Mobile in its sole discretion. The costs of the IDD 019 MegaSaver Plans shall be deducted from the User’s Main Account:

<b>IDD 019 MegaSaver Plan</b>	<b>Price (including GST)</b>	<b>IDD 019 minutes</b>	<b>Validity Period</b>
Bangladesh	\$3	100	7 Days
China	\$3	150	7 Days
India	\$3	120	7 Days
Philippines (Globe)	\$8.80	300	30 Days
Myanmar (MPT)	\$8.80	100	30 Days
Myanmar (Telenor)	\$8.80	100	30 Days

- 2.2 Each IDD 019 MegaSaver Plan shall expire upon expiry of the Validity Period as stated in Clause 2.1 above (based on 24 hrs per day, from date and time of activation of the IDD 019 MegaSaver Plan purchased). Subject to Clauses 2.3 and 2.4, any unused IDD 019 minutes from IDD 019 MegaSaver Plan shall be forfeited upon expiry of the Validity Period unless a new IDD 019 MegaSaver Plan for the relevant country is purchased prior to such expiry.
- 2.3 Subject to Clause 2.4, for IDD 019 MegaSaver Plans with the exception for Philippines (Globe), upon the activation of a new IDD 019 MegaSaver Plan for the relevant country before the expiry of any existing Validity Period, the unused IDD 019 minutes in the former IDD 019 MegaSaver Plan will be rolled over and extended accordingly with a Validity Period which shall correspond with the Validity Period of the latest IDD 019 MegaSaver Plan purchased, capped at a maximum limit of 3 times of the prescribed IDD 019 minutes for each relevant country. Any unused IDD 019 minutes in excess of such maximum limit will be forfeited and the User shall have no claim whatsoever against Singtel Mobile in respect of the same.
- 2.4 All unused IDD 019 minutes from IDD 019 MegaSaver Plan for Philippines (Globe) shall be forfeited upon expiry of the Validity Period and may not be rolled over and/or extended. Users can only purchase and activate a new IDD 019 MegaSaver Plan for Philippines (Globe) after the IDD 019

minutes from any existing IDD 019 MegaSaver Plan for Philippines (Globe) have been fully utilised, or after the IDD 019 minutes from any existing IDD 019 MegaSaver Plan for Philippines (Globe) have been forfeited upon expiry of the Validity Period for the existing IDD 019 MegaSaver Plan for Philippines (Globe).

- 2.5 The purchase or activation of an IDD 019 MegaSaver Plan for a relevant country shall not affect or extend the Validity Period of any IDD 019 MegaSaver Plans of any other countries.
- 2.6 The IDD 019 minutes in each IDD 019 MegaSaver Plan is applicable only for outgoing V019 IDD calls made to the relevant country during the Validity Period and is not applicable to incoming calls and/or outgoing call made to other destinations. Pay-per-use IDD call charges at the Singtel Mobile's prevailing standard rates shall apply for such calls where the IDD 019 MegaSaver plan is not applicable. Such charges will be deducted from the User's Main Account.
- 2.7 All calls are charged based on per minute block.
- 2.8 Charges for V019 IDD calls will be deducted from the User's existing plans/accounts in the following order (where applicable):
  - (i) Free IDD 019 minutes granted under any Singtel Mobile promotions;
  - (ii) IDD 019 minutes in the IDD 019 MegaSaver Plan;
  - (iii) International Talktime in any Prepaid Bonus Top-ups Bonus Accounts;
  - (iv) Main Account
- 2.9 Pay-per-use V019 IDD call charges at the Singtel Mobile's prevailing standard rates apply once the IDD 019 MegaSaver plan has been fully utilised. Such charges will be deducted from the User's Main Account.
- 2.10 Singtel Mobile reserves the right to revise or vary the prevailing standard rates as Singtel Mobile may from time to time determine in its sole discretion. The imposition of such revised fees, and changes and amendments thereto, shall be effective upon posting on Singtel's website at [www.singtel.com/prepaid](http://www.singtel.com/prepaid) or on such date as may be otherwise stated. The User's continued use of the services provided by Singtel Mobile will constitute acceptance of such revised fees and charges and amendments thereto.

### **3. General**

- 3.1 The IDD 019 MegaSaver Plans once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 3.2 Users are solely responsible for their use of the IDD 019 MegaSaver Plans. Singtel Mobile shall not be liable in any way to any User or any other person for any losses or damages of any kind, including but not limited to direct, indirect, incidental, consequential, special or punitive damages arising out of or in connection with the use of any IDD 019 MegaSaver Plan.
- 3.3 Each User agrees to fully and effectively indemnify, defend and hold harmless Singtel Mobile from and against any and all rights, demands, claims, causes of action, losses, damages, costs and



expenses whatsoever that the User may have, or which may arise, whether in whole or in part, and whether directly or indirectly, due to or arising out of the use of any IDD 019 MegaSaver Plan.

- 3.4 Singtel Mobile's records relating to usage and charges in respect of the IDD 019 MegaSaver Plans under these Terms and Conditions shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User.
- 3.5 Singtel Mobile reserves the right to, at its sole and absolute discretion, vary, modify and amend any of these Terms and Conditions and/or to suspend, discontinue or terminate any services referred to in these Terms and Conditions at any time without prior notification, or liability to any party. Please visit [www.singtel.com/prepaid](http://www.singtel.com/prepaid) for the latest terms and conditions applicable. The User's activation of or continued use of the IDD 019 MegaSaver Plan will constitute acceptance of these Terms and Conditions and any amendments thereof.
- 3.6 In addition to these Terms and Conditions, usage of the service is further subject to the General Term, the Specific Terms and the 3G/ 4G hi!Card Terms & Conditions, available at: [www.singtel.com/prepaid](http://www.singtel.com/prepaid).
- 3.7 These Terms and Conditions shall be subject to and construed in accordance with the laws of Singapore and the participants hereby submit to the exclusive jurisdiction of the courts of the Republic of Singapore.
- 3.8 A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act of Singapore to enforce or enjoy the benefit of any provision of these Terms and Conditions.

## **WhatsApp Plan Specific Terms and Conditions**

### **1. Definitions**

- 1.1 In this WhatsApp Plan Terms and Conditions, the following words and expressions shall have the following meanings:
  - “WhatsApp Plan” refers to the Singtel Mobile Prepaid WhatsApp Plan described in clause 2 below.
  - “Main Account” refers to the User's charging account against the use of all chargeable data when the Data Account reaches zero value and/or has a shortfall.
  - “General Terms” refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.
  - “Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).
  - “User” refers to the person who uses the WhatsApp Plan
- 1.2 The words and expressions used in the WhatsApp Plan shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

13. The headings or titles to the clauses in the WhatsApp Plan Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision the WhatsApp Plan

## **2. Use of WhatsApp Plan**

- 2.1 The WhatsApp Plan may be offered in various denominations, the details of which are as set out in the table below as may be determined by Singtel Mobile in its sole discretion. The cost of the WhatsApp Plan shall be deducted from the User's existing Main Account

WhatsApp Plan	Price
1 Day Plan	\$0.50
7 Day Plan	\$3.00
30 Day Plan	\$6.00

- 2.2 The WhatsApp Plan only applies to messages, images, video clips and voice message delivery delivered within Singapore. Purchase fee of the "WhatsApp" application is not included. Standard data charges for the use of "Location Share" function and WhatsApp application download applies.
- 2.3 The WhatsApp Plan is not available Singtel Prepaid Broadband SIMs.

## **3. Expiry, Maximum Plan Validity and Fair Usage**

- 3.1 The WhatsApp Plan will be valid for use according to the period purchased E.g. 1 Day plan = 1 Day of use. Plan will expire at 2359 hours at the end of the validity period
- 3.2 User can extend their WhatsApp Plan by purchasing any of the WhatsApp plans, subject to maximum of 90 days of the WhatsApp Plan.
- 3.3 Fair usage of 1GB for the WhatsApp Plan applies. Singtel reserves the right to suspend, modify or terminate any usage abuse of the WhatsApp Plan.

## **4. Others**

- 4.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of unused period of the WhatsApp Plan.
- 4.2 Users are fully responsible for their use of WhatsApp and the WhatsApp Plan, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.
- 4.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at [www.Singtel.com.sg](http://www.Singtel.com.sg), shall apply in addition to the WhatsApp Plan Terms and Conditions.
- 4.4 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.5 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the WhatsApp Plan without prior notice and without any liability.

- 4.6 Use of the WhatsApp Plan will constitute acceptance of the WhatsApp Plan Terms and Conditions and the amendments thereof.
- 4.7 The WhatsApp Plan is available from 2nd August 2013 and is only available to new and existing Singtel Mobile Prepaid customers.
- 4.8 All commercial or illegal promotion via this service will be prohibited.
- 4.9 The use of this service shall also be subject to other applicable service terms and conditions prescribed by Singtel and WhatsApp Inc.
- 4.10 In addition to these terms and conditions, this WhatsApp Plan is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.Singtel.com](http://www.Singtel.com). Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this WhatsApp Plan.

### **hi!Friends Terms And Conditions**

- (a) the General Terms; and
- (b) the Specific Terms;

### **Incorporations By Reference**

In addition to:-

which terms and conditions are deemed incorporated by reference, the Customer shall be bound by the following hi!Friends Chatline Specific Terms and Conditions ("hi!Friends Terms"). In the event of any conflict or inconsistency between:

- (i) The General Terms and any provision of these hi!Friends Terms, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms; or
- (ii) Any provision of the Specific Terms and any provision of these hi!Friends Terms, these hi!Friends Terms shall prevail over the Specific Terms.

