

# Singtel Prepaid Specific Terms and Conditions

## Contents

A. Prepaid Mobile Cards .....	3
i. 3G/ 4G hi!Card.....	3
ii. Prepaid Mobile Special Numbers .....	7
iii. Prepaid Bonus Top-ups ('RedHot\$30', 'SuperHot\$128', 'BONUS\$30', 'HOT\$55', ..... 'LocalSaver\$18', Local Call Plan, '\$15 Ultimate Plan', '5G \$35 Ultimate Plan', '5G \$40..... Ultimate Plan, '\$19.90 5G YAY! Monthly Plan', '\$15 Ultimate Monthly Plan', '5G \$35..... Ultimate Monthly Plan', '5G \$40 Ultimate Plan', '\$5 5G Boost'.....	7
B. Campaigns / Promotions .....	19
i. Philippines (Globe) IDD 019 Plan.....	19
ii. Free Incoming Call by Top-up Promotion ("FIC Promotion").....	21
iv. Bonus data/credits .....	24
C. SuperSaver and MegaSaver IDD 019 Pack .....	25
D. Social Plans .....	28
i. Social Plan.....	28
ii. WhatsApp Plan .....	30
iii. LINE Plan .....	32
iv. WeChat Plan.....	35
v. Facebook Plan.....	38
vii. 'hi!Music Plan' .....	41
E. '5/7/28-Day Data Plans' for local data Value Added Service.....	44
F. Paket Nelpon Indonesia.....	46
G. Ultimate Data Pack .....	50
H. SG-M'sia DataPass.....	52
I. Premium Rates Service (PRS).....	56
J. 'hi!Share Singapore' ("hi!Share Singapore Terms").....	57
K. hi!Data Pack.....	59
L. Free Great Eastern Insurance with Singtel Prepaid Mobile .....	61

M. 'hi!Tourist SIM Card' and 'hi!Tourist EZ-Link SIM Card' .....63  
N. hi!Tourist eSIM.....67  
O. Complimentary Mobile Content .....69  
P. Add-On Plans.....72  
Q. hi!DataRoam.....75  
R. Scam Call Protect Terms and Conditions .....78

## AA. General Prepaid Terms

### 1. Fair Usage Policy

You shall use our prepaid services subject to this fair usage policy:

- a. SMS may not be used to transmit or facilitate any unsolicited or unauthorized advertising, telemarketing, promotional materials, "junk mail", unsolicited commercial or bulk messages, mass SMS broadcasts, sending of messages via automated means, or for activities that will adversely affect the ability of users or systems to use Singtel Mobile's services, or for any other reason that in our sole discretion violates our policy of providing service for individual use.
- b. Singtel Mobile reserves the right, without notice or limitation, to deny, terminate, modify, throttle, disconnect or suspend services if an individual engages in unfair, excessive or abusive usage or if Singtel Mobile, at its sole discretion, determines that action is necessary to protect the network from harm or degradation, until such usage ceases.
- c. If a customer uses more than 300 SMS per day, such usage will be deemed to be excessive or abusive usage. Use of file sharing software or peer-to-peer/torrent apps, and downloading abnormal amounts of large-format files such as music, videos and movies, or other activities that generate large volumes of traffic on Singtel mobile network will be deemed to be excessive or abusive usage of Local data. Singtel Mobile may deny, terminate, modify, throttle, disconnect or suspend services if an individual engages in unfair, excessive or abusive usage.

## A. Prepaid Mobile Cards

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

#### 1. Definitions

"General Terms" refers to Singapore Telecommunications Limited's Terms and Conditions of Services – General for Consumer, as may be amended from time to time, and which is available for inspection at [singtel.com/terms-general](http://singtel.com/terms-general).

"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 [singtel.com/terms-mobile](http://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**

d. 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	1.5 GB Local Data	<ul style="list-style-type: none"> <li>• 3 GB Local data</li> <li>• Unlimited data for 1 year for Whatsapp, WeChat, LINE and hi!Music *</li> </ul>	3 GB Local/Malaysia data
Data Validity Period	30 days (not extendable)	120 days (not extendable)	30 days (extendable)

\*Data will be credited upon activation of this SIM card and valid for 30 days. Subsequently, top-up \$10 every month for the next 11 months to continue enjoying this benefit. Fair usage of 1GB per day applies.

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

f. 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.

g. 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.

h. 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.

i. Data Validity Period for \$38 hi!Card may be extended upon a valid top up through purchase of SGM'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.

- j. 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.
- k. Standard data charges for any data usage in excess of the Data Values as provided above applies, and is chargeable in blocks of 10kb.
- l. 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 \$0.064/10KB, chargeable in blocks of 10kb.
- m. 5G non-Standalone service will be provisioned automatically to customers after the successful purchase of a 5G Plan. Customers will need a compatible 5G handset and Prepaid 4G SIM card to fully enjoy the enhanced speed for Prepaid 5G. 5G coverage is available at areas with 5G coverage within Singapore and is not extended to roaming usage. All local data usage, including pay-per-use access, will be at 5G speed while the 5G plan is valid. Customers who move out of 5G coverage will continue to enjoy uninterrupted 4G connectivity on the Singtel network. The existing rate for 4G data applies to 5G usage. Pay-per-use data charges apply upon expiry or full utilisation of the data value in the Plan. Singtel Mobile reserves the right to revise or vary the standard data charges / 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 5G Data Plan will constitute acceptance of such revised fees and charges and amendments thereto
- n. 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
- o. 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.
- p. 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.
- q. 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.
- r. 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.

- s. Free Insurance Coverage may be activated for selected top ups for 3G/ 4G hi!Cards. Please refer to Terms and Conditions for Free Great Eastern Insurance for full details.

### **3. General**

- a. The 3G/ 4G hi!Cards and Top-Up Cards once sold, are non-refundable or exchangeable for cash or any products. All hi!Cards need to be activated and registered within 7 days of purchase. There will be no refund for inactivated cards and/or any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- b. By regulation, a User can only register up to maximum of 3 prepaid SIM cards in total at a time, regardless of whether they are purchased from one or more mobile service providers. If the User is found to have more than 3 prepaid SIM cards registered across all mobile service providers, Singtel Mobile may terminate in whole or in part any Singtel Prepaid SIM card without prior notice and without any liability. There shall be no refund of the amount paid by the User for the terminated Singtel Prepaid SIM card or any unused value in such card.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. 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.
- i. Use of the 3G/ 4G hi!Card will constitute acceptance of these Terms and any amendments thereof.
- j. 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.
- k. 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.

**ii. 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.

**iii. Prepaid Bonus Top-ups ('RedHot\$30', 'SuperHot\$128', 'BONUS\$30', 'HOT\$55', 'LocalSaver\$18', Local Call Plan, '\$15 Ultimate Plan', '5G \$35 Ultimate Plan', '5G \$40 Ultimate Plan', '\$19.90 5G YAY! Monthly Plan', '\$15 Ultimate Monthly Plan', '5G \$35 Ultimate Monthly Plan', '5G \$40 Ultimate Plan', '\$5 5G Boost'.**

**1. Definitions**

"General Terms" refers to Singapore Telecommunications Limited's Terms and Conditions of Services – General for Consumer, as may be amended from time to time, and which is available for inspection at [singtel.com/terms-general](http://singtel.com/terms-general).

"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.

“Maximum Value” shall refer to the maximum value of the data, calls, SMS and any other services included in the User’s plan which a User is allowed to roll over each month upon renewal of the User’s plan.

“Monthly Plan” refers to the relevant monthly pre-paid bundled plan which a User pays upfront at the beginning of each month, with the details of each monthly plan referenced in the table below.

“Prepaid Bonus Top-ups” or “Prepaid Top Up Cards” means each of RedHot\$30, SuperHot\$128, BONUS\$30, HOT\$55, LocalSaver\$18, Local Call Plan, \$15 Ultimate Plan, 5G \$35 Ultimate Plan, 5G \$40 Ultimate Plan, \$15 Monthly Plan, 5G \$35 Monthly Plan, 5G \$40 Monthly Plan, \$5 5G Boost.

“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 [singtel.com/terms-mobile](http://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.

“Validity Period” means the period which commences from the date of activation of the 3G/4G hiCards or valid top, as the case may be, and shall expire at 2359 on the final day of the stipulated validity days under each Prepaid Bonus Top-ups, which ranges from twenty-eight (28) days to thirty (30) days, as the case may be.

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>LocalSaver\$18</u></b>				
LocalSaver\$18 Local Talktime Bonus Account	1000 minutes (Free local incoming calls)	4000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	28 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	2GB	8GB		
<b><u>Local Call Plan</u></b>				
Local Call Plan Local Call	5000 minutes	10000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	28 days

<p><b>RedHot\$30</b></p> <p>RedHot\$30 Local Talktime Bonus Account</p> <p>RedHot\$30 Local SMS Bonus Account</p> <p>RedHot\$30 International Talktime and Global SMS Bonus Account</p> <p>RedHot\$30 Local Data Bonus Account</p>	<p>1000 minutes (Free local incoming calls)</p> <p>1000 SMS</p> <p>\$10</p> <p>5GB</p>	<p>3000 minutes</p> <p>3000 SMS</p> <p>\$30</p> <p>15GB</p>	<p>Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA</p>	<p>28 days</p>
<p><b>5G \$40 Ultimate Plan</b></p> <p>5G \$40 Ultimate Plan Local Call</p> <p>5G \$40 Ultimate Plan Local SMS</p> <p>Local Data</p> <p>Roaming Data</p> <p>5G \$40 Ultimate Plan International Talktime</p>	<p>Unlimited* (Free local incoming calls)</p> <p>Unlimited* SMS</p> <p>Unlimited*</p> <p>Up to 40GB to Malaysia and up to 10GB roaming to Bangladesh, India, Indonesia or Thailand.</p> <p>\$20</p>	<p>10000 minutes</p> <p>10000 SMS</p> <p>250GB</p> <p>250GB</p> <p>\$80</p>	<p>Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA</p> <p>*Unlimited local calls/SMS refers to 3,000 local call minutes and 5,000 local SMS for 28 days.</p> <p>*Unlimited data for \$40 Ultimate plan is subject to Fair Usage Policy of 600GB of 5G data. Fair usage of 50GB local data per day applies. You cannot use the data in these plans for a mobile hotspot.</p>	<p>28 days</p>
<p>The total roaming data is 40GB and 40GB is shared across 5 destinations (e.g. if your Plan provides you with 40GB, with (A) up to 40GB in Malaysia; and (B) up to 10GB in India and Indonesia – in the event you have used up 10GB in India, you would have only 30GB left for Malaysia (40GB – 10GB = 30GB), and you would have no data left for Indonesia (10GB -10GB = 0GB) .</p>				