### **1. Definitions**

In these hi!Friends Terms, the following words and expressions shall have the following meanings:

- 1.1** "hi!Friends" refers to the hi!Friends Chatline service.
- 1.2** "Customer" means any prepaid mobile subscriber of Singtel Mobile who uses hi!Friends.
- 1.3** "MA" refers to "Main Account" which is the charging account against the use of all chargeable calls and/or SMS when either and/or both BONUS (SUPER HOT\$128, HOT\$55, BONUS\$30, Special Bonus Account) Accounts reaches zero value and/or has a shortfall.
- 1.4** "General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service as may be amended from time to time and which is available for inspection at [www.Singtel.com.sg](http://www.Singtel.com.sg).
- 1.5** "Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service as may be amended from time to time and which is available for inspection at [www.Singtel.com.sg](http://www.Singtel.com.sg).

- 1.6** “Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).
- 1.7** “Singtel Group Company” means Singapore Telecommunications Limited and each of its related corporations within the meaning given in the Companies Act of Singapore.
- 1.8** The headings or titles to the clauses in these hi!Friends Terms are to facilitate reference and shall not be referred to relied upon in the construction of any provision of these hi!Friends Terms.
- 1.9** The words and expressions used in these hi!Friends Terms that are defined in the General Terms and/or the Specific Terms but which are not defined herein, shall have the same meanings as defined in the General Terms and/or the Specific Terms unless expressly defined herein or the context otherwise requires.

## **2. Access And Use Of hi!Friends**

- 2.1** hi!Friends is available only to Singtel Mobile prepaid mobile subscribers aged 18 years and above. Singtel Mobile shall be under no obligation to verify the age of any Customer who accesses or uses hi!Friends although Singtel Mobile may conduct such verification as and when Singtel Mobile deems it necessary. Singtel Mobile shall not be responsible in any way whatsoever in the event a person below the age of 18 years accesses or uses hi!Friends.
- 2.2** Customers may access hi!Friends by dialing \*93777.

## **3. Charges**

- 3.1** There shall be no charges for access or use of hi!Friends for the first twenty (20) seconds of each new call made to \*93777.
- 3.2** Thereafter a sum of \$0.40 shall be chargeable for each minute (or portion thereof) of every call made by Customers.
- 3.3** All charges for use of hi!Friends shall be deducted from Customer’s Main Account (MA).

## **4. Customer Obligations And Acknowledgements**

- 4.1** Customer agrees not to use and not to allow or permit any other person to use hi!Friends to:
- a) cause any threat, harassment, distress, annoyance, inconvenience or anxiety to any person whomsoever or violate or infringe any other person’s rights (including but not limited to the right of privacy), or interfere with another person’s use of hi!Friends;
  - b) violate any laws, policies, guidelines or regulations, including but not limited to any laws, policies, guidelines or regulations applicable to the business and operations of Singtel Mobile and/or any Singtel Group Company;
  - c) carry out any activities which Singtel Mobile considers to be actually or potentially injurious to other Customers or persons, or to the operation or reputation of Singtel Mobile and/or any Singtel Group Company (including but not limited to illegal activities such as solicitation and dealing in drugs or other non-permitted substances) and / or
  - d) do any act that may at any time be prohibited by Singtel’s Acceptable Use Policy which can be found at URL [www.Singtel.com](http://www.Singtel.com).

## **5. Disclaimer**

- 5.1** The Customer accepts and agrees that Singtel Mobile does not warrant that hi!Friends will be provided uninterrupted or free from errors or delays or that any identified defect or delay will be corrected and that the availability of hi!Friends is dependent on network coverage.
- 5.2** The Customer further acknowledges and agrees that Singtel Mobile:
- a) expressly excludes any guarantee, representation, warranty, condition, term, or undertaking of any kind, express or implied, statutory or otherwise or any representations or warranties arising from usage or custom or trade or by operation of law, including (without limitation) as to the sequence, originality, correctness, completeness, accuracy, timeliness, completeness, currency, non-infringement, merchantability, or fitness for any particular purpose in relation to hi!Friends;
  - b) 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 hi!Friends;
  - c) to the fullest extent permitted by law exclude all warranties, rights and remedies (including warranties implied by statute or otherwise) that the Customer would otherwise be entitled to by law; and
  - d) may restrict or suspend a Customer's access to or use of hi!Friends in the event Singtel Mobile has reasonable cause to believe that the Customer's use of hi!Friends is in breach or threatens to be in breach of these hi!Friends Terms and/or for any other reason determined by Singtel Mobile.

## **6. Termination**

- 6.1** Anyone below the age of 18 years is strictly not allowed to access and/or use hi!Friends.
- 6.2** The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 6.3** Singtel Mobile reserves the right to alter, modify, add to or otherwise vary these hi!Friends Terms at its sole discretion from time to time by notice to the Customer in such manner as Singtel Mobile deems appropriate. The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use hi!Friends after such notice, the Customer shall be deemed to have accepted the amendments.
- 6.4** Singtel Mobile may terminate and/or suspend availability or access to hi!Friends in whole or in part without prior notice. Use of hi!Friends will constitute acceptance of these hi!Friends Terms and any amendments thereof.

## **Specific Terms And Conditions ('7-Day Plan and 30-Day Plan' for local data Value Added Service)**

### **1. Definitions**

In these 7-Day Plan and 30-Day Plan Terms and Conditions ("**Terms**"), the following words and expressions shall have the following meanings:

“7-Day Plan” and “30-Day Plan” refers to the various Singtel Mobile Prepaid Local Data Plans described in clause 2 below. Upon activation of the 7-Day Plan and/or 30-Day Plan, data value will be added to the 7-Day Data Account and 30-Day Data Account of the User respectively.

“7-Day Data Account” and “30-Day Data Account” refers to the accounts which will be credited with the local data value in respect of the 7-Day Plan and the 30-Day Plan respectively purchased by the User, and from which the local data utilized by the User will be deducted against.

“General Terms” refers to Singtel's Terms and Conditions of Service - General as may be amended from time to time and which may be accessed at <http://www1.singtel.com/terms-general.html>.

“Main Account” refers to the User's charging account from which the charge for use of all chargeable data will be deducted from in the event the Value Data Account or the Super Data Account, as the case may be, reaches zero value and/or has a shortfall.

“MaxLimit” refers to the maximum data value of 3GB in the User's 7-Day Data Account and 15GB in the User's 30-Day Data Account.

“Specific Terms” refers to the Specific Terms and Conditions of Service for Singtel Mobile as may be amended from time to time and which may be accessed at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C) and its successors.

“User” refers to the person who uses the 7-Day Plan and/or 30-Day Plan.

The words and expressions used in these Terms shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Terms.

## **2. Use of 7-Day Plan and 30-Day Plan**

2.1 7-Day Value Plan is available in any of the following 3 options subject to the MaxLimit:-

- i) 7-Day \$1 | 10MB Plan
- ii) 7-Day \$2 | 100MB Plan
- iii) 7-Day \$7 | 1GB Plan

2.2 30-Day Super Plan is available in any of the following 3 options subject to the MaxLimit:-

- i) 30-Day \$10 | 1GB Plan
- ii) 30-Day \$20 | 3GB Plan
- iii) 30-Day \$30 | 5GB Plan

2.3 Subject to these Terms,

2.3.1 Each 7-Day \$1 | 10MB Plan (which can be purchased by deducting \$1 (excluding GST) from the User's Main Account) shall provide:

- (a) 10MB worth of local data value to be added to 7-Day Data Account; and

- (b) Seven (7) days of validity
- 2.3.2 Each 7-Day \$2 | 100MB Plan (which can be purchased by deducting \$2 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 100MB worth of local data value to be added to 7-Day Data Account; and
  - (b) Seven (7) days of validity
- 2.3.3 Each 7-Day \$7 | 1GB Plan (which can be purchased by deducting \$7 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 1GB worth of local data value to be added to 7-Day Data Account; and
  - (b) Seven (7) days of validity
- 2.3.4 Each 30-Day \$10 | 1GB Plan (which can be purchased by deducting \$10 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 1GB worth of local data value to be added to 30-Day Data Account; and
  - (b) Thirty (30) days of validity
- 2.3.5 Each 30-Day \$20 | 3GB Plan (which can be purchased by deducting \$20 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 3GB worth of local data value to be added to 30-Day Data Account; and
  - (b) Thirty (30) days of validity
- 2.3.6 Each 30-Day \$30 | 5GB Plan (which can be purchased by deducting \$30 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 5GB worth of local data value to be added to 30-Day Data Account; and
  - (b) Thirty (30) days of validity
- 2.4 Data value in the 7-Day Data Account and/or 30-Day Data Account may only be used in respect of local data.

### **3. Expiry, Top Up and Data Limits**

- 3.1 Each 7-Day Plan shall be valid for seven (7) days from the date of purchase. Any unused value in the 7-Day Data Account shall be forfeited upon expiry of the validity period unless another valid top up is performed prior to such expiry.
- 3.2 Each 30-Day Plan shall be valid for thirty (30) days from the date of purchase. Any unused value in the 30-Day Data Account shall be forfeited upon expiry of the validity period unless another valid top up is performed prior to such expiry.
- 3.3 Unused local data value in the 7-Day Data Account or the 30-Day Data Account, as the case may be, may be rolled over upon a valid top up being performed prior to the expiry of the validity period relating to such account, subject always to the respective applicable MaxLimit.

- 3.4 Data usage pay-per-use rate applies upon expiry or full utilisation of the respective local data value in the 7-Day Data Account or the 30-Day Data Account, as the case may be. Pay-per-use local data usage will be charged based on per 10Kb block (or part thereof). Local data pay-per-use charges will be deducted first from the User's Special Bonus Accounts (subject to availability of credit in such Accounts) and then from the User's Main Account at the following rates:

Prepaid Local Data usage pay-per-use rates:

<b>Account</b>	<b>Rates</b>
Special Bonus Accounts	5.4¢ / 10KB
Main Account (\$8 hi!Card)	5.4¢ / 10KB
Main Account (\$10 and above hi!Card)	2.7¢ / 10KB

- 3.5 Singtel Mobile reserves the right to revise or vary the data usage pay-per-use rate as Singtel Mobile may from time to time determine in its sole discretion. The imposition of such revised fees, and changes and amendments thereto, shall be effective upon posting on Singtel's website at [www.singtel.com/prepaid](http://www.singtel.com/prepaid) or on such date as may be otherwise stated. The User's continued use of the 7-Day Value Plan and/or 30-Day Super Plan will constitute acceptance of such revised fees and charges and amendments thereto.

#### **4. Others**

- 4.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the used local data remaining in 7-Day Data Account and/or the 30-Day Data Account in respect of any 7-Day Plan and/or 30-Day Plan.
- 4.2 Users are fully responsible for their use of the 7-Day Plan and 30-Day Data Plan, and Singtel Mobile not be held liable for any loss, expense or damage whatsoever that Users may suffer.
- 4.3 Singtel Mobile's records relating to data usage and charges in respect of the 7-Day Plan and 30-Day Data Plan shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The User agrees that Singtel Mobile's decisions on all matters pertaining to the 7-Day Plan and 30-Day Data Plan are final. No further correspondence will be entertained in respect of the same.
- 4.4 Unless expressly stated herein, the Specific Terms and the General Terms shall apply in addition to these Terms. In the event of any conflict or inconsistency between the General Terms and any provision of these Terms, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms and any provision of these Terms, these Terms shall prevail over the Specific Terms. Singtel Mobile reserves the right to vary any part of these Terms, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the 7-Day Plan and 30-Day Plan.
- 4.5 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.



- 4.6 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the 7-Day Plan and 30-Day Plan without prior notice and without any liability to the User.
- 4.7 Use of the 7-Day Plan and 30-Day Plan will constitute acceptance of these Terms and any amendments thereof.
- 4.8 This 7-Day Plan and 30-Day Plan is valid from 22 March 2013 and is only applicable for new and existing Singtel Mobile Prepaid customers.

## **Specific Terms And Conditions ('Paket Nelpon Indonesia')**

### **1. Definitions**

In these Paket Nelpon Indonesia Terms and Conditions, the following words and expressions shall have the following meanings:

"Paket Nelpon Indonesia" refers to the Singtel Mobile Prepaid IDD v019 and Global SMS to Indonesia bundle where the IDD v019 outgoing calls to Indonesia value is added to the IndonPack IDD calls Account and the Global SMS to Indonesia value is added to IndonPack GSMS Account of the User.

"IndonPack IDD calls Account" refers to the charging account from which the charges for use of IDD v019 outgoing calls to Indonesia are deducted against.

"IndonPack GSMS Account" refers to the charging account from which the charges for use of sending Global SMS to Indonesia are deducted against.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Main Account" refers to the User's charging account against the use of all chargeable IDD v019 outgoing calls and Global SMS to Indonesia when the IndonPack IDD calls Account and IndonPack GSMS Account reaches zero value and/or has a shortfall.

"MaxLimit" refers to the maximum IDD v019 outgoing calls to Indonesia of 60 mins in the IndonPack IDD calls Account.

"MaxLimit" refers to the maximum Global SMS to Indonesia of 150 Global SMS in the IndonPack GSMS Account

"Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"User" refers to the person who uses the Paket Nelpon Indonesia.

The words and expressions used in these Paket Nelpon Indonesia Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Paket Nelpon Indonesia Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Paket Nelpon Indonesia Terms and Conditions.

**2. Use of Paket Nelpon Indonesia**

2.1 Each Paket Nelpon Indonesia (which can be purchased by deducting \$5 (excluding GST) from the User's existing Main Account) shall provide:

- (a) 20 mins worth of IDD v019 outgoing call mins to Indonesia to be added to IndonPack IDD calls Account;
- (b) 50 Global SMS to Indonesia to be added to IndonPack GSMS Account; and
- (c) Three (3) days of validity

2.2 Value in the IndonPack IDD calls Account and IndonPack GSMS Account may only be used in respect of IDD v019 outgoing call mins and Global SMS to Indonesia.

**3 Expiry, Top Up and Data Limits**

3.1 Upon each Paket Nelpon Indonesia activation:

3.1.1 20 mins of IDD v019 outgoing call mins and 50 Global SMS to Indonesia will be added to IndonPack IDD calls Account and IndonPack GSMS Account respectively.

3.1.2 Users may perform top ups to their respective Data Account in denominations of either \$1 or \$7 in accordance with the provisions of Clause 2.1 above.

3.1.3 Each Paket Nelpon Indonesia expires within three (3) days from the date of activation or the date of last top up (if any) (where relevant) and any unused value in the IndonPack IDD calls Account and IndonPack GSMS Account shall be forfeited upon such expiry unless another valid top up is performed.

3.1.4 Unused value in the IndonPack IDD calls Account and IndonPack GSMS Account may be rolled over upon a top up being performed if the date of top up is within three (3) days of the Paket Nelpon Indonesia activation date or the date of last top up (if any) subject always to the MaxLimit.

**3.2** IDD v019 outgoing call mins to Indonesia usage pay-per-use rate applies upon expiry or full utilization of the Paket Nelpon Indonesia. IDD v019 outgoing call mins to Indonesia usage pay-per-use rate of \$0.22/min (To Telkomsel) or \$0.26/min (To other operator in Indonesia) applies where the charging account is LocalSaver\$18, BONUS\$30, DataTalk\$22, YO!18, RedHot\$30, BigHot\$130, BONUS\$30, HOT\$55, SuperHot\$128 International Talktime and Global SMS BONUS Account or hi! Main Account.

**3.3** Global SMS to Indonesia usage pay-per-use rate applies upon expiry or full utilization of the Paket Nelpon Indonesia. Global SMS to Indonesia usage pay-per-use rate of \$0.05/min (To Telkomsel) or \$0.15/min (To other operator in Indonesia) applies where the charging account is LocalSaver\$18, BONUS\$30, DataTalk\$22, YO!18, RedHot\$30, BigHot\$130, BONUS\$30, HOT\$55, SuperHot\$128 International Talktime and Global SMS BONUS Account or hi! Main Account.

Prepaid Charges (pay-per-use rate):

To Indonesia (+62)	To Telkomsel	To Other Operator in Indonesia
IDD v019 Outgoing Call	\$0.22 / min Flat	\$0.26 / min Flat
Global SMS	\$0.05 /SMS	\$0.15 /SMS

#### **4 Service Limitations and Exclusion of Liability**

- 4.1 The User acknowledges that the availability and/or performance of Ultimate Data Pack are subject to:
- a. availability of a Mobile SIM Card;
  - b. availability of a suitable type of Mobile Device and/or Mobile Equipment;
  - c. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
  - d. geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.
- 4.2 The User accepts that Singtel Mobile shall not be responsible to the User for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. Singtel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Ultimate Data Pack. Download/Upload speed is dependent on the device/equipment used and network traffic at the time of use or any application accessed by the User using the Ultimate Data Pack.
- 4.3 The User accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Ultimate Data Pack and/or access of any Customer to the Ultimate Data Pack or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the User

#### **5 Others**

- 5.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Paket Nelpon Indonesia.
- 5.2 Users are fully responsible for their use of the Paket Nelpon Indonesia, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.
- 5.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at [www.Singtel.com.sg](http://www.Singtel.com.sg), shall apply in addition to these Paket Nelpon Indonesia Terms and Conditions.
- 5.4 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 5.5 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the Value Paket Nelpon Indonesia Pack without prior notice and without any liability.
- 5.6 Use of Paket Nelpon Indonesia will constitute acceptance of these Paket Nelpon Indonesia Terms and Conditions and the amendments thereof.
- 5.7 This Paket Nelpon Indonesia is valid from 16 September 2012 and is only applicable for new and existing Singtel Mobile Prepaid customers.

- 5.8 In addition to these terms and conditions, this Paket Nelpon Indonesia is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.Singtel.com](http://www.Singtel.com). Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this Paket Nelpon Indonesia.

## **Specific Terms And Conditions ('Ultimate Data Pack')**

### **1. Definitions**

- 1.1** In these Ultimate Data Pack Terms and Conditions, the following words and expressions shall have the following meanings:

"Day" means a minimum period of 24 hours from the time of activation of the Ultimate Data Pack. Where reference is made to more than 1 Day, the time shall run on a consecutive basis.

"Services" refers to the Ultimate Data Pack services offered by Singtel Mobile.

"Ultimate Data Pack" refers to the various Singtel Mobile Prepaid Data packages described in clause 2 below.

"Ultimate Data Account" refers to the sub-account that holds the credit of the Day(s) upon purchase of the Ultimate Data Pack by the User which shall expire automatically with each passing Day regardless of usage by the User.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Main Account" refers to the User's main charging account that holds the pre-paid card value of the User from time to time in accordance with the applicable terms and conditions of the pre-paid card and from which the relevant amount is deducted immediately upon purchase of the Ultimate Data Pack by the User.

"MaxLimit" refers to a maximum of 21 Days that a User is allowed to hold in the Ultimate Data Account at any point of time.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"User" refers to a customer who holds a pre-paid account with Singtel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

- 1.2** The words and expressions used in these Ultimate Data Pack Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

**1.3** The headings or titles to the clauses in these Ultimate Data Pack Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Ultimate Data Pack Terms and Conditions.