<b><u>5G \$35 Ultimate Plan</u></b>				
\$35 Ultimate Plan Local Talktime	1000 minutes (Free local incoming calls)	10000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA  *Unlimited data for \$35 Ultimate plan is subject to Fair Usage Policy of 300GB of 5G data. Fair usage of 10GB local data per day applies. You cannot use the data in these plans for a mobile hotspot.	28 days
\$35 Ultimate Plan SMS	500 SMS	10000 SMS		
Local Data	Unlimited*	250GB		
Roaming Data	Up to 20GB to Malaysia and up to 5GB roaming to Bangladesh, India, Indonesia or Thailand	250GB		
\$35 Ultimate Plan International Talktime	\$10	\$80		
The total roaming data is 20GB and 20GB is shared across 5 destinations (e.g. if your Plan provides you with 20GB, with (A) up to 20GB in Malaysia; and (B) up to 5GB in India and Indonesia – in the event you have used up 5GB in India, you would have only 15GB left for Malaysia (20GB – 5GB = 15GB), and you would have no data left for Indonesia (5GB -5GB = 0GB).				
<b><u>\$15 Ultimate Plan</u></b>				
\$15 Ultimate Plan Local Talktime	500 minutes (Free local incoming calls)	10000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	28 days
\$15 Ultimate Plan SMS	100 SMS	10000 SMS		
\$15 Ultimate Plan Local Data	5GB	200GB		
<b><u>SuperHot\$128</u></b>				
SuperHot\$128 Local Talktime and SMS Bonus Account	\$100 (Free local incoming calls)	\$300	Prevailing standard rates for Prepaid Top-Up Cards.	28 days
SuperHot\$128 International Talktime and Global SMS Bonus Account	\$28	\$84	Local SMS at \$0.14 per SMS	

<b><u>BONUS\$30</u></b> BONUS\$30 Bonus Account	\$30 (Free local incoming calls)  Free IDD via V019 (Applicable to China and Malaysia only)	\$100	Prevailing standard rates for Prepaid Top-Up Cards.  Local SMS at \$0.08 per SMS	28 days
<b><u>HOT\$55</u></b> HOT\$55 Local Talktime and SMS Bonus Account  HOT\$55 International Talktime and Global SMS Bonus Account	\$40 (Free local incoming calls)  \$15	\$120  \$45	Prevailing standard rates for Prepaid Top-Up Cards.  Local SMS at \$0.11 per SMS	28 days
<b><u>\$5 5G Boost</u></b>	NA	NA	The existing rate for 4G data applies to 5G usage. Pay-per-use data charges apply upon expiry or full utilisation of prepaid data bundles.	28 days

### 3. Prepaid Monthly Plans

3.1 The following Prepaid Monthly Plans are available for purchase through Singtel hi!App. User must pay using debit/credit card, and authorise the same card to be used for payment when the Monthly Plan is renewed. Each Monthly Plan will be automatically renewed every 30 days unless the automatic renewal is terminated by User through the Singtel hi!App. Payment will be deducted from the authorised debit/credit card. The details of the Monthly Plans will be determined by Singtel in its sole discretion.

Prepaid Top-Up Cards / Bonus Accounts	Bundled Value	Max Value	Rates and Charges	Validity Period
---------------------------------------	---------------	-----------	-------------------	-----------------

<b>\$19.90 5G YAY! Monthly Plan</b>  Local data YAY! Local call YAY! Local SMS International talktime Unlimited usage for Whatsapp, WeChat and LINE	50GB  2500 minutes  300 SMS  \$10  Fair usage of 1GB local data per day per social media channel applies. Unlimited access to WhatsApp, Line and WeChat only includes messaging and does not include video/ voice call <ul style="list-style-type: none"> <li>▪ Free incoming calls</li> <li>▪ Free Caller ID</li> </ul>	250GB  10000 minutes  10000 SMS  \$10	Prevaling standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days (automatic renewal)
<b>\$15 Ultimate Monthly Plan</b>  \$15 Ultimate Local data SG-Msia data \$15 Ultimate Local call \$15 Ultimate Local SMS	19GB  1GB  500 minutes  100 SMS	38GB  200GB  1000 minutes  200 SMS	Prevaling standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days (automatic renewal)
	<ul style="list-style-type: none"> <li>▪ Free incoming calls</li> <li>▪ Free Caller ID</li> <li>▪ Maximum Value of 2x bundle applies. All unused bundle in excess of the Maximum Value will not be rolled over and/or extended notwithstanding automatic renewal of the \$15 Ultimate Monthly Plan. The Maximum Value includes unused bundle from \$15 Ultimate Plan and \$15 Ultimate Monthly Plan.</li> </ul>			

<b>5G \$35 Ultimate Monthly Plan</b>				
\$35 Ultimate Local data	Unlimited*	250GB	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days (automatic renewal)
Roaming data	Up to 20GB to Malaysia and up to 5GB roaming to Bangladesh, India, Indonesia or Thailand	250GB		
\$35 Ultimate Local call	5000 minutes	10000 minutes	*Unlimited data for \$35 Ultimate plan is subject to Fair Usage Policy of 300GB of 5G data. Fair usage of 10GB local data per day applies. You cannot use the data in these plans for a mobile hotspot.	
\$35 Ultimate Local SMS	500 SMS	10000 SMS		
International talktime	\$20	\$40		
<ul style="list-style-type: none"> <li>▪ Free incoming calls</li> <li>▪ Free Caller ID</li> <li>▪ 5G local data access</li> <li>▪ The total roaming data is 20GB and 20GB is shared across 5 destinations (e.g. if your Plan provides you with 20GB, with (A) up to 20GB in Malaysia; and (B) up to 5GB in India and Indonesia – in the event you have used up 5GB in India, you would have only 15GB left for Malaysia (20GB – 5GB = 15GB), and you would have no data left for Indonesia (5GB -5GB = 0GB).</li> </ul>				
<b>5G \$40 Ultimate Monthly Plan</b>				
\$40 Ultimate 5G Local data	Unlimited*	250GB	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days (automatic renewal)
Roaming	Up to 40GB to Malaysia and up to 10GB roaming to Bangladesh, India, Indonesia or Thailand	250GB		
\$40 Ultimate Local call	Unlimited* minutes	10000 minutes	*Unlimited local calls/SMS refers to 3,000 local call minutes and 5,000 local SMS for 30 days.	
\$40 Ultimate Local SMS	Unlimited* SMS	10000 SMS		
International talktime	\$20	\$40		
<ul style="list-style-type: none"> <li>▪ Free incoming calls</li> <li>▪ Free Caller ID</li> <li>▪ 5G local data access</li> <li>▪ The total roaming data is 20GB and 20GB is shared across 5 destinations (e.g. if your Plan provides you with 20GB, with (A) up to 20GB in Malaysia; and (B) up to 5GB in India and Indonesia – in the event you have used up 5GB in India, you would have only 15GB left for Malaysia (20GB – 5GB = 15GB), and you would have no data left for Indonesia (5GB -5GB = 0GB).</li> </ul>				
<ul style="list-style-type: none"> <li>▪ Free incoming calls</li> <li>▪ Free Caller ID</li> <li>▪ 5G local data access</li> <li>▪ The total roaming data is 20GB and 20GB is shared across 5 destinations (e.g. if your Plan provides you with 20GB, with (A) up to 20GB in Malaysia; and (B) up to 5GB in India and Indonesia – in the event you have used up 5GB in India, you would have only 15GB left for Malaysia (20GB – 5GB = 15GB), and you would have no data left for Indonesia (5GB -5GB = 0GB).</li> </ul>				

- Free incoming calls
- Free Caller ID
- 5G local data access
- The total roaming data is 40GB and 40GB is shared across 5 destinations (e.g. if your Plan provides you with 40GB, with (A) up to 40GB in Malaysia; and (B) up to 10GB in India and Indonesia – in the event you have used up 10GB in India, you would have only 30GB left for Malaysia (40GB – 10GB = 30GB), and you would have no data left for Indonesia (10GB -10GB = 0GB) .

3.2 All calls, SMS and data usage in excess of the bundled values in the Monthly Plan will be chargeable at Singtel Mobile's prevailing standard rates and will be deducted from the Main Account. Singtel Mobile reserves the right to revise or vary the 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.

3.3 Local calls are charged based on per minute block.

3.4 Local data are charged based on per 10Kb block.

3.5 Each Prepaid line is entitled to hold one monthly plan (either 5G Yay! Monthly Plan, \$15 Ultimate Monthly Plan, 5G \$35 Ultimate Monthly Plan or 5G \$40 Ultimate Monthly Plan) at a time. Once successfully purchased, each Monthly Plan will be automatically renewed every 30 days unless the automatic renewal is terminated by User through the Singtel hi!App.

3.6 Users who have a valid \$15 Ultimate Monthly Plan, 5G \$35 Ultimate Monthly Plan, or 5G \$40 Ultimate Monthly Plan may terminate the existing Monthly Plan and buy another Monthly Plan (either \$15 Ultimate Monthly Plan, 5G \$35 Ultimate Monthly Plan, 5G \$40 Ultimate Monthly Plan or 5G Yay Monthly Plan) on the same day). Even after the \$15 Ultimate Monthly Plan, 5G \$35 Ultimate Monthly Plan, or 5G \$40 Ultimate Monthly Plan is terminated, Users can continue to use any remaining data, talktime, SMS and IDD bundles from the existing Monthly Plans until the expiry date.

#### Abuse

3.8 Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the Monthly Plan to the detriment of other Users and/or Singtel Mobile. Users shall not use or apply SMS services under the Monthly Plan for delivering short messages as an aggregator or a gateway, delivering unsolicited short messages, or reselling the short message services to any other persons.

3.9 If a User breaches the above condition or if Singtel Mobile in its absolute discretion considers that the use of the Monthly Plan 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 Monthly Plan and/or restrict the use of the Monthly Plan by such User.

#### General

3.10 The Monthly Plan once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon expiry, termination, or change in prepaid mobile number.

3.11 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part the Monthly Plan without prior notice and without any liability.

3.12 Users are solely responsible for their use of the Monthly Plan. 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 the Monthly Plan.

3.13 Singtel Mobile's records relating to usage and charges in respect of the Monthly Plan 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.

3.14 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 the Monthly Plan.

3.15 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 Monthly Plan will constitute acceptance of these Terms and Conditions and any amendments thereof.

3.16 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.

3.17 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.

#### **4. Prepaid Automated Bonus Top-ups (LocalSaver18)**

4.1 Automated Bonus Top-ups for LocalSaver\$18 may only be activated through Singtel hi!App. The Prepaid Bonus Top-up Accounts activated for Automated Bonus Top-ups will be automatically renewed upon expiry every 28 days unless automatic renewal is terminated by User through the Singtel hi!App. User must authorise a recurring credit or debit card deduction on the Singtel hi!App for payment of the Automated Bonus Top-up, which deduction will take place every 28 days.

4.2 Usage of the Prepaid Bonus Top-up Accounts will continue to be subject to the Terms & Conditions For Prepaid Bonus Top-ups

4.3 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part Automated Bonus Top-ups without prior notice and without any liability

4.4 Users are solely responsible for their use of the Automated Bonus Top-ups. 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 the Automated Bonus Top-ups.

4.5 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 the Automated Bonus Top-ups.

## **5. Rates and Charges**

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

- (i) BONUS\$30 Bonus Accounts,
- (ii) LocalSaver\$18 Bonus Accounts,
- (iii) RedHot\$30 Bonus Accounts, then
- (iv) HOT\$55/SuperHot\$128 Bonus Accounts

5.2 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.

5.3 Local and international (019 China) calls are charged based on per minute block.

5.4 Local data are charged based on per 10Kb block.

5.5 Unless otherwise stated, Singtel Mobile's 'Free Incoming Calls (Daily Subscription Plan)' valueadded 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.

5.6 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.

## **6. Expiry and Maximum Value**

6.1 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.

6.2 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.

- 6.3 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.
- 6.4 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.

## **7. Abuse**

- 7.1 Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the Prepaid Bonus Topups 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.
- 7.2 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.

## **8. General**

- 8.1 Free Insurance Coverage may be activated for selected Prepaid Top-Ups. Please refer to Terms and Conditions for Free Great Eastern Insurance for full details.
- 8.2 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.
- 8.3 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.
- 8.4 The card number and PIN number printed on each Prepaid Top-Up Cards is unique to that Prepaid TopUp Cards and the customer shall be solely responsible for preventing any unauthorised use of the Prepaid Top-Up Cards.
- 8.5 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part any Prepaid TopUp Cards without prior notice and without any liability.
- 8.6 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.

- 8.7 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.
- 8.8 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.
- 8.9 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.
- 8.10 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.

## **B. Campaigns / Promotions**

### **i. Philippines (Globe) IDD 019 Plan**

#### **ii. Definitions**

“Philippines (Globe) IDD 019 Plan” refers to the various Singtel Mobile Prepaid Philippines (Globe) IDD 019 Plan described in clause 2 below.

“Philippines (Globe) IDD 019 Account” refers to the charging account for applicable international voice calls usage under the Philippines (Globe) IDD 019 Plans.

“General Terms” refers to Singapore Telecommunications Limited’s Terms and Conditions of Services – General for Consumer, as may be amended from time to time, and which is available for inspection at [singtel.com/terms-general](http://singtel.com/terms-general).

“Main Account” refers to the User’s charging account from which the charges for the purchase of Philippines (Globe) IDD 019 Plan 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 [singtel.com/terms-mobile](http://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 Philippines (Globe) IDD 019 Plan**

- 2.1 Each Philippines (Globe) IDD 019 Plan costs \$9.80 (inclusive of GST) and offers 300 mins 019 IDD call to Philippines (Globe). The costs of the Philippines (Globe) IDD 019 Plan shall be deducted from the User's Main Account:
- 2.2 Each Philippines (Globe) IDD 019 Plan shall be valid for 30 days ("Validity Period") and shall expire at 23:59hr on the last day of the Validity Period.
- 2.3 All unused IDD 019 minutes from Philippines (Globe) IDD 019 Plan 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 Philippines (Globe) IDD 019 Plan after the IDD 019 minutes from any existing Philippines (Globe) IDD 019 Plan have been fully utilised, or after the expiry of the Validity Period for the existing Philippines (Globe) IDD 019 Plan.
- 2.4 The IDD 019 minutes in each Philippines (Globe) IDD 019 Plan is applicable only for outgoing V019 IDD calls made to Philippines (Globe) during the Validity Period and is not applicable to incoming calls and/or outgoing call made to other destinations or mobile operators. Pay-per-use IDD call charges at the Singtel Mobile's prevailing standard rates shall apply for such calls where the Philippines (Globe) IDD 019 Plan is not applicable. Such charges will be deducted from the User's Main Account.
- 2.5 All calls are charged based on per minute block.
- 2.6 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) MegaSaver IDD 019 Account;
  - (iii) SuperSaver IDD 019 Account;
  - (iv) Philippines (Globe) IDD 019 Account
  - (v) International Talktime in any Prepaid Bonus Top-ups Bonus Accounts; (vi) Main Account
- 2.7 Pay-per-use V019 IDD call charges at the Singtel Mobile's prevailing standard rates apply once the Philippines (Globe) IDD 019 Plan has been fully utilised. Such charges will be deducted from the User's Main Account.
- 2.8 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.

**ii. General**

- 3.1 The Philippines (Globe) IDD 019 Plan 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 Philippines (Globe) IDD 019 Plan. 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 Philippines (Globe) IDD 019 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 Philippines (Globe) IDD 019 Plan.
- 3.4 Singtel Mobile's records relating to usage and charges in respect of the Philippines (Globe) IDD 019 Plan 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 Philippines (Globe) IDD 019 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

**ii. Free Incoming Call by Top-up Promotion ("FIC Promotion")**

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 above 10 days validity 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 with validity of 10 days or above, 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"). iii) For 5G Yay! Plan & Bonus Cards, the number of days of free incoming calls are equal to the validity of the top up.
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 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 longest FIC Validity Period.
  4. 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).
  5. The free incoming calls shall not apply when roaming overseas and will apply only to calls received within Singapore.
  6. 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.
  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 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.

### iii. '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.

#### **iv. Bonus data/credits**

- 1. Validity: The validity depends on the promotion and will differ from promotion to promotion.
  - 1.1 Amount of bonus data/credits: The amount that you top up your account with and the means by which you top up your account will result in different bonus data.
  - 1.2 Use of bonus data: Bonus data is non-transferable. All data which is not utilized by the validity date will be forfeited. Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the bonus data to the detriment of other Users and/or SingTel Mobile.
  - 1.3 Use of bonus credits: Bonus credit can be used for data, local calls, local SMS, IDD calls and payperuse data only. All bonus credits are non-transferable and if not utilized by the validity date will be forfeited. Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the bonus data to the detriment of other Users and/or SingTel Mobile.



## **C. SuperSaver and MegaSaver IDD 019 Pack**

### **1. Definitions**

“SuperSaver IDD 019 Plans” and “MegaSaver IDD 019 Plans” refers to the various Singtel Mobile Prepaid IDD 019 SuperSaver and MegaSaver Plans described in clause 2 below.

“SuperSaver Account” and “MegaSaver Account” refers to the charging account for applicable international voice calls usage under the SuperSaver and MegaSaver IDD 019 plans.

“General Terms” refers to Singapore Telecommunications Limited's Terms and Conditions of Services – General for Consumer, as may be amended from time to time, and which is available for inspection at [singtel.com/terms-general](http://singtel.com/terms-general).

“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 [singtel.com/terms-mobile](http://singtel.com/terms-mobile).

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

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

“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 SuperSaver and MegaSaver IDD 019 Plans

- 2.1 Details of the SuperSaver and MegaSaver IDD 019 Plans are as set out below or as may be determined by Singtel Mobile in its sole discretion.

Plan	Credit Value (for outgoing V019 IDD calls only)	Countries Covered	Validity Period
SuperSaver IDD 019 Plan	\$10	1. Malaysia 2. China 3. India 4. Bangladesh 5. Indonesia 6. Myanmar 7. Philippines (Globe) 8. Thailand 9. Vietnam	30 days
MegaSaver IDD 019 Plan	\$3	1. Malaysia 2. China 3. India 4. Bangladesh 5. Indonesia 6. Myanmar 7. Thailand 8. Vietnam	7 days

- 2.2 SuperSaver and MegaSaver IDD 019 Account credits may not be used for incoming calls and/or outgoing V019 IDD calls made to other destinations.
- 2.3 All outgoing calls are charged based on per minute blocks at the prevailing standard rates for V019 IDD calls.
- 2.7 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) MegaSaver IDD 019 Account;
  - (iii) SuperSaver IDD 019 Account;
  - (iv) Philippines (Globe) IDD 019 Account
  - (v) International Talktime in any Prepaid Bonus Top-ups Bonus Accounts; (vi) Main Account
- 2.8 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.

- 2.9 Each SuperSaver and MegaSaver IDD 019 Plan shall expire at 23:59hr on the last day of the Validity Period. Any unused credit in the SuperSaver or MegaSaver IDD 019 Account shall be forfeited upon expiry of the Validity Period unless a new SuperSaver or MegaSaver IDD 019 Plan (as the case may be) is purchased prior to such expiry.
- 2.10 Upon the activation of a new SuperSaver or MegaSaver IDD 019 Plan before the expiry of any existing SuperSaver or MegaSaver IDD 019 Plan, any unused credit in the SuperSaver or MegaSaver IDD 019 Account (as the case may be) will be rolled over and extended accordingly with a Validity Period which shall correspond with the Validity Period of the latest SuperSaver or MegaSaver IDD 019 Plan (as the case may be) purchased.
- 2.11 While the User may purchase multiple SuperSaver IDD 019 Plans or MegaSaver IDD 019 Plans, each SuperSaver and MegaSaver IDD 019 Account is capped at a maximum credit limit of \$20 at any one time. Any credit standing in the SuperSaver or MegaSaver IDD 019 Account 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.

### **3. General**

- 3.1 The SuperSaver and MegaSaver IDD 019 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 SuperSaver and MegaSaver IDD 019 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 SuperSaver and MegaSaver IDD 019 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 SuperSaver or MegaSaver IDD 019 Plan.
- 3.4 Singtel Mobile's records relating to usage and charges in respect of the SuperSaver and MegaSaver IDD 019 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 SuperSaver and MegaSaver IDD 019 Plans 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.

#### **D. Social Plans**

##### **i. Social Plan**

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

- 1.1 In this Social Plan Terms and Conditions, the following words and expressions shall have the following meanings:

“Social Plan” refers to the Singtel Mobile Prepaid Social Plan described in clause 2 below.