## **2. Ultimate Data Pack**

**2.1** Ultimate Data Pack means any of the following 3 options subject to the MaxLimit:-

- i. 1-Day \$7 Ultimate 2GB Pack (which can be purchased by deducting \$7 from the User's Main Account) provides 2GB local data usage for 1 Day from time of activation;
- ii. 3-Day \$16 Ultimate 6GB Pack (which can be purchased by deducting \$16 from the User's Main Account) provides 6GB local data usage for 3 Days from time of activation;
- iii. 7-Day \$30 Ultimate 15GB Pack (which can be purchased by deducting \$30 from the User's Main Account) provides 15GB local data usage for 7 Days from time of activation;

If a User purchases an Ultimate Data Pack while there is remaining credit Days in the User's Ultimate Data Account, the Days purchased will be added to the Ultimate Data Account on a consecutive basis subject to the MaxLimit.

**2.2** The Customer will not be allowed to suspend usage of the Service or obtain a refund from Singtel Mobile once the Service has been activated. In the event that the Service is disrupted, suspended or terminated for whatever reasons after activation, the remaining credit, if any, in the Ultimate Data Account shall automatically expire upon the passing of each Day.

**2.3** Data value in the Ultimate Data Account can only be used by the User for local data.

## **3 Service Limitations and Exclusion of Liability**

**3.1** The User acknowledges that the availability and/or performance of Ultimate Data Pack are subject to:

- e. availability of a Mobile SIM Card;
- f. availability of a suitable type of Mobile Device and/or Mobile Equipment;
- g. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
- h. geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.

**3.2** The User accepts that Singtel Mobile shall not be responsible to the User for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. Singtel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Ultimate Data Pack. Download/Upload speed is dependent on the device/equipment used and network traffic at the time of use or any application accessed by the User using the Ultimate Data Pack.

**3.3** The User accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Ultimate Data Pack and/or access of any Customer to the Ultimate Data Pack or

any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the User

#### **4 Others**

- 4.1** Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Ultimate Data Pack Account or the Main Account.
- 4.2** Users are fully responsible for their use of the Services, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.
- 4.3** Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at [www.Singtel.com.sg](http://www.Singtel.com.sg), shall apply in addition to these Ultimate Data Pack Terms and Conditions.
- 4.4** The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.5** Singtel Mobile reserves the right in its sole discretion to amend, terminate, and suspend in whole or in part the Ultimate Data Pack without prior notice and without any liability.
- 4.6** Use of Ultimate Data Pack will constitute acceptance of these Ultimate Data Pack Terms and Conditions and the amendments thereof.
- 4.7** In addition to these terms and conditions, this Ultimate Data Pack is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.Singtel.com](http://www.Singtel.com). Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this Service.

### **Specific Terms And Conditions ('SG-M'sia DataPass')**

#### **1 Definitions**

- 1.1** In these SG-M'sia DataPass Terms and Conditions, the following words and expressions shall have the following meanings:

"SG-M'sia DataPass" refers to the Singtel Mobile Prepaid Data package described in clause 2 below.

"SG-M'sia DataPass Account" refers to the account that holds the data credit upon purchase of the SG-M'sia DataPass by the User.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service – General, as may be amended from time to time, and which is available for inspection at <http://www1.singtel.com/terms-general.html>

"Main Account" refers to the User's main charging account from which the charges for the purchase of SG-M'sia DataPass and all chargeable data, as the case may be, will be deducted from.

“MaxLimit” refers to a maximum data value of 7GB in the SG-M’sia DataPass Account.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“Specific Terms” refers to Singapore Telecommunications Limited’s Specific Terms and Conditions of Service, as may be amended from time to time, and which is available for inspection at <http://info.singtel.com/terms-Mobile>

“User” refers to the person who uses the SG-M’sia DataPass.

- 1.2 The words and expressions used in these Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.
- 1.3 The headings or titles to the clauses in these Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Terms and Conditions.

## 2 Use of SG-M’sia DataPass

- 2.1 Subject to these Terms and Conditions, each SG-M’sia DataPass (which can be purchased by deducting \$10 from the User’s Main Account) provides 1GB data value for use in Singapore and Malaysia (with Singtel’s Preferred Operator, Maxis).
- 2.2 To use the SG-M’sia DataPass, User must have a data-enabled Singtel Mobile Prepaid SIM card and a suitable mobile device / mobile equipment; User must be logged on to Singtel Mobile’s Preferred Operator – Maxis in Malaysia, in order to use the SG-M’sia DataPass data value in Malaysia..
- 2.3 The data value in the SG-M’sia DataPass Account shall be valid for a Validity Period of 28 days from the date of purchase of the SG-M’sia DataPass. Any unused value in the SG-M’sia DataPass Account shall be forfeited upon expiry of the Validity Period unless another valid top up is performed prior to such expiry.
- 2.4 Upon the purchase of a new SG-M’sia DataPass before the expiry of any existing SG-M’sia DataPass, the validity of the data value in User’s SG-M’sia DataPass Account will be extended accordingly and will expire 28 days from the date of purchase of the last SG-M’sia DataPass.
- 2.5 Unused data value in the SG-M’sia DataPass Account may be rolled over upon a valid top up being performed prior to the expiry of the Validity Period, subject always to the applicable MaxLimit.
- 2.6 Data usage pay-per-use rates applies upon expiry or full utilisation of the data value in the SG-M’sia DataPass Account. Pay-per-use local data usage will be charged based on per 10Kb block (or part thereof). Local data pay-per-use charges will be deducted first from the User’s Special Bonus Accounts (subject to availability of credit in such Accounts) and then from the User’s Main Account at the following rates:

Prepaid Local Data usage pay-per-use rates:

Account	Rates
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Special Bonus Accounts	5.4¢ / 10KB
Main Account (\$8 hi!Card)	5.4¢ / 10KB
Main Account (\$10 and above hi!Card)	2.7¢ / 10KB

- 2.7** Singtel Mobile reserves the right to revise or vary the data usage pay-per-use rate as Singtel Mobile may from time to time determine in its sole discretion. The imposition of such revised fees, and changes and amendments thereto, shall be effective upon posting on Singtel's website at [www.singtel.com/prepaid](http://www.singtel.com/prepaid) or on such date as may be otherwise stated. The User's continued use of the SG-M'sia DataPass will constitute acceptance of such revised fees and charges and amendments thereto,
- 2.8** Accessibility to data usage when roaming is dependent on Maxis's support of applicable network technology and functionality. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and other capacity constraints. Singtel Mobile does not guarantee availability, speed and coverage of overseas partners' network.
- 2.9** The User's access and/or use of data services in Malaysia is subject to availability of a suitable type of mobile equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the service is requested or delivered; and geographic and technical capability of the Preferred Operator's network and delivery systems at the time and location when the service is requested or delivered.

### **3 Others**

- 3.1** Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any SG-M'sia DataPass Account or the Main Account.
- 3.2** Users are fully responsible for their use of the SG-M'sia DataPass, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer, including but not limited to direct, indirect, incidental, consequential, special or punitive damages arising out of or in connection with the SG-M'sia DataPass and each User agrees to fully and effectively indemnify, defend and hold harmless Singtel Mobile from and against any and all rights, demands, claims, causes of action, losses, damages, costs and expenses whatsoever that the User may have, or which may arise, whether in whole or in part, and whether directly or indirectly, due to or arising out of the SG-M'sia DataPass.
- 3.3** Singtel Mobile's records relating to data usage and charges in respect of the SG-M'sia DataPass shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The User agrees that Singtel Mobile's decisions on all matters pertaining to the SG-M'sia DataPass are final. No further correspondence will be entertained in respect of the same.
- 3.4** Unless expressly stated herein, the Specific Terms and the General Terms, shall apply in addition to these Terms and Conditions. In the event of any conflict or inconsistency between the General Terms and any provision of these Terms and Conditions, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms and any provision of these Terms and Conditions, these



Terms and Conditions shall prevail over the Specific Terms. Singtel Mobile reserves the right to vary any part of these Terms, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the SG-M'sia DataPass.

- 3.5 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 3.6 Singtel Mobile reserves the right in its sole discretion to amend, terminate, and suspend in whole or in part the SG-M'sia DataPass without prior notice and without any liability to the User.
- 3.7 Singtel Mobile reserves the right to, at its sole and absolute discretion, vary, modify and amend any of these Terms and Conditions at any time without prior notification, or liability to any party. Please visit [www.singtel.com/prepaid](http://www.singtel.com/prepaid) for the latest terms and conditions applicable. Use of SG-M'sia DataPass will constitute acceptance of these Terms and Conditions and any amendments thereof.
- 3.8 These Terms and Conditions shall be subject to and construed in accordance with the laws of Singapore and the participants hereby submit to the exclusive jurisdiction of the courts of the Republic of Singapore.
- 3.9 A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act of Singapore to enforce or enjoy the benefit of any provision of these Terms and Conditions.

#### **Bonus Program Terms & Conditions ("Bonus Terms")**

1. A top-up bonus ("Bonus") will be awarded to Singtel Mobile's Prepaid Mobile customers ("Customers") for each eligible top-up done by the Customer with a minimum top-up value of \$10. The Bonus amount varies depending on the top-up channels used by the Customer and the respective top-up denominations. The amount of Bonus awarded shall be decided solely at the discretion of Singtel Mobile from time to time.
2. "ChinaSaver\$22", "MyanmarSaver\$23", China 888, DataTalk\$22, YO!18, "RedHot\$30", "BigHot\$130", "SuperHot\$128", "BONUS\$30", "HOT\$55", any top-up made outside of the Republic of Singapore, all prepaid top-ups below \$10 are not eligible for the Bonus. Singtel Mobile reserves the right to amend, vary or add to the list of non-eligible top-up options without prior notice.
3. The Bonus will be added to the Customer's "Special Bonus Account" ("Account"). All stored value in the Account shall expire within thirty (30) days from the date the last eligible top-up is made by the Customer ("Bonus Period"), and any unused value shall be automatically forfeited unless a fresh eligible top-up is done prior to expiry of the Bonus Period. Unused value in the Account may be rolled over for a further thirty (30) day period if a fresh eligible top-up is done within the Bonus Period.
4. At any one time, the maximum balance amount in the Account shall not exceed \$100 ("MaxLimit"). Eligible top-ups shall not be permitted and no Bonus shall be awarded once the balance outstanding in the Account reaches the MaxLimit.