“Expiry Date” refers to the last day of the Subscription Period, which day shall end at 2359 hours

“Facebook” and “Whatsapp” refers to the online social media and social networking service offered by Meta Platforms, Inc.

“LINE” refers to a third party mobile application offered by Line Plus Corporation.

“WeChat” refers to a third party mobile application offered by Tencent Limited.

“Social Plan” refers to the Social Plan that includes Facebook, Whatsapp, WeChat and LINE, as well as to the individual Facebook, Whatsapp, WeChat and LINE plans.

“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 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 the Social 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 Social Plan Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision the Social Plan.

## **2. Use of Social Plan**

- 2.1 The \$10 Social Plan is a 28-day plan with the following bundled values:  
(a) 1GB data per day per social messaging app, for access to Whatsapp, WeChat, LINE and Facebook through the User's registered prepaid mobile number only during the Validity Period
- Whatsapp, WeChat and LINE only applies to messages, images, video clips and voice message delivery, and is limited to usage within Singapore.
- 2.1 Facebook Plan only applies to and may only be used for access to newsfeed, timeline, walls, photos, and/or videos that are being directly uploaded onto Facebook. For avoidance of doubt, standard data charges will apply, without limitation, to access and use of the following features and functionalities of Facebook:
- (a) The use of voice and video call features;
  - (b) External links in newsfeed, timelines, walls, etc.;
  - (c) External URLs in comments, messages, etc.;
  - (d) Links to applications;
  - (e) Links to external advertisements;
  - (f) Enabling or navigating to features that rely on location services;
  - (g) Facebook features that navigate you out of the site and/or application such as "Get Directions", "Buy Tickets", etc. and/or importing contacts from an external email domain, clicking on a Facebook user's email address, etc.
- 2.4 Subscribers will incur data charges to download the app(s) and to use additional features and functionalities of the plan.

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

- 3.1 The Social Plan will be valid for 28 days. Plan will expire at 2359 hours at the end of the validity period.
- 3.2 Users can extend their Social Plan by purchasing another Social Plan.
- 3.3 Fair usage of 1GB per day per social messaging app ( Whatsapp, WeChat, LINE and Facebook) applies. Singtel reserves the right to suspend, modify or terminate any usage abuse of the Social Plan.

## **4. Others**

- 4.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of unused period of the Social Plan.
- 4.2 Users are fully responsible for their use of the apps within the Social 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](http://www.Singtel.com), shall apply in addition to the 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 Social Plan without prior notice and without any liability.
- 4.6 Use of the Plan with the Social Plan will constitute acceptance of the Plan Terms and Conditions and the amendments thereof.
- 4.7 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 Meta Platforms, Inc, LINE plus corporations and Tencent Limited .
- 4.10 In addition to these terms and conditions, the Plan are 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 Social Plan.

## **ii. WhatsApp Plan**

### **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.

## 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](http://www.Singtel.com), 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.

### **iii. LINE Plan**

#### **1. Definitions**

- 1.1 In these LINE Plan Terms and Conditions, the following words and expressions shall have the following meanings:

"Approved Scope" refers to the scope of use of the LINE that is within the LINE Plan, as described in Clause 2.3.

"Expiry Date" refers to the last day of the Subscription Period, which day shall end at 2359 hours

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

"Main Account" refers to a Subscriber's' main charging account that will be used to deduct the Subscription Fees.

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

"Subscriber" refers to an eligible SingTel Mobile pre-paid customer who subscribes for the LINE Plan.

"Subscription Fee" refers to the charges for the LINE Plan subscribed by the Subscriber, details of which are set out Clause 2.2.

"Subscription Period" refers to the validity period of the subscription once subscribed as stipulated in the relevant LINE Plan.

"LINE" refers to a third party mobile application offered by Line Plus Corporation.

"LINE Plan" refers to the data price plan, as described in Clause 2.2, offered by SingTel Mobile to enable Subscribers to use LINE for the Subscription Period, without incurring additional data charges.



“LINE Terms & Conditions” refers to the terms and conditions imposed by Line Plus Corporation for download and use of LINE.

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

## 2. Scope and Use of LINE Plan

2.1 The Subscriber acknowledges that the purchase and/or use of the LINE Plan is governed by:

- (a) General Terms;
- (b) LINE Plan Terms and Conditions; and (c) LINE Terms and Conditions, which are deemed incorporated by reference. The Subscriber shall be bound by these terms and conditions.

2.2 The LINE Plan will be offered in various denominations, the details of which are as set out in the table below and SingTel Mobile shall have the sole and absolute discretion to vary or revise any or all of them from time to time and such variation or revision shall take effect from the date determined by SingTel Mobile. The Subscription Fee for the LINE Plan shall be deducted from the Subscriber's Main Account as follows;

LINE Plan	Price
1 Day Plan	\$1.00
7 Day Plan	\$6.00
30 Day Plan	\$12.00

2.3 The LINE Plan only applies to:

- (a) messages, images, videos, free LINE stickers, free LINE themes, voice and video calls within LINE which are delivered within Singapore; and
- (b) handsets that operate on iOS, Android and Symbian platforms.

2.12 The purchase fee of LINE (if any) is not included in the Subscription Fee. Subscribers will incur data charges for download of LINE and use of features and functionalities of the LINE beyond the Approved Scope.

2.13 Standard charges will apply including but not limited to the followings:

- (a) External links which are not within LINE.
- (b) Enabling or navigating to features that rely on location services.

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

- 3.1 The LINE Plan will be valid for use according to the Subscription Period purchased by the Subscriber. For the purpose of clarity, subscription will commence from the time of confirmed purchase and end at 2359 hours on the Expiry Date. For example, if a Subscriber subscribed for a 1 Day Plan on 1st January 2014 at 1400 hours, the Subscriber will be entitled to use the LINE Plan for 1 Day and the Subscriber's subscription will end on 2nd January 2014 at 2359 hours.
- 3.2 The Subscriber may renew or extend their LINE Plan by purchasing any of the LINE Plans on a continuous basis, subject to a maximum usage period of 90 days.
- 3.3 The LINE Plan is to be used strictly for personal and non-commercial purpose only and is subject to SingTel's fair usage policy. For LINE Plan, fair usage is set at 1GB per day. SingTel shall have the sole and absolute discretion to change the fair usage policy and to assess whether a Customer's usage is excessive or abusive, in which event SingTel Mobile reserves the right to suspend, modify or terminate the LINE Plan immediately without notice to the Subscriber.

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

- a. The Subscriber shall indemnify, defend and hold SingTel Mobile harmless from and against all and any claims, demands, proceedings, costs, expenses, damages (including legal costs) arising from the Subscriber's use of LINE including any loss or liability suffered or incurred by SingTel Mobile as a result of the Subscriber's breach of LINE Terms and Conditions.
- b. LINE Plan is offered to the Subscriber on a "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, fitness for a particular purpose and non-infringement of proprietary or intellectual property rights. Without limiting the above, the Subscriber agrees that SingTel Mobile does not warrant that (i) the LINE Plan will meet the Subscriber's requirements; (ii) access to the LINE will be uninterrupted, timely, secure, or error-free; or (iii) the contents of LINE will be accurate, up-to-date or reliable.
- c. Under no circumstances shall SingTel Mobile have any liability to the Subscriber, 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 LINE or LINE Plan, from inability to use the LINE, or from the interruption, suspension, or termination of LINE. The above shall apply notwithstanding a failure of essential purpose of any limited remedy and to the fullest extent permitted by law.
- d. The Subscriber acknowledges that through the use of LINE, the Subscriber may gain access to or be provided with content, material, tools or services from persons other than SingTel Mobile. The Subscriber agrees that SingTel Mobile is not responsible for the availability of and that SingTel Mobile does not endorse and is not responsible or liable for the same.

### **5. Miscellaneous**

- 5.1 Under no circumstances shall SingTel Mobile provide a refund to the Subscriber (whether in cash or otherwise) for the unexpired Subscription Period of a purchased LINE Plan.

- 5.2 SingTel Mobile reserves the right in its sole and absolute discretion to discontinue, terminate, suspend in whole or in part, the LINE Plan without providing notice and without any liability.
- 5.3 The Subscriber shall not use the LINE Plan for any commercial, promotional or such unauthorised purposes.
- 5.4 These LINE Plan Terms and Conditions may be amended by SingTel Mobile from time to time as SingTel Mobile deems appropriate and any such amendments shall be posted on ([www.singtel.com/prepaid](http://www.singtel.com/prepaid)) and shall take effect from the date that they are so posted. The Subscriber shall be bound by these LINE Plan Terms and Conditions as so amended if the Subscriber continues to access or use the LINE Plan after the date such amendments are posted.
- 5.5 Use of the LINE Plan will constitute the Subscriber's acceptance of these LINE Plan Terms and conditions.
- 5.6 Subscriber agrees that SingTel Mobile shall be entitled to use and/or disclose any information or data disclosed by the Subscriber in accordance to Clause 15 of the General Terms and Conditions. The Subscribers are entitled to withdraw such consent in the procedures as prescribed by SingTel Mobile from time to time.

#### **iv. WeChat Plan**

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

- 1.1 In these WeChat Plan Terms and Conditions, the following words and expressions shall have the following meanings:

"Approved Scope" refers to the scope of use of the WeChat that is within the WeChat Plan, as described in Clause 2.3.

"Expiry Date" refers to the last day of the Subscription Period, which day shall end at 2359 hours.

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

"Main Account" refers to a Subscriber's' main charging account that will be used to deduct the Subscription Fees.

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

"Subscriber" refers to an eligible SingTel Mobile pre-paid customer who subscribes for the WeChat Plan.

"Subscription Fee" refers to the charges for the WeChat Plan subscribed by the Subscriber, details of which are set out Clause 2.2.

"Subscription Period" refers to the validity period of the subscription once subscribed as stipulated in the relevant WeChat Plan.

"WeChat" refers to a third party mobile application offered by Tencent Limited.

“WeChat Plan” refers to the data price plan, as described in Clause 2.2, offered by SingTel Mobile to enable Subscribers to use WeChat for the Subscription Period, without incurring additional data charges.

“WeChat Terms & Conditions” refers to the terms and conditions imposed by Tencent Limited for download and use of WeChat.

1.2 The words and expressions used in the WeChat Plan 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 the WeChat Plan Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of the WeChat Plan.

## **2. Scope and Use of WeChat Plan**

2.1 The Subscriber acknowledges that the purchase and/or use of the WeChat Plan is governed by:

- (a) General Terms;
- (b) WeChat Plan Terms and Conditions; and
- (c) WeChat Terms and Conditions,

which are deemed incorporated by reference. The Subscriber shall be bound by these terms and conditions.

2.2 The WeChat Plan will be offered in various denominations, the details of which are as set out in the table below and SingTel Mobile shall have the sole and absolute discretion to vary or revise any or all of them from time to time and such variation or revision shall take effect from the date determined by SingTel Mobile. The Subscription Fee for the WeChat Plan shall be deducted from the Subscriber’s Main Account as follows;

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

2.3 The WeChat Plan only applies to:

- (a) handsets that operate on iOS, Android, Windows and Blackberry software platforms; and (b) messages, images, video clips and voice messages within WeChat which are delivered within Singapore.

2.4 The purchase fee of WeChat (if any) is not included in the Subscription Fee. Subscribers will incur data charges for download of WeChat and use of features and functionalities of the WeChat beyond the Approved Scope.

2.5 Standard charges will apply including but not limited to the followings:

- (a) External links which are not within WeChat.

(b) Enabling or navigating to features that rely on location services. (c) The use of walkie-talkie, voice or video call features.

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

3.1 The WeChat Plan will be valid for use according to the Subscription Period purchased by the Subscriber. For the purpose of clarity, subscription will commence from the time of confirmed purchase and end at 2359 hours on the Expiry Date. For example, if a Subscriber subscribed for a 1 Day Plan on 1st January 2014 at 1400 hours, the Subscriber will be entitled to use the WeChat Plan for 1 Day and the Subscriber's subscription will end on 2nd January 2014 at 2359 hours.

3.2 The Subscriber may renew or extend their WeChat Plan by purchasing any of the WeChat Plans on a continuous basis, subject to a maximum usage period of 90 days.

3.3 The WeChat Plan is to be used strictly for personal and non-commercial purpose only and is subject to SingTel's fair usage policy. For WeChat Plan, fair usage is set at 1GB per day. SingTel shall have the sole and absolute discretion to change the fair usage policy and to assess whether a Customer's usage is excessive or abusive, in which event SingTel Mobile reserves the right to suspend, modify or terminate the WeChat Plan immediately without notice to the Subscriber.

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

4.1 The Subscriber shall indemnify, defend and hold SingTel Mobile harmless from and against all and any claims, demands, proceedings, costs, expenses, damages (including legal costs) arising from the Subscriber's use of WeChat including any loss or liability suffered or incurred by SingTel Mobile as a result of the Subscriber's breach of WeChat Terms and Conditions.

4.2 WeChat Plan is offered to the Subscriber on a "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, fitness for a particular purpose and non-infringement of proprietary or intellectual property rights. Without limiting the above, the Subscriber agrees that SingTel Mobile does not warrant that (i) the WeChat Plan will meet the Subscriber's requirements; (ii) access to the WeChat will be uninterrupted, timely, secure, or error-free; or (iii) the contents of WeChat will be accurate, up-to-date or reliable.

4.3 Under no circumstances shall SingTel Mobile have any liability to the Subscriber, 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 WeChat or WeChat Plan, from inability to use the WeChat, or from the interruption, suspension, or termination of WeChat. The above shall apply notwithstanding a failure of essential purpose of any limited remedy and to the fullest extent permitted by law.

4.4 The Subscriber acknowledges that through the use of WeChat, the Subscriber may gain access to or be provided with content, material, tools or services from persons other than SingTel Mobile. The Subscriber agrees that SingTel Mobile is not responsible for the availability of and that SingTel Mobile does not endorse and is not responsible or liable for the same.

## **5. Miscellaneous**

- 5.1 Under no circumstances shall SingTel Mobile provide a refund to the Subscriber (whether in cash or otherwise) for the unexpired Subscription Period of a purchased WeChat Plan.
- 5.2 SingTel Mobile reserves the right in its sole and absolute discretion to discontinue, terminate, suspend in whole or in part, the WeChat Plan without providing notice and without any liability.
- 5.3 The Subscriber shall not use the WeChat Plan for any commercial, promotional or such unauthorised purposes.
- 5.4 These WeChat Plan Terms and Conditions may be amended by SingTel Mobile from time to time as SingTel Mobile deems appropriate and any such amendments shall be posted on ([www.singtel.com/prepaid](http://www.singtel.com/prepaid)) and shall take effect from the date that they are so posted. The Subscriber shall be bound by these WeChat Plan Terms and Conditions as so amended if the Subscriber continues to access or use the WeChat Plan after the date such amendments are posted.
- 5.5 Use of the WeChat Plan will constitute the Subscriber's acceptance of these WeChat Plan Terms and conditions.
- 5.6 Subscriber agrees that SingTel Mobile shall be entitled to use and/or disclose any information or data disclosed by the Subscriber in accordance to Clause 15 of the General Terms and Conditions. The Subscribers are entitled to withdraw such consent in the procedures as prescribed by SingTel Mobile from time to time.

## **v. Facebook Plan**

### **1. Definitions**

- 1.1 In these Facebook Plan Terms and Conditions, the following words and expressions shall have the following meanings:

"Facebook" refers to the online social media and social networking service offered by Facebook, Inc.

"Facebook Plan" refers to the Singtel Mobile Prepaid Facebook Plans described in these Terms and Conditions.

"Facebook Terms & Conditions" refers to the terms and conditions imposed by Facebook, Inc. for download and use of Facebook.

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

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

“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 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.
- 1.3 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 Facebook Plan

- 2.2 The Facebook Plan 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 cost of the Facebook Plan shall be deducted from the User’s existing Main Account:

Facebook Plan	Price	Validity
1 Day Plan	\$1.00	1 Day
7 Day Plan	\$5.00	7 Days
25 Day Plan	\$9.00	25 Days

- 2.3 Each Facebook Plan shall expire at 2359 hrs on the date of expiry of the validity period.
- 2.4 Upon the purchase of a new Facebook Plan before the expiry of any existing Facebook Plan, the validity of Facebook Plan will be extended accordingly, subject always to the maximum validity period of ninety (90) days from the date of purchase.
- 2.5 The Facebook Plan only applies to and may only be used for access to newsfeed, timeline, walls, photos, and/or videos that are being directly uploaded onto Facebook, which are delivered within Singapore through the following applications and devices:
- (a) Facebook for iPhone application;
  - (b) Facebook for Android application;
  - (c) Facebook for mobile phone (Java application);
  - (d) m.facebook.com (Facebook mobile website); and
  - (e) www.facebook.com
- 2.6 Standard data charges for any data usage for download of the Facebook Applications and use of features and functionalities of Facebook beyond the scope as provided in Clause 2.4 above applies. For avoidance of doubt, standard data charges will apply, without limitation, to access and use of the following features and functionalities of Facebook:
- (a) The use of voice and video call features;
  - (b) External links in newsfeed, timelines, walls, etc.;
  - (c) External URLs in comments, messages, etc.;

- (d) Links to applications;
- (e) Links to external advertisements;
- (f) Enabling or navigating to features that rely on location services;
- (g) Facebook features that navigate you out of the site and/or application such as “Get Directions”, “Buy Tickets”, etc. and/or importing contacts from an external email domain, clicking on a Facebook user’s email address, etc.

- 2.7 The Facebook Plan is to be used strictly for personal and non-commercial purpose only and is subject to Singtel’s fair usage policy. For Facebook Plan, fair usage is set at 1GB per day. Singtel shall have the sole and absolute discretion to change the fair usage policy and to assess whether a User’s usage is excessive or abusive, in which event Singtel Mobile reserves the right to suspend, modify or terminate the Facebook Plan immediately without notice to the User. Standard data charges for any data usage in excess of the fair usage limit as provided above applies.
- 2.8 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 Facebook Plan will constitute acceptance of such revised fees and charges and amendments thereto.
- 2.9 Any and all access and use by you of Facebook, shall be dependent on your entry into and compliance with the Facebook Terms & Conditions and the terms and conditions of a separate agreement relating to such access and use with Facebook, Inc. and/or the relevant service provider, as may be introduced, amended and/or implemented by Facebook, Inc. and/or the relevant service provider from time to time. Nothing in these Terms and Conditions amounts to any representation or warranty that you will be able to access and/or use Facebook or any services provided by Facebook, Inc.. For avoidance of doubt, the Facebook Plan is not and shall not be deemed to be a subscription or premium subscription of Facebook, or any application for access to Facebook, and Singtel Mobile shall not be liable in any way for your user experience and/or subscription model, if any, in relation to Facebook or any application for access to Facebook.

### **3. Others**

- a. The Facebook Plans 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 or if you are unable to access and/or use Facebook.
- b. The User acknowledges that through the use of Facebook, the User may gain access to or be provided with content, material, tools or services from persons other than Singtel Mobile. The User agrees that Singtel Mobile is not responsible for the availability of and that Singtel Mobile does not endorse and is not responsible or liable for the same.
- c. Users are fully responsible for their use of Facebook and the Facebook Plans, and Singtel Mobile not be held liable for any loss, expense or damage whatsoever that Users may suffer.
- d. Singtel Mobile's records relating to data usage and charges in respect of the Facebook Plans 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 Facebook Plans are final. No further correspondence will be entertained in respect of the same.



- e. Availability of the mobile data service under the Facebook Plans 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.
- f. 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 and Conditions, these Terms and Conditions shall prevail over the Specific Terms. 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 Facebook Plans.
- g. 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
- h. Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the Facebook Plans without prior notice and without any liability to the User.
- i. Use of the Facebook Plans will constitute acceptance of these Terms and any amendments thereof.
- j. The Facebook Plan is only available to new and existing Singtel Mobile Prepaid customers.

**vii. 'hi!Music Plan'**

**1. Definitions**

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

"General Terms" refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time.

"hi!Music Plan" refers to the Singtel Mobile Prepaid hi!Music Plans described in these Terms and Conditions.

"Main Account" refers to the User's charging account from which the charges for purchase of the hi!Music Plan and all chargeable data, as the case may be, will be deducted from.

"Participating Music Apps" refers to Smule Sing!, Spotify, Saavn, KKBOX and MeRadio mobile applications.

"Specific Terms" refers to the Specific Terms and Conditions for Singtel Mobile, as may be amended from time to 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 Words and expressions used in these Specific Terms And Conditions for hi!Music Plan shall have the same meaning 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 this Specific Terms And Conditions for hi!Music Plan are for reference only and shall not be referred to or relied upon in the construction of any provision of these Specific Terms And Conditions for hi!Music Plan.