5. The Bonus can be used to send local SMS, make/receive local voice calls (excluding premium calls to 1800/1900/15xx/1xxx), send global SMS and make v019 international voice calls. All prevailing rates shall apply including local call charges for international voice calls. Deductions will be made firstly from the Account and the balance from other available accounts of the Customer shall only be deducted when the balance remaining in the Account reaches \$0 value.
6. With effect from 14 July 2010, deductions for 001 international voice calls will not be made from the Account. Instead, deductions will be made from other available accounts of the Customer at the sole discretion of Singtel Mobile. Call set up fee of 10 Singapore cents apply for each IDD 001 call made from MAIN or Bonus Accounts
7. There will be no refund for any unused Bonus upon card expiry, termination, or change in prepaid mobile number.
8. Bonus awarded in respect of a particular prepaid card cannot be transferred to, or combined with those awarded in respect of other prepaid cards and/or any other promotions or offers.
10. Singtel Mobile reserves the right to suspend or terminate this Bonus Program at any time without prior notice. There will be no refund or compensation to Customers whatsoever in the event of such suspension or termination.
11. Singtel Mobile's records relating to this Bonus Program shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein. Singtel Mobile's decisions on all matters pertaining to this Bonus Program are final. No further correspondence will be entertained.
12. To the extent permitted by law, Singtel Mobile shall not be liable to any person in any way for any loss or damage arising from or in connection with the Bonus Program under any circumstances whatsoever.
13. Singtel Mobile's Specific Terms and Conditions of Service ("Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions ("General Terms and Conditions"), shall apply in addition to these Bonus Terms.
14. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data provided by the Customer, in accordance with Clause 15 of the General Terms and Conditions.
15. Singtel Mobile reserves the right to amend these Bonus Terms at any time without prior notice. Participation in the Bonus Program shall constitute acceptance of these Bonus Terms and any amendment(s) thereof.

#### **500MB Bonus for Self-Serve Top-up Program Terms & Conditions ("Bonus Terms")**

1. Local bonus data of 500MB (14 days validity) per top-up will be awarded to Singtel Mobile's Prepaid Mobile customers ("Customers") for each eligible top-up completed by the Customer. Eligible top-up is defined as with a minimum top-up value of \$10 through the following channels:
  - i. My Singtel App
  - ii. hi!Account Online portal at [hi.singtel.com](http://hi.singtel.com)
  - iii. Easy Online portal at [www.hi.singtel.com/easyonlinetopup](http://www.hi.singtel.com/easyonlinetopup)
  - iv. Singtel Dash App

2. 500MB of local data will be automatically credited into Customer's data account upon successful top up.
3. Bonus awarded in respect of a particular prepaid card cannot be transferred to, or combined with those awarded in respect of other prepaid cards and/or any other promotions or offers.
4. Singtel Mobile reserves the right to suspend or terminate this Bonus Program at any time without prior notice. There will be no refund or compensation to Customers whatsoever in the event of such suspension or termination.
5. Singtel Mobile's records relating to this Bonus Program shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein. SingTel Mobile's decisions on all matters pertaining to this Bonus Program are final. No further correspondence will be entertained.
6. To the extent permitted by law, SingTel Mobile shall not be liable to any person in any way for any loss or damage arising from or in connection with the Bonus Program under any circumstances whatsoever.
7. Singtel Mobile's Specific Terms and Conditions of Service ("Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions ("General Terms and Conditions"), shall apply in addition to these Bonus Terms.
8. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data provided by the Customer, in accordance with Clause 15 of the General Terms and Conditions.
9. Singtel Mobile reserves the right to amend these Bonus Terms at any time without prior notice. Participation in the Bonus Program shall constitute acceptance of these Bonus Terms and any amendment(s) thereof.

**FREE 75 Global SMS to China / Malaysia / Philippines / Thailand / Indonesia. ALL DAY AND EVERYDAY Singtel Mobile Global SMS Promotion ("GSMS Promotion") - Terms and Conditions**

1. This GSMS Promotion is valid from 1 June 2010 and is only applicable for Singtel Mobile Prepaid mobile customers who accumulate a total of 5 Global SMS sent to China, Malaysia, Indonesia, Philippines or Thailand per day ("Eligible Global SMS").
2. The charges for the Eligible Global SMS shall be deducted from customer's Prepaid Main Account. Customers using "China 888, DataTalk\$22, Y!)18, RedHot\$30, BigHot\$130, SuperHot\$128 or HOT\$55, shall only be eligible for this GSMS Promotion if the charges for the Eligible Global SMS are deducted from the Main Account.
3. Customers using BONUS\$30 are not eligible for this GSMS Promotion.
4. Under this GSMS Promotion, customers will enjoy 75 Global SMS to China, Malaysia, Indonesia, Philippines or Thailand ("Bonus Global SMS") for free AFTER accumulating the Eligible Global SMS. The Bonus Global SMS will only be awarded ONCE per day for each customer irrespective of the number of Global SMS sent by the customer to the eligible countries. The Bonus Global SMS must be utilised by 2359 hours on the same day the Bonus Global SMS are awarded. Any unutilized Bonus Global SMS for the day will be automatically forfeited and will not be carried forward to the next day.

5. The Eligible Global SMS will be charged based on Singtel Mobile's prevailing Prepaid Mobile Global SMS rates from time to time for each of the eligible countries and will be deducted from either the customer's Main Account or the International Talktime and Global SMS BONUS Accounts (in the case of SuperHot\$128 and/or HOT\$55) at the discretion of Singtel Mobile.
6. Fixed lines termination and mobile lines termination of the eligible countries under this GSMS Promotion is subject to the discretion of Singtel Mobile. Singtel Mobile may vary, suspend or terminate the whole or any part of this GSMS Promotion from time to time without prior notice.
7. Singtel Mobile shall not be liable to the customer for any loss, damage, claim or compensation of whatever nature arising from or related to this GSMS Promotion.
8. In addition to these terms and conditions, this GSMS Promotion is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.Singtel.com](http://www.Singtel.com) as may be amended from time to time. Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and these terms and conditions as amended shall be binding on the customer. Singtel Mobile shall have the final decision in any dispute arising from this GSMS Promotion.

**Singtel Mobile Pte Ltd ("Singtel Mobile") Prepaid Mobile Free Incoming Call by Top-up Promotion ("FIC Promotion") Terms and Conditions ("FIC Terms")**

1. This FIC Promotion is valid from 18 June 2010 and is only applicable for Singtel Mobile Prepaid Mobile customers ("Customer") who have made a top-up of a minimum of \$10 to their prepaid mobile Main Account ("Eligible Top-up"). Singtel Mobile may from time to time in its absolute discretion decide on the eligibility for participation in this FIC Promotion.
2. Under this FIC Promotion, and upon the Customer making an Eligible Top-up, the Customer will enjoy:
  - i) Ten (10) days of free incoming calls for each Eligible Top-up of between \$10 but less than \$20;
  - ii) Twenty (20) days of free incoming calls for each Eligible Top-up of \$20 or more; (each period to be referred to as "FIC Validity Period").
3. The FIC Validity Period shall commence at the time of the Eligible Top-up and shall expire at 23:59 hours on the last day of the FIC Validity Period. For the avoidance of doubt the day the Eligible Top-up is made shall be considered as the first day of the FIC Validity Period irrespective of the time the Eligible Top-up is made. In the event of multiple Eligible Top-ups being made by the Customer, the Customer shall be entitled to enjoy a separate FIC Validity Period for each Eligible Top-up and each FIC Validity Period shall only commence upon expiry of the last FIC Validity Period.
4. Customers who are eligible for the free incoming calls under this FIC Promotion and who have also subscribed to Singtel Mobile's on-demand free incoming call value-added service ("Incoming Call VAS") shall be entitled to a waiver of the subscription fee payable in respect of the Incoming Call VAS during the FIC Validity Period of the respective Customer. Upon expiry of the applicable FIC Validity Period, the prevailing subscription fee for the Incoming Call VAS shall be automatically re-instated unless the Customer makes another Eligible Top-up in order to be entitled to a new FIC Validity Period.
5. The expiry dates of a Customer's respective prepaid mobile account shall continue to apply. In the event of any expiry of a Customer's prepaid mobile account, the FIC Validity Period shall

immediately and automatically terminate and there shall be no re-instatement or refund of any unutilized FIC Validity Period under any circumstances whatsoever (including any subsequent re-activation or re-instatement of the Customer's prepaid mobile account).

6. The free incoming calls shall not apply when roaming overseas and will apply only to calls received within Singapore.
7. Singtel Mobile may vary, suspend or terminate the whole or any part of this FIC Promotion from time to time for any reason whatsoever without prior notice and without any liability to the Customer.
8. Singtel Mobile shall not be liable to the Customer for any loss, damage, claim or compensation of whatever nature arising from or related to this FIC Promotion.
9. In addition to these FIC Terms, this FIC Promotion is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.Singtel.com](http://www.Singtel.com) may be amended from time to time. Singtel Mobile reserves the right to vary any part of these FIC Terms without prior notice and these FIC Terms as amended shall be binding on the Customer. Participation in this FIC Promotion shall constitute acceptance of these FIC Terms.
10. Singtel Mobile shall have the final decision in any dispute arising from this FIC Promotion.