**2. Use of hi!Music Plan**

- 2.1 The Hi!Music Plan 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 cost of the Hi!Music Plan shall be deducted from the User’s existing Main Account:

Hi!Music Plan	Price (including GST)
1 Day Plan	S\$0.99
7 Day Plan	S\$1.99
30 Day Plan	S\$2.99

- 2.2 Each Hi!Music Plan shall expire at 2359 hrs on the date of expiry of the validity period.
- 2.3 Upon the purchase of a new Hi!Music Plan before the expiry of any existing Hi!Music Plan, the validity of Hi!Music Plans will be extended accordingly, subject always to the maximum validity period of sixty (60) days from the date of purchase.
- 2.4 Hi!Music Plans are to be used strictly for personal and non-commercial purpose only and is subject to Singtel’s fair usage policy. For Hi!Music Plans, fair usage is set at 1GB per day. Singtel shall have the sole and absolute discretion to change the fair usage policy and to assess whether a User’s usage is excessive or abusive, in which event Singtel Mobile reserves the right to suspend, modify or terminate the Hi!Music Plan immediately without notice to the User. Standard data charges for any data usage in excess of the fair usage limit as provided above, and Participating Music Apps download applies.
- 2.5 The hi!Music Plans shall not include streaming of music on third party applications or access to Participating Music Apps through third party applications, music and non-music downloads, video streaming, streaming of non-music content (including album artwork displayed on screen, advertisements and music analytics), and standard data charges for the foregoing will apply.
- 2.6 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 hi!Music Plans will constitute acceptance of such revised fees and charges and amendments thereto.

2.7 Any and all access and use by you of any music application, including Participating Music Apps, shall be dependent on your entry into and compliance with the terms and conditions of a separate agreement relating to such music applications and/or Participating Music Apps with the relevant Service Provider, and to any and all other applicable terms, conditions and processes as may be introduced, amended and/or implemented by the relevant Service Provider from time to time. Nothing in these Terms and Conditions amounts to any representation or warranty that you will be able to access and use such music applications and/or Participating Music Apps. For avoidance of doubt, the hi!Music Plan is not and shall not be deemed to be a subscription or premium subscription of any music application, including Participating Music Apps, and Singtel Mobile shall not be liable in any way for your user experience and/or subscription model, if any, in relation to such applications.

### **3. Others**

3.1 The hi!Music 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 or if you are unable to access and/or use any music applications and/or Participating Music Apps.

3.2 Users are fully responsible for their use of the hi!Music Plans, and Singtel Mobile not be held liable for any loss, expense or damage whatsoever that Users may suffer.

3.3 Singtel Mobile's records relating to data usage and charges in respect of the hi!Music Plans 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 hi!Music Plans are final. No further correspondence will be entertained in respect of the same.

3.4 Availability of the mobile data service under the hi!Music Plans 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.

3.5 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 and Conditions, these Terms and Conditions shall prevail over the Specific Terms. 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!Music Plans.

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 in its sole discretion to terminate, suspend in whole or in part the hi!Music Plans without prior notice and without any liability to the User.

3.8 Use of the hi!Music Plans will constitute acceptance of these Terms and any amendments thereof.

3.9 The Hi!Music Plan is available for new and existing Singtel Mobile Prepaid customers .

## E. '5/7/28-Day Data Plans' for local data Value Added Service

### 1. Definitions

In these 5/7/28-Day Data Plan Terms and Conditions ("**Terms**"), the following words and expressions shall have the following meanings:

"5/7/28-Day Data Plan" and "Data Plan" refers to the various Singtel Mobile Prepaid Local Data Plans described in clause 2 below. Upon activation of the 5/7/28-Day Data Plan, data value will be added to the applicable Data Account of the User respectively.

"Data Account" refers to the accounts which will be credited with the local data value in respect of the 5/7/28-Day Data Plan respectively purchased by the User, and from which the local data utilized by the User will be deducted against, as described in clause 2 below.

"General Terms" refers to Singtel's Terms and Conditions of Services – General for Consumer as may be amended from time to time and which may be accessed at [singtel.com/terms-general](http://singtel.com/terms-general).

"Main Account" refers to the User's charging account from which the charge for use of all chargeable data will be deducted from.

"MaxLimit" refers to the maximum data value in each Data Account, as described in clause 2 below.

"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 [singtel.com/terms-mobile](http://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 5/7/28-Day Data 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. 5/7/28-Day Data Plans

2.1 The 5/7/28-Day Data Plans 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.

Data Plan	Validity Period	Data Account	MaxLimit
5-Day \$2   100MB Plan	5 days	5/7-Day Data Account	3GB

7-Day \$8   1GB Plan	7 days		
7-Day \$10   10GB Plan*	7 days	7-Day/4-Week Data Account	200GB
4-Week \$10   1GB Plan	28 Days	Data Account (\$10/\$20 Plan)	15GB
4-Week \$20   3GB Plan	28 Days		
4-Week \$15   5GB Ultimate Plan	28 Days	Data Account (\$15 Plan)	200GB
4-Week \$25   60GB Plan, includes 20GB roaming (Malaysia) *	28 Days	Data Account (\$25 Plan)	200GB
4-Week \$30   80GB Plan, includes 20GB roaming (Malaysia)*	28 Days	Data Account (\$30 Plan)	200GB
4-Week \$35   100GB Ultimate Plan	28 Days	Data Account (\$35 Plan)	200GB

2.2 Data value in the Data Accounts may be used in respect of local data.

\* Up to 10GB of the 7-Day \$10 | 10GB Plan, 20GB of the 4-Week \$25 | 60GB Plan & 40GB of the 4-Week \$30 | 80GB Plan can also be used in Malaysia without extra charges. To enjoy this benefit customer will have to be connected to Singtel's preferred roaming partners – Maxis, DiGi or Celcom. The only restriction in terms of data usage in Malaysia is Singtel's fair usage policy of 5GB/Day (speed reduced to 1mbps after that).

The overall data cap and expiry date for the plan applies to roaming usage in Malaysia.

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

3.1 Each 5/7/28-Day Data Plan shall expire at 2359 hrs on the date of expiry of the Validity Period. Any unused data value in the respective Data Accounts shall be forfeited upon expiry of the Validity Period unless another valid top up is performed prior to such expiry, as provided below.

3.2 Upon the purchase of a new 5/7/28-Day Data Plan within the same Data Account before the expiry of any existing 5/7/28-Day Data Plan, the validity of balance local data value within the Data Account will be extended accordingly, subject always to the MaxLimit applicable to the respective Data Accounts.

3.3 Upon the purchase of a new 28-Day Data Plan before the expiry of any Data Account from equal or lower value plan (with exception of \$15 Ultimate Plan), the Data Account's validity from those plans will be extended accordingly, subject always to the MaxLimit applicable to the respective Data Accounts.

3.4 For the avoidance of doubt, the validity of balance local data value within a Data Account will not be extended by the purchase of a new 5/7 Data Plan in respect of a different Data Account.

3.5 Standard data charges / pay-per-use rates for any data usage in excess of the data values in the Data Accounts applies, and will be deducted from the Main Account.

3.5 Singtel Mobile reserves the right to revise or vary the standard data charges / 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 5/7/28-Day Data 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 unused local data remaining in the Data Account in respect of any 5/7/28-Day Data Plan.
- 4.2 Users are fully responsible for their use of the 5/7/28-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 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 5/7/28-Day Data Plans 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 5/7/28-Day Data 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 to, at its sole and absolute discretion, vary, modify and amend any of these Terms and/or to suspend, discontinue or terminate any services referred to in these Terms 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.
- 4.7 Use of the 5/7/28-Day Data Plan will constitute acceptance of these Terms and any amendments thereof.

## **F. 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, RedHot\$30, 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, RedHot\$30, 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](http://www.Singtel.com), 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.

## **G. 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. 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. 7Day \$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.

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:

- 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 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](http://www.Singtel.com), 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.

## **H. 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 Services – General for Consumer, as may be amended from time to time, and which is available for inspection at [singtel.com/terms-general](http://singtel.com/terms-general).

"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 [singtel.com/terms-mobile](http://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.

2.4 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 Operators, Maxis, DiGi or Celcom).

**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 Operators – Maxis, DiGi or Celcom 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 SGM’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:

<b>Account</b>	<b>Rates</b>
Special Bonus Accounts	6.4¢ / 10KB
Main Account	6.4¢ / 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~~ Singtel's ~~roaming partner'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.

#### **I. 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.** "RedHot\$30", "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 \$103 ("MaxLimit"). Eligible top-ups shall not be permitted and no Bonus shall be awarded once the balance outstanding in the Account reaches the MaxLimit – similarly, validity of current bonus will not be extended.

Note: There will be no partial crediting of Special Bonus. If customer has \$102 in Special Bonus Account, and is supposed to get \$2 credit to Special Bonus, there will be no partial credit of \$1 to max the cap of \$103 and consequently validity of current bonus will not be extended.

- 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.

#### **I. 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)



## **J. '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 [singtel.com/terms-general](http://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.

## **K. 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;
- O. availability of a suitable type of Mobile Device and/or Mobile Equipment;
- P. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
- Q. 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](http://www.singtel.com), 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.

#### **L. Free Great Eastern Insurance with Singtel Prepaid Mobile**

- 1 These Terms and Conditions for Free Great Eastern Insurance ("Free Insurance Coverage") are binding on all eligible customers ("Eligible Customers") of Singtel Mobile Pte Ltd ("Singtel") who have opted to receive the Free Insurance Coverage by Great Eastern Holdings Limited ("Insurer").
- 2 Subject to these Terms and Conditions, Eligible Customers are entitled to complimentary insurance coverage by the Insurer, based on the terms of coverage as reproduced in the Singtel Prepaid (Complimentary Cover) Policy Conditions ("Policy Documents") which may be accessed at: <https://go.greasternlife.com/stprepaid>.
- 3 A customer may be eligible for the Free Insurance Coverage subject to the following:
  - (i) Customer performs a successful paid top up of his Singtel Prepaid Account, which includes a) Main Account Top Ups, b) Bonus Top Ups and/or c) Direct Data Purchase of S\$30 or more in a single transaction within the period starting from 16 September 2022 and ending on 30 September 2023 (inclusive of both dates) through any approved top up channels.
  - (ii) Eligible Customers will be notified by SMS of their eligibility to receive the Free Insurance Coverage. Eligible Customers may choose to accept the Free Insurance Coverage through

the hi!App within 7 days of date of top-up. Once successfully enrolled, the Eligible Customer will receive an Enrolment Confirmation.