### **'Free Local Data Promotion'**

#### **TERMS AND CONDITIONS**

##### **1. Definitions**

In these Terms and Conditions, the following words and expressions shall have the following meanings:

"Free Local Data" means the 5MB of data to be automatically credited into the Free 7 days Data Account of a User.

"Free 7 days Data Account" refers to the Singtel Mobile prepaid data account of a User into which the Free Local Data is credited. This is the charging account from which the charges for use of local data is deducted against.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Main Account" refers to the User's charging account against the use of all chargeable data when the Free 7 days Data Account reaches zero value and/or has a shortfall.

"MaxLimit" refers to the maximum data value of 3GB in the User's Free 7 days Data Account.

"Specific Terms" refers to Singtel Mobile's Specific Terms and Conditions of Service.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to the person who owns a Singtel Mobile prepaid mobile account and who is entitled to the Free Local Data.

The words and expressions used in these Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Terms and Conditions.

## **2. Eligibility, Expiry, Top Up and Max Limit**

- 2.1** Upon activation of a Singtel prepaid mobile 3G hi!Card (save for the \$8 hi!Card or any other prepaid card determined by Singtel Mobile from time to time) (“Valid Activation”), the Free Local Data will be credited to User’s Free 7 days Data Account. This is not applicable to \$8 hi!Card.
- 2.2** In addition to the Valid Activation, each top up by a User which is equal to or exceeding \$10 (“Valid Top-Up”) shall also entitle the User to the Free Local Data.
- 2.3** Free Local Data shall expire within seven (7) days from the date of each Valid Activation or the date of last Valid Top Up (if any) (where relevant) and any unused value in the Free 7 days Data Account shall be forfeited upon such expiry unless another Valid Top Up is performed subject always to the MaxLimit. In the event of such further Valid Top-Up, the validity period of any unused Free Local Data may be rolled over and extended for a further period of seven (7) days from the date of the last Valid Top-Up. For the avoidance of doubt, any Free Local Data a User may be entitled to which exceeds the MaxLimit shall be automatically forfeited and the User shall have no claim whatsoever against Singtel Mobile in respect of the same.
- 2.4** Singtel Mobile will not, in any circumstances, entertain any claim for a refund of any unused balance remaining in the Free 7 days Data Account.

## **3. Use of Free Local Data**

- 3.1** Free Local Data in the Free 7 days Data Account may only be used in respect of local data.

## **4. Others**

- 4.1** Users are fully responsible for their use of the Free Local Data, the Free 7 days Data Account, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage whatsoever that Users may suffer.
- 4.2** The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.3** Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the Free Local Data Promotion without prior notice and without any liability.

- 4.4** Participation in the Free Local Data Promotion and the use of the Free Local Data will constitute acceptance of these Terms and Conditions and the amendments thereof.
- 4.5** This Free Local Data Promotion is valid from 22 July 2011 and is only applicable for new and existing Singtel Mobile Prepaid customers.
- 4.6** In addition to these terms and conditions, this Free 7 days Data Account is further subject to the Specific Terms, the General Terms and any other terms and conditions in relation to the use of Singtel Mobile's prepaid mobile services (as may be amended from time to time), available at: [www.Singtel.com](http://www.Singtel.com). Singtel Mobile reserves the right to vary any part of these Terms and Conditions without prior notice and shall have the final decision in any dispute arising from this Free Local Data Promotion. In the event of any conflict between the Specific Term, the General Terms, any other terms and conditions relating to the use of Singtel Mobile's prepaid mobile services and these Terms and Conditions, these Terms and Conditions shall prevail.

### **Premium Rates Service (PRS)**

- 1.** Premium Rated Service (PRS) Barring service allows customers to bar a specific mobile number from subscribing to chargeable mobile content such as 1900 chatline, 4D/TOTO, CNS News Pack, Games, Quizzes and Contests.
- 2.** Customers will not be able to subscribe to any PRS mobile contents in future once PRS Barring service is activated. Customer's currently subscribed PRS mobile content will not be affected except 3<sup>rd</sup> party contents (e.g. Quiz subscription), which will be terminated immediately. The service does not block Apps from all marketplace e.g. Apple, App Store and Android Market.
- 3.** Setup cost: Free  
Monthly Subscription: Nil  
Subscribe: Dial \* BLOCK (\*25625)

Visit [www.Singtel.com/prsbarring](http://www.Singtel.com/prsbarring) to find out more.

### **Specific Terms And Conditions for 'hi!Share International' Prepaid Airtime Top-Up Value Added Service ("hi!Share International Terms")**

#### **1. Incorporation by Reference**

In addition to the General Terms, the Specific Terms and the Acceptable Use Policy as may be amended from time to time (which terms and conditions are deemed incorporated by reference), the Customer shall be bound by the following hi!Share International Terms.

#### **2. Definitions and Interpretation**

In these hi!Share International Terms, the following words and expressions shall have the following meanings:

"Acceptable Use Policy" means Singtel Mobile's Acceptable Use Policy ([http://home.Singtel.com/terms/default.asp?source=mobile&product\\_name=mobile\\_aup](http://home.Singtel.com/terms/default.asp?source=mobile&product_name=mobile_aup)).

"Customer" means any prepaid mobile subscriber of Singtel Mobile who utilises the Service.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions

of Service.

“Main Account” refers to the Customer’s charging account against the use of all chargeable international prepaid airtime top-ups.

“Service” refers to the service offered by Singtel Mobile enabling Customers to purchase pre-defined top-up denominations for supported prepaid mobile number accounts not based in Singapore.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“Specific Terms” refers to Singapore Telecommunications Limited’s Specific Terms and Conditions of Service.

“Receiver” refers to the recipient of the Customer’s international prepaid airtime top-up value, and who is not based in Singapore.

The words and expressions used in these hi!Share International Terms shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these hi!Share International Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these hi!Share International Terms.

### **3. Use of the Service**

- 3.1 The Service is available to all Singtel Mobile prepaid mobile subscribers with an active prepaid account at the time of using the Service.
- 3.2 The Service enables Customers to purchase pre-defined top-up denominations for supported prepaid mobile number accounts in the following countries:-
  - (i) Bangladesh
  - (ii) China
  - (iii) India
  - (iv) Indonesia
  - (v) Malaysia
  - (vi) Philippines
  - (vii) Thailand
- 3.3 The pre-defined top-up denomination shall be displayed in the relevant overseas currency (e.g. MYR for Malaysia) and the corresponding pre-defined amount that will be deducted from the Customer’s Main Account shall be displayed in Singapore Dollars (SGD) on the Customer’s SMS transaction message.
- 3.4 Upon purchase by the Customer, the pre-defined amount as displayed in SGD shall be deducted from the Customer’s existing Main Account and shall result in the corresponding pre-defined top-up of the Receiver’s prepaid mobile account overseas.
- 3.5 Singtel Mobile reserves the right to amend the pricing of the top-up amounts where and when applicable.
- 3.6 Singtel Mobile shall not, in any circumstances, entertain any claim by the Customer for a refund once the international prepaid airtime top-up transaction has been effected and the corresponding pre-defined top-up value is debited to the Receiver’s prepaid mobile account overseas.



- 3.7 The Service may only be used up to a maximum of five (5) times per day in respect of each Singtel Mobile prepaid mobile account; and subject further to a maximum top-up value of \$200 or 30 times for each Singtel Mobile prepaid mobile account over a consecutive thirty (30) day period. Singtel Mobile reserves the right to reject any use of the Service if any of the above limits are exceeded or will be exceeded.

#### **4. Customer's Obligations and Acknowledgments**

- 4.1 The Customer shall use, and shall procure that any person the Customer permits or allows to use the Service shall use the Service in accordance with the Acceptable Use Policy and with such other guidelines, rules and requirements as Singtel Mobile may issue from time to time, or any law.
- 4.2 The Customer acknowledges and agrees that:
- 4.2.1 the Customer shall use the Service for personal and non-commercial purposes only;
  - 4.2.2 the Customer shall not use the Service or permit the use of the Service in any manner which may adversely affect Singtel Mobile's network, or other Customers' use of the Service and/or any other service provided to such Customers, as Singtel Mobile may reasonably determine;
  - 4.2.3 the Service is offered to the Customer on an "as is" basis;
  - 4.2.4 the Customer is responsible for obtaining access to the Service and complying with these hi!Share International Terms; and
  - 4.2.5 use of the Service constitutes acceptance of these hi!Share International Terms.

#### **5. Service Limitations and Exclusion of Liability**

- 5.1 The Customer acknowledges that Service availability is subject to:
- 5.1.1 the Customer's retention of an active Singtel Mobile prepaid mobile account;
  - 5.1.2 the geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.
- 5.2 Singtel Mobile expressly excludes any guarantees, representations, warranties, conditions, terms or undertakings of any kind, express or implied, statutory or otherwise or any representations or warranties arising from usage or custom or trade or by operation of law, including (without limitation) as to the sequence, originality, correctness, completeness, accuracy, timelines, currency, non-infringement, merchantability or fitness for any particular purpose in relation to the Service.
- 5.3 The Customer accepts that the Customer is fully responsible for his use of the Service, and in no circumstances shall Singtel Mobile be liable for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to any alleged unauthorized transactions, disruptions, errors, defects or unavailability of Service, loss of data or damage to any mobile equipment of the Customer.
- 5.4 The Customer accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Service and/or access of any Customer to the Service or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the Customer.

#### **6. General**

- 6.1 The Customer shall be bound by and shall fully observe and comply with all the General Terms, the Specific Terms and the Acceptable Use Policy as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on Singtel

Mobile under these hi!Share International Terms shall be additional to the rights and protections conferred on Singtel Mobile under the General Terms, the Specific Terms and the Acceptable Use Policy and any other terms and conditions agreed or accepted by the Customer.

- 6.2 Any clause in the General Terms, the Specific Terms, the Acceptable Use Policy or any other terms and conditions as may be agreed or accepted by the Customer, that is invalid, unenforceable or illegal shall be enforced as nearly as possible in accordance with its terms, but shall otherwise be deemed severed and shall not affect the enforceability of any other clauses, which clauses shall continue to be valid and enforceable to the fullest extent permitted by law.
- 6.3 Singtel Mobile reserves the right to alter, modify, add to or otherwise vary these hi!Share International Terms from time to time by notice to the Customer in such manner as Singtel Mobile 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.

## **Terms and Conditions for 'hi!Share Singapore' ("hi!Share Singapore Terms")**

### **1. Definitions**

- 1.1 In these hi!Share Singapore Terms, the following words and expressions shall have the following meanings:

"Customer" refers to an active Singtel Mobile prepaid customer.

"Domestic Prepaid Airtime" refers to prepaid airtime minutes which may only be used for local calls.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service (available at <http://info.Singtel.com/terms-general>).

"hi!Share Singapore" refers to a service by Singtel Mobile which enables a User to transfer Domestic Prepaid Airtime top-up fixed denominations to a Recipient for the purposes of topping up the Recipient's account.

"Main Account" refers to the User's main charging account from which Domestic Prepaid Airtime shall be deducted from.

"Recipient" refers to a Customer who receives Domestic Prepaid Airtime from a User.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"Special Bonus Account" refers to the Recipient's stored value account to which Domestic Prepaid Airtime from a User shall be transferred to.

"Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service.

"User" refers to a Customer who uses hi!Share Singapore to transfer Domestic Prepaid Airtime to a Recipient.

- 1.2 The words and expressions used in these hi!Share Singapore Terms shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.
- 1.3 The headings or titles to the clauses in these hi!Share Singapore Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these

hi!Share Singapore Terms.

## **2. Use of hi!Share Singapore**

- 2.1 By using hi!Share Singapore, the Customer is deemed to have accepted these hi!Share Singapore Terms, the General Terms and the Specific Terms, which are incorporated by reference.
- 2.2 Upon activation of hi!Share Singapore:
- a. The User will be required to select the desired fixed denomination that he wishes to top-up the Recipient's account with. The transaction fee shall be charged for each successful top-up. All amounts shall be displayed in Singapore Dollars.
  - b. Upon the User's confirmation, the top-up amount and transaction fee will be deducted from the User's Main Account. The corresponding top-up amount will be credited to the Recipient's Special Bonus Account and if the Recipient's Special Bonus Account is due to expire within the next fourteen (14) days, the validity of the Recipient's Special Bonus Account shall automatically be extended by fourteen (14) days from the date of top-up. Other existing terms and conditions relating to the Recipient's Special Bonus Account shall apply accordingly.
- 2.3 Under no circumstances shall Singtel Mobile provide a refund to the User (whether in cash or otherwise) once the top-up amount and transaction fee is deducted from the User's Main Account.
- 2.4 Singtel Mobile reserves the right to amend the prepaid top-up fixed denominations and transaction fee at any time.

## **3. Top Up Limits**

- 3.1 Users can perform up to:
- i. a maximum of two (2) top-up transactions per day; or
  - ii. a maximum of S\$100 in top-up value per rolling thirty (30) days.

## **4. Disclaimer and Limitation of Liability**

- 4.1 hi!Share Singapore is offered to Customers on an "as is" basis by Singtel Mobile without any representation, warranty or liability whatsoever. Singtel Mobile expressly disclaims to the fullest extent permitted by law all express, implied and statutory warranties, including without limitation, warranties as to quality, merchantability, and fitness.
- 4.2 Under no circumstances shall Singtel Mobile have any liability to the Customer, including for direct, indirect, incidental, consequential, special, exemplary, and punitive damages, and whether such claim is based on breach of warranty, contract, tort (including negligence) or otherwise and even if Singtel Mobile has been advised of the possibility of such damages. The above shall apply whether the claim or the damages arise from use, misuse, unauthorised use, or reliance on hi!Share Singapore, or from inability to use hi!Share Singapore, or from the interruption, suspension, or termination of hi!Share Singapore. The above shall apply notwithstanding a failure of essential purpose of any limited remedy and to the fullest extent permitted by law.

## **5. Miscellaneous**

- 5.1 Singtel Mobile reserves the right in its sole and absolute discretion to discontinue, terminate, suspend in whole or in part, hi!Share Singapore without providing notice and without any liability.
- 5.2 hi!Share Singapore is to be used for personal and non-commercial purpose only and is subject

to Singtel Mobile's fair usage policy. Singtel Mobile shall have the sole discretion to assess whether a Customer's usage is excessive or abusive, in which event Singtel Mobile reserves the right to suspend, modify, any usage abuse of hi!Share Singapore.

- 5.3 These hi!Share Singapore Terms may be amended by Singtel Mobile from time to time as Singtel Mobile deems appropriate and any such amendments shall be posted on <http://www.Singtel.com/prepaid>, and shall take effect from the date that they are so posted. Customer shall be bound by any such amendments if he continues to access or use hi!Share Singapore after the date such amendments are posted.

### **Specific Terms And Conditions for 'hi!Data SIM Card'**

1. The hi!Data SIM Card and Top-Up once sold cannot be returned. It cannot be exchanged for cash or other products. SingTel Mobile shall not be liable to the customer for any loss, theft, misuse or damage of these cards whatsoever.
2. SingTel Mobile does not provide a refund for any unused balance in the hi!Data SIM Card account; before or after usage, upon expiry or termination of account or if the SIM card is blocked.
3. Unless expressly stated herein, SingTel Mobile's Specific Terms and Conditions of Service , and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to the above terms and conditions.
4. The Customer agrees that SingTel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel Mobile from time to time.
5. The hi!Data SIM Card will be activated upon registration. The \$20 hi!Data SIM Card is preloaded with 5GB of local data valid for 7 days. hi!Data SIM Card shall expire within thirty (30) days from the date of activation unless a fresh top-up is made within the 30-day period.
6. Availability of mobile data service is subject to availability of a suitable type of Mobile Equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and geographic and technical capability of the SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the Service is requested or delivered.

### **Specific Terms And Conditions ('hi!Data Pack')**

#### **1. Definitions**

- 1.1 In these hi!Data Pack Terms and Conditions, the following words and expressions shall have the following meanings:

"Day" means a minimum period of 24 hours from the time of activation of the Hi!Data Pack. Where reference is made to more than 1 Day, the time shall run on a consecutive basis.

"Services" refers to the hi!Data Pack services offered by SingTel Mobile.

"hi!Data Pack" refers to the various SingTel Mobile Prepaid Data packages described in clause 2 below.

"hi!Data Account" refers to the sub-account that holds the credit of the Day(s) upon purchase of the hi!Data Pack by the User which shall expire automatically with each passing Day regardless of usage by the User.

“General Terms” refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

“MaxLimit” refers to a maximum of 21 Days and 56 GB that a User is allowed to hold in the hi!Data Account at any point of time.

“SingTel Mobile” refers to SingTel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to a customer who holds a pre-paid account with SingTel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

1.2 The words and expressions used in these hi!Data Pack Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

1.3 The headings or titles to the clauses in these hi!Data Pack Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these hi!Data Pack Terms and Conditions.

## **2 Hi!Data Pack**

2.1 hi!Data Pack means any of the following 3 options subject to the MaxLimit:-

- (i) Day \$6 2GB hi!Data Pack (which can be purchased by deducting \$6 from the User's credit/debit card) provides 2GB local data usage for 1 Day from time of activation;
- (ii) 3-Day \$15 6GB hi!Data Pack (which can be purchased by deducting \$15 from the User's credit/debit card) provides 6GB local data usage for 3 Days from time of activation;
- (iii) 7-Day \$25 14GB hi!Data Pack (which can be purchased by deducting \$25 from the User's credit/debit card) provides 14GB local data usage for 7 Days from time of activation;

If a User purchases an hi!Data Pack while there is remaining credit Days in the User's Hi!Data Account, the Days purchased will be added to the Hi!Data Account on a consecutive basis subject to the MaxLimit.

2.2 The Customer will not be allowed to suspend usage of the Service or obtain a refund from SingTel Mobile once the Service has been activated. In the event that the Service is disrupted, suspended or terminated for whatever reasons after activation, the remaining credit, if any, in the Hi!Data Account shall automatically expire upon the passing of each Day.

2.3 Data value in the Hi!Data Account can only be used by the User for local data.

## **3 Service Limitations and Exclusion of Liability**

3.1 The User acknowledges that the availability and/or performance of Hi!Data Pack are subject to:

- a. availability of a Mobile SIM Card;
- b. availability of a suitable type of Mobile Device and/or Mobile Equipment;

- c. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
- d. geographic and technical capability of the SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the Service is requested or delivered.

3.2 The User accepts that SingTel Mobile shall not be responsible to the User for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. SingTel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Hi!Data Pack. Download/Upload speed is dependent on the device/equipment used and network traffic at the time of use or any application accessed by the User using the Hi!Data Pack.

3.3 The User accepts and acknowledges that SingTel Mobile may suspend, terminate and/or discontinue the Hi!Data Pack and/or access of any Customer to the Hi!Data Pack or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the User

#### **4 Others**

4.1 SingTel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Hi!Data Pack Account.

4.2 Users are fully responsible for their use of the Services, and in no circumstances shall SingTel Mobile be held liable for any loss, expense or damage that Users may suffer.

4.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at [www.singtel.com.sg](http://www.singtel.com.sg), shall apply in addition to these Hi!Data Pack Terms and Conditions.