(iii) Data SIM and Tourist SIM users are not eligible for this Promotion.

(iv) The Free Insurance Coverage will only commence upon receipt of such Enrolment Confirmation.

(v) Each Eligible Customer shall only be entitled to enrol for 1 Free Insurance Coverage at a time. Eligible Customers may only enrol for another Free Insurance Coverage after the expiry of any existing Free Insurance Coverage.

- 4 The Insured person under the Free Insurance Coverage will be the registered owner of the Singtel Prepaid Mobile account which has been topped up.
- 5 Notwithstanding any other provision of these Terms and Conditions, Singtel has the sole and absolute discretion to determine the eligibility of an Eligible Customer to receive the Free Insurance Coverage.
- 6 Singtel's decisions on all matters relating to or in connection with the Free Insurance Coverage and these Terms and Conditions shall be final. No correspondence or claims will be entertained.
- 7 Singtel shall not in any event be liable in any way to you or any person for and you shall hold Singtel harmless against any loss, liability, damages or expense whatsoever, howsoever arising, in connection with the Free Insurance Coverage (including, but not limited to, that arising from or in connection with the Insurer's acceptance or otherwise of your enrolment for the Free Insurance Coverage and any claims under the Free Insurance Coverage.
- 8 Singtel is not in the insurance business and is not acting as an agent or broker for the Insurer. Singtel, on behalf of itself and its officers, directors and employees, does not promote, endorse, recommend, procure or advise on any insurance product or matter related thereto. The Free Insurance Coverage is underwritten by the Insurer and shall be subject to such other terms and conditions as may be imposed by the Insurer, including Policy Documents, and you agree to be bound by such terms which can be found on <https://go.greateasternlife.com/stprepaid>.
- 9 All matters concerning or affecting the Free Insurance Coverage or any insurance product offered by the Insurer including eligibility, enrolment, enforcement, and claims must be made directly to the Insurer. If you have any questions in this regard, please contact the Insurer's Customer Service Hotline at 1800 248 2888 (9am to 5:30pm, Mon to Fri except for Public Holidays). Singtel reserves the right not to entertain any calls, enquiries or claims concerning or affecting the Free Insurance Coverage or any insurance product offered by the Insurer. All claims under the Free Insurance Coverage will be handled directly and solely by the Insurer.
- 10 Singtel makes no warranty or representation as to the quality, value, merchantability or fitness for purpose of the goods and/or services supplied by the Insurer and/or the validity of the contract of insurance for the Free Insurance Coverage and assumes no liability or responsibility for the acts or omissions of the Insurer. Any dispute about the value, condition or performance of any of such goods and/or services or the contract of insurance for the Free Insurance Coverage is to be resolved directly with the Insurer.

- 11 These Terms and Conditions are to be read in conjunction with other applicable terms and conditions which can be accessed at <http://www.singtel.com/prepaid>. If there is any inconsistency between these Terms and Conditions and such other applicable terms and conditions, these Terms and Conditions shall prevail to the extent of such inconsistency.
- 12 Singtel reserves the rights to, at its sole and absolute discretion, vary, modify and amend any of these Terms and Conditions and/or to suspend, discontinue or terminate this Promotion or any part thereof at any time without prior notification, or liability to any party. Please visit <http://www.singtel.com/prepaid> for the latest terms and conditions applicable to this Promotion.
- 13 These Terms 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.
- 14 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.
- 15 By not opting out of the auto enrolment for the Free Insurance Coverage, accepting the Free Insurance Coverage or purchasing the Data Protect Plan, you consent to Singtel collecting, using and disclosing your personal data for purposes for the provisioning and administration of the Free Insurance Coverage / insurance policy.

#### **M. 'hi!Tourist SIM Card' and 'hi!Tourist EZ-Link SIM Card'**

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

"General Terms" refers to Singapore Telecommunications Limited's Terms and Conditions of Services – General for Consumer, as may be amended from time to time, and which is available for inspection at [singtel.com/terms-general](http://singtel.com/terms-general).

"EZ-Link" refers to EZ-Link Pte Ltd.

"hi!Tourist EZ-Link Card" refers to the "EZ-Link" branded contactless stored-value card facility owned by EZ-Link and issued by Singtel Mobile as part of the hi!Tourist EZ-Link SIM Card package, for use by the User for the payment of public transport services, including transit use on the MRT, LRT and buses.

"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 [singtel.com/terms-mobile](http://singtel.com/terms-mobile).

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

Reference to a "hi!Tourist SIM Card" in these terms and conditions include a reference to a hi!Tourist SIM Card issued as part of the hi!Tourist EZ-Link SIM Card package unless the context otherwise requires.

Words and expressions used in this hi!Tourist SIM Card and hi!Tourist EZ-Link 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 and hi!Tourist EZ-Link 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 and hi!Tourist EZ-Link SIM Card special Terms and Conditions.

## **2. hi!Tourist SIM Card and hi!Tourist EZ-Link SIM Card**

- 2.1 The hi!Tourist SIM Card or hi!Tourist EZ-Link 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 By regulation, a User can only register up to maximum of 3 prepaid SIM cards in total at a time, regardless of whether they are purchased from one or more mobile service providers. If the User is found to have more than 3 prepaid SIM cards registered across all mobile service providers, Singtel Mobile may terminate in whole or in part any Singtel Prepaid SIM card without prior notice and without any liability. There shall be no refund of the amount paid by the User for the terminated Singtel Prepaid SIM card or any unused value in such card.
- 2.3 You are responsible for the safe-keeping and usage of your hi!Tourist SIM Card and/or hi!Tourist EZLink Card. SingTel Mobile shall not be liable to you for any loss, theft, misuse or damage of your hi!Tourist SIM Card.
- 2.4 Unless expressly stated herein, the General Terms and the Specific Terms shall apply in addition to these terms and conditions. Use of hi!Tourist SIM Card and/or hi!Tourist EZLink Card will constitute acceptance of these terms and conditions for hi!Tourist SIM Card and hi!Tourist EZ-Link SIM 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.
- 2.5 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 and/or hi!Tourist EZ-Link Card. The User's continued use of the hi!Tourist SIM Card and/or hi!Tourist EZ-Link Card will constitute acceptance of these Terms and amendments thereto.
- 2.6 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part any hi!Tourist SIM Card and/or hi!Tourist EZ-Link Card without prior notice and without any liability.
- 2.7 1900/15xx/1xxx calls and selected mobile data/content access via \*SEND or 5-digit short codes may not be available for prepaid services.
- 2.8 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

- 3.1 The bundled values in the hi!Tourist SIM Card will expire after the end of the value validity period.
- 3.2 The hi!Tourist SIM Card 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 and may be extended by a valid hi!Tourist Top-up or Prepaid Top-up.

hi!Tourist SIM Card	SIM Value Validity Period	SIM Card Validity Period	hi!Tourist EZLink Card Stored Value
hi!Tourist \$12 SIM Card	14 days	14 days	N.A.
5G hi!Tourist \$30 SIM Card	28 days	60 days	N.A.
5G hi!Tourist \$50 SIM Card	28 days	60 days	N.A.
hi!Tourist \$18 EZ-Link SIM Card	28 days	28 days	\$3

- 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.
- 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 noncommercial purposes only, subject to applicable fair usage policy.
- 3.6 Fair usage of 1GB per day per hi!Tourist SIM card applies for free access to Facebook; WhatsApp; Line; WeChat. Unlimited access to WhatsApp, Line and WeChat only includes messaging and does not include video/ voice calls.

### 4. hi!Tourist EZ-Link SIM Card Package

- 4.1 The hi!Tourist EZ-Link SIM Card Package consists of a combination of a hi!Tourist SIM card and a hi!Tourist EZ-Link Card (being the housing for the hi!Tourist EZ-Link SIM Card).
- 4.2 You acknowledge and agree that in order to use the hi!Tourist EZ-Link Card, you are required to comply with the terms and conditions relating to the issue and use of the hi!Tourist EZ-Link Card by EZLink, including any amendments thereto that EZ-Link may make from time to time in its discretion ("EZ-Link Terms and Conditions"). Please refer to <https://www.ezlink.com.sg/terms/> for the EZLink Terms and Conditions. Termination of the hi!Tourist EZ-Link Card and reload and/or refund of monies remaining in the hi!Tourist EZ-Link Card shall be in accordance with the EZ-Link Terms and Conditions. Please contact EZL Customer Service Hotline and/or refer to [www.ezlink.com.sg](http://www.ezlink.com.sg) for hi!Tourist EZ-Link Card related enquiries (including transactions such as top-up and refunds).

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

- 5.1 You may top up the value of a hi!Tourist \$12 SIM Card or hi!Tourist \$18 EZ-Link SIM Card 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 \$12 SIM Card or hi!Tourist \$18 EZ-Link SIM Card 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. Prepaid 5G Access**

- 6.1 5G coverage is available at areas with 5G coverage within Singapore and is not extended to roaming usage. All local data usage, including pay-per-use access, will be at 5G speed while the 5G plan is valid. Customers who move out of 5G coverage will continue to enjoy uninterrupted 4G connectivity on the Singtel network.
- 6.2 5G Non-Standalone service will be provisioned automatically to customers after the successful activation of a 5G hi!Tourist \$30 SIM Card or 5G hi!Tourist \$50 SIM Card. Customers will need a compatible 5G handset and Prepaid 4G SIM card to fully enjoy the enhanced speed for Prepaid 5G.
- 6.3 The existing rate for 4G data applies to 5G usage. Pay-per-use data charges apply upon expiry or full utilisation of the bundled data value in the 5G hi!Tourist \$30 SIM Card or 5G hi!Tourist \$50 SIM Card.
- 6.4 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 hi!Tourist SIM Card will constitute acceptance of such revised fees and charges and amendments thereto.

## **7. Charges**

- 7.1 Local and International Calls are charged based on per minute blocks.
- 7.2 Local data are charged based on per 10Kb blocks.

## **8. Abuse**

- 8.1 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 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.

8.2 If a User breaches the above condition or if SingTel Mobile in its absolute discretion considers that the use of hi!Tourist SIM Card 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 in respect of such User and/or restrict the use of the hi!Tourist SIM Card by such User.

**N. hi!Tourist eSIM**

1.1 What is Prepaid Tourist eSIM Card?

- (a) Prepaid Tourist eSIM Card ("eSIM") is a prepaid digital SIM card. The eSIM and/or any additional topup of the eSIM, shall expire at 2359 hrs on the date of expiry of the respective validity periods unless extended in accordance with this section.
- (b) The activation and continued use of an eSIM constitutes acceptance of our terms and conditions as amended from time to time ("Prepaid Tourist eSIM Terms").