4.4 The User agrees that SingTel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by SingTel Mobile from time to time.

4.5 SingTel Mobile reserves the right in its sole discretion to amend, terminate, and suspend in whole or in part the Hi!Data Pack without prior notice and without any liability.

4.6 Use of Hi!Data Pack will constitute acceptance of these Hi!Data Pack Terms and Conditions and the amendments thereof.

4.7 In addition to these terms and conditions, this Hi!Data Pack is further subject to SingTel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: [www.singtel.com](http://www.singtel.com). SingTel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this Service.

#### **Specific Terms And Conditions for 'hi!Tourist SIM Card'**

##### **1. Definitions**

“General Terms” refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time, and which is available for inspection at <http://www1.singtel.com/terms-general.html>.

“Main Card” refers to the SIM card designated as the Main Card in the hi!Tourist Twin Pack.

“Specific Terms” refers to the Specific Terms and Conditions for Singtel Mobile, as may be amended from time to time, and which is available for inspection at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“Singtel WiFi Terms” refers to the Terms and Conditions for Singtel WiFi, as may be amended from time to time, and which is available for inspection at <https://www.singtel.com/personal/i/phones-plans/mobile/postpaid/combo/singtel-wifi-mobile>.

“Supplementary Card” refers to the SIM card designated as the Supplementary Card in the hi!Tourist Twin Pack.

“User” refers to a customer who holds a pre-paid account with Singtel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

Reference to a “hi!Tourist SIM Card” in these terms and conditions include a reference to a Main Card and/or a Supplementary Card unless the context otherwise requires.

Words and expressions used in this hi!Tourist SIM Card special Terms and Conditions shall have the same meaning as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in this hi!Tourist SIM Card special Terms and Conditions are for reference only and shall not be referred to or relied upon in the construction of any provision of these hi!Tourist SIM Card special Terms and Conditions.

## **2. hi!Tourist SIM Card**

- 2.1 The hi!Tourist SIM Card and top-up once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 2.2 You are responsible for the safe-keeping and usage of your hi!Tourist SIM Card. SingTel Mobile shall not be liable to you for any loss, theft, misuse or damage of your hi!Tourist SIM Card.
- 2.3 Unless expressly stated herein, the General Terms, the Specific Terms and the Singtel WiFi Terms shall apply in addition to these terms and conditions. Use of hi!Tourist SIM Card will constitute acceptance of these terms and conditions for hi!Tourist SIM Card, the General Terms, the Specific Terms and the Singtel WiFi Terms and any amendments thereof. In the event of any conflict or inconsistency between the General Terms and any provision of these terms and conditions, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms / the Singtel WiFi Terms and any provision of these terms and conditions, these terms and conditions shall prevail over the Specific Terms / the Singtel WiFi Terms.

- 2.4 SingTel Mobile reserves the right to vary any part of these terms and conditions, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the hi!Tourist SIM Card. The User's continued use of the hi!Tourist SIM Card will constitute acceptance of these Terms and amendments thereto.
- 2.5 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part any hi!Tourist SIM Card without prior notice and without any liability.
- 2.6 1900/15xx/1xxx calls and selected mobile data/content access via \*SEND or 5-digit short codes may not be available for prepaid services.
- 2.7 All hi!Tourist SIM Cards are pre-activated with local voice call, local SMS, international voice call and local data for immediate use without requiring further activation. Availability of the mobile data service is subject to availability of a suitable type of mobile equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the service is requested or delivered; and geographic and technical capability of the SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the service is requested or delivered.

**3. Use of hi!Tourist SIM Cards and hi!Tourist Twin Pack SIM Cards**

- 3.1 The bundled values in the hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards will expire after the end of the value validity period.
- 3.2 The hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards will be activated upon registration and will expire after the end of the card validity period.
- 3.3 Both the value validity period and the card validity period of a hi!Tourist SIM Card, and all bundled values shall be deemed to commence on the date of activation of the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards (i.e. the earlier of either the Main SIM card or the Supplementary SIM card) and may be extended by a valid hi!Tourist Top-up.

<b>hi!Tourist SIM Card</b>	<b>Value Validity Period</b>	<b>Card Validity Period</b>
hi!Tourist \$15 SIM Card	7 days	7 days
hi!Tourist \$30 SIM Card	12 days	60 days
hi!Tourist \$50 Twin Pack SIM Cards	15 days	60 days

- 3.4 Local data is limited to usage in Singapore. Video calls, Global SMS, Local MMS, International Calls with restricted country code prefixes<sup>i</sup>, as may be determined by Singtel in its discretion from time to time, or Prepaid Voice Roaming services are not included in the hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards.
- 3.5 User must be logged on to Singtel's Preferred Operator in the DataRoam country<sup>ii</sup>, in order to use the bundled Data Roaming value. Accessibility to data usage when roaming is dependent on Singtel Mobile's roaming partners' support of applicable network technology and functionality. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and other capacity constraints. Singtel Mobile does not guarantee availability, speed and coverage of



overseas partners' network. Bundled Data Roaming values are to be used for personal and non-commercial purposes only, subject to applicable fair usage policy.

3.6 Fair usage of 1GB per day per hi!Tourist SIM card and hi!Tourist Twin Pack SIM Cards applies for free access to Facebook; WhatsApp; Line; WeChat.

3.7 Fair usage of 2GB per hi!Tourist SIM card and hi!Tourist Twin Pack SIM Cards applies for use of free Singtel WiFi. Any usage in excess of this free bundle will be deducted from the User's bundled Local Data.

#### **4. Shared Value for hi!Tourist Twin Pack SIM Cards**

4.1 hi!Tourist Twin Pack SIM Cards consist of a Supplementary SIM card and a Main SIM card. The value of the hi!Tourist Twin Pack SIM Cards will be shared between the Supplementary SIM card and the Main SIM card. Calls and SMS between the Main SIM card and the Supplementary SIM card are free.

4.2 Temporary suspension or termination of Main Card is equivalent to temporary suspension or termination of Supplementary Card.

#### **5. hi!Tourist Top-up**

5.1 You may top up the value of a hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards with hi!Tourist Top-Up at any time during the card validity period. The card validity period will be extended by the validity period of each hi!Tourist Top-Up.

5.2 Upon a valid hi!Tourist Top-Up before the expiry of the current value validity period, the value validity period of a hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards and any unused bundled value will be extended by the validity period of each hi!Tourist Top-Up, up to a maximum extension period of 30 days at any one time.

5.3 All unused bundled value will expire and be forfeited upon expiry of the value validity period, and will not be extended or reinstated upon a hi!Tourist Top-Up performed after the expiry of such value validity period.

#### **6. Charges**

6.1 Local and International Calls are charged based on per minute blocks.

6.2 v019 promotional/free minutes will not apply to hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards.

#### **7. Abuse**

7.1 Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the hi!Tourist SIM Card to the detriment of other Users and/or SingTel Mobile. In particular, Users shall not use or apply short message services under hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards for

delivering short messages as an aggregator or a gateway; or delivering unsolicited short messages; and shall not resell the short message service to any other persons.

- 7.2 If a User breaches the above condition or if SingTel Mobile in its absolute discretion considers that the use of hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards by the User will unfairly deprive other SingTel Mobile customers of such services or otherwise adversely affects SingTel Mobile's interests, SingTel Mobile may, with or without notice to such User suspend or disconnect the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards in respect of such User and/or restrict the use of the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards by such User.

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<sup>i</sup> Restricted country code prefixes: ·Afghanistan (93) ·Albania (355) ·Algeria (213) ·Anguilla (1264) ·Ascension (247) ·Azerbaijan (994) ·Belarus (375) ·Benin (229) ·Bosnia (387) ·Burkina Faso (226) ·Burundi (257) ·Cameroon (237) ·Chad (235) ·Zimbabwe (263) ·Congo (242) ·Cook Is (682) ·Croatia (385) ·Cuba (53) ·Demo R Congo (zaire)(243) ·Diego Garcia (246) ·Ecuador (592) ·Eritrea (291) ·Estonia (372) ·Falkland Is (500) ·Gabon (241) ·Gambia (220) ·Ghana (233) ·Greenland (299) ·Guatemala (502) ·Guinea Bissau (245) ·Guinea Rep (224) ·Haiti (509) ·Honduras (504) ·Israel (972) ·Jamaica (1876) ·Kiribati (686) ·Latvia (371) ·Liberia (231) ·Zambia (260) ·Liechtenstein (423) ·Lithuania (370) ·Macedonia (389) ·Madagascar (261) ·Maldives (960) ·Mali (223) ·Mauritania (222) ·Moldova (373) ·Vanuatu (678) ·Morocco (212) ·Nauru (674) ·Uzbekistan 998) ·Niue Is (683) ·Norfolk Is (672) ·Ukraine (380) ·Uganda (256) ·Russia (7) ·San Marino (378) ·Tuvalu (688) ·Senegal (221) ·Serbia (381) ·Seychelles (248) ·Sierra Leone (232) ·Solomon Is (677) ·Somalia (252) ·St Helena (290) ·Timor Leste (Bar 013) (670) ·Togo (228) ·Tokelau Is (690) ·Tunisia (216) ·Turks & Caicos (1649) ·Wallis & Futana (681) ·Sao Tome & Prp (239) ·Palestine (970) ·Palau (680) ·Nicaragua (505) ·Monaco (377) ·Libya (218) ·Comoros (269) ·Inmarsat (87) ·Iridium (881) ·Thuraya (882)

<sup>ii</sup> Singtel's Preferred Operators: ·Malaysia – Maxis ·Australia – Optus ·Indonesia – Telkomsel ·Thailand – AIS

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