1.2 Eligibility. Customers registering for the eSIM must be at least 15 years old as of the collection date.

Prepaid hi!Tourist SIM Card	Validity Period
hi!Tourist \$12 eSIM Card	14 days
5G hi!Tourist \$30* eSIM Card	28 days
5G hi!Tourist \$50* eSIM Card	28 days
*In the event the Customer top up within 60 days, the Customer can extend the SIM Card validity period.	

1.3 We offer the eSim in the following denominations (or such other denominations as we may amend from time to time), with the features as set out below:

1.4 eSIM Registration and Restrictions. Each Customer can only register up to a maximum of three (3) prepaid eSIM(s) and/or SIM card(s) in total at any time, regardless of which mobile service provider the SIM card(s) is purchased from. If the Customer is found to have more than three (3) prepaid eSIM(s) and/or SIM card(s) registered across all mobile service providers, Singtel Mobile may terminate in whole or in part any Singtel Prepaid eSIM(s) and/or SIM card(s) without prior notice or liability. There shall be no refund in relation to any such terminated prepaid eSIM(s) and/or SIM card(s).

#### 1.5 Registration and activation

- (a) After arriving in Singapore, you have to complete eSIM registration within 7 days upon logging into hi!App using the eSIM reference number. It is your responsibility to locate an available Wifi network to access hi!App to setup and install the eSIM in Singapore.
- (b) Customers are given up to 90 days from their declared arrival date in Singapore to login to hi!App using their eSIM reference number to set up their eSIMs. Beyond the 90 days grace period, Customers cannot set up their eSIMs and there will be no refund or exchange.
- (c) Upon successful registration of the Prepaid Tourist eSIM in hi!App, the eSIM and its features plan have been will be activated and in use.
- (d) It is the Customer's responsibility to provide accurate information during eSIM purchase and activation.
- (e) All eSIMs will be activated with local voice call, local SMS, international voice call and local data for immediate use upon successful registration.
- (f) Availability of the mobile data service is subject to:
  - (i) availability of an eSIM compatible device; and
  - (ii) availability of resources including, without limitation, (a) availability of a suitable network infrastructure at the time when the service is requested or delivered; and (b) geographic and technical capability of the Singtel Mobile network and (c) Singtel Mobile's delivery systems at the time and location when the service is requested or delivered.
- (g) Customers are unable to change their contact and eSIM registration details online. You have to visit Singtel shops to change your registration details.

#### 1.6 Terms and conditions

- (a) Non-refundable or exchangeable. The eSIM, and any subsequent top-ups, once sold, are non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon eSIM loss, damage, expiry, or termination.
- (b) No refund or replacement. In the event of the loss of eSIM QR Code, you will have to buy a new an eSIM online.

#### 1.7 Customer's Responsibilities

- (a) It is your responsibility to ensure that the device is eSIM compatible and network-unlocked. You must check the list of eSIM compatible devices provided at the checkout or on Singtel's website. The eSIM compatibility list is not exhaustive, meaning that there might be newly announced eSIM compatible devices that are not included, and it is your responsibility to check for updates from time to time.

- (b) You are responsible for the safe-keeping and usage of your eSIM. Singtel Mobile shall not be liable to you for any loss, theft, misuse, or damage of your eSIM.
- (c) It is your responsibility to inform Singtel to terminate the eSIM number if there is any loss of device with eSIM installed, and/or suspicion that your number has been misused.

1.8 Liability. Singtel Mobile may at its discretion terminate, suspend in whole or in part any eSIM or card without prior notice and without any liability.

1.9 Disputes. Singtel Mobile reserves the right to vary any part of these Prepaid Tourist eSim Terms without prior notice to you and we shall have the final decision in any dispute relating to and/or arising from the use of the eSIM.

#### 1.10 Personal Data

- (a) We use your personal data for service provisioning, marketing, security, and compliance as further described in our prevailing data protection policy, including [Singtel's Data Protection Policy](https://www.singtel.com/data-protection) (<https://www.singtel.com/data-protection>), and as provided in these Prepaid Tourist eSIM Terms.
- (b) We may continue to rely on any consent that you may have given us previously under any terms or conditions or otherwise to collect, use or disclose your personal data for such purposes. You may SMS 'UNSUB' to 74001 to opt out of Prepaid marketing SMS.

#### 1.11 Terms and Conditions Incorporated by Reference

The following terms and conditions are incorporated by reference:

- (a) The General Terms and Conditions of Service (<https://www.singtel.com/terms-general>);
- (b) Specific Terms and Conditions for Singtel Prepaid Mobile (<https://www.singtel.com/content/dam/singtel/personal/products-services/mobile/prepaid-plans/Terms%20&%20Conditions/20230704%20Prepaid%20TnC.pdf>);
- (c) Singtel Mobile Acceptable Use Policy (AUP) (<https://www.singtel.com/terms-mobile-aup>); and
- (d) the guidelines for acceptable conduct and use of Prepaid Tourist eSIM and its plans are located on the Singtel Website (<https://www.singtel.com/personal/products-services/mobile/prepaid-plans/hi-tourist>), including all subsequent revisions or amendments.

## O. Complimentary Mobile Content

### 1. Definitions

1.1 In these Complimentary Mobile Content Terms and Conditions, the following words and expressions shall have the following meanings :

“General Terms” refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time.

“Complimentary Mobile Content” refers to the complimentary mobile content (such as Viu, Banglax, The Filipino Channel etc), as may be determined by Singtel Mobile at its sole discretion, offered to selected Users described in these Terms and Conditions.

“Main Account” refers to the User’s charging account, from which data usage charges may be deducted.

“Specific Terms” refers to the Specific Terms and Conditions for Singtel Mobile, as may be amended from time to time.

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

“Service Provider” refers to persons or corporations who own and operate the Complimentary Mobile Content.

“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 Words and expressions used in these Specific Terms And Conditions for Complimentary Mobile Content shall have the same meaning 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 this Specific Terms And Conditions for Complimentary Mobile Content are for reference only and shall not be referred to or relied upon in the construction of any provision of these Specific Terms And Conditions for Complimentary Mobile Content.

## **2. Complimentary Mobile Content**

- 2.1 Users who are eligible for Complimentary Mobile Content will receive a coupon code to redeem the Complimentary Mobile Content via SMS to the registered prepaid mobile number for access to the Complimentary Mobile Content. The validity of the coupon code shall be stated in the SMS. Each coupon code can be used for one redemption on one device only.
- 2.2 Users will have access to the Complimentary Mobile Content for 30 days from the date of redeeming the coupon code, which access will expire at 2359 hours on the date of expiry. The validity of Complimentary Mobile Content is independent from the mobile plan expiry date.
- 2.3 A User who has received multiple coupon codes must wait till the current redemption has expired before redeeming another coupon code for an additional 30 days of access to the Complimentary Mobile Content.
- 2.4 Access to the Complimentary Mobile Content is strictly for personal and non-commercial purposes only.
- 2.5 Any data usage from customers in Service Provider’s platforms will be deducted from the User’s existing data, bonus or Main Account and standard data charges for excess data usage may apply.
- 2.6 Access to the Complimentary Mobile Content and Service Provider platform shall be dependent on the User’s entry into and compliance with the terms and conditions of a separate agreement relating to such access and use with the Service Provider, and to any and all other applicable terms, conditions and processes as may be introduced, amended and/or implemented by the Service Provider from time to time, and the User agrees to be bound by such terms.

- 2.7 Singtel Mobile shall not be liable in any way for user experience in relation to the Complimentary Mobile Content. Without limiting the above, the User agrees that Singtel Mobile does not warrant that (i) the Complimentary Mobile Content and/or the Service Provider will meet the User's requirements; or (ii) access to the Complimentary Mobile Content and/or any site relating to Service Provider will be uninterrupted, timely, secure, or error-free.
- 2.8 Singtel Mobile expressly disclaims to the fullest extent permitted by law all express, implied and statutory warranties, including without limitation, warranties as to the quality, value, merchantability or fitness for purpose and non-infringement of proprietary or intellectual property rights.
- 2.9 Singtel Mobile is not an agent of any of the Service Providers and assumes no liability or responsibility for the acts or omissions of the Service Provider. Any dispute about the content of or access and use of the Complimentary Mobile Content and/or any site relating to Service Provider is to be resolved directly with the Service Provider.
- 2.10 Under no circumstances shall Singtel Mobile have any liability to the User, 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

### **3. Others**

- 3.1 Users are fully responsible for their use of the Complimentary Mobile Content and access to any site relating to Service Provider and/or any entertainment or other content accessed via such site. Singtel Mobile not be held liable for any loss, expense or damage whatsoever that Users may suffer as a result of the above.
- 3.2 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 access of the Complimentary Mobile Content and/or any site relating to Service Partner and/or any entertainment or other content accessed via such site, including any loss or liability suffered or incurred by Singtel Mobile as a result of the User's breach of any of the Service Provider's terms and conditions.
- 3.3 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 and Conditions, these Terms and Conditions shall prevail over the Specific Terms. 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.
- 3.4 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
- 3.5 Singtel Mobile reserves the right in its sole discretion to substitute, terminate, suspend in whole or in part the Complimentary Mobile Content without prior notice and without any liability to the User.
- 3.6 Use of the Complimentary Mobile Content will constitute acceptance of these Terms and any amendments thereof.

- 3.7 The Complimentary Mobile Content is available for new and existing Singtel Mobile Prepaid customers.

## **P. Add-On Plans**

### **1. Definitions**

In these Add-On Plans Terms and Conditions ("**Terms**"), the following words and expressions shall have the following meanings:

"Add-On Plans" refers to the various Singtel Mobile Prepaid Local Plans described in clause 2 below. Upon activation of Add-On Plans, benefits will be added to the applicable Dedicated Account of the User respectively.

"Dedicated Account" refers to the accounts which will be credited with the local data, local call, SMS, IDD calls value in respect of the Add-On Plans respectively purchased by the User, and from which the benefits utilized by the User will be deducted against, as described in clause 2 below.

"General Terms" refers to Singtel's Terms and Conditions of Services – General for Consumer as may be amended from time to time and which may be accessed at [singtel.com/terms-general](http://singtel.com/terms-general).

"Main Account" refers to the User's charging account from which the charge for use of all chargeable data will be deducted from.

"MaxLimit" refers to the maximum data value in each Data Account, as described in clause 2 below.

"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 [singtel.com/terms-mobile](http://singtel.com/terms-mobile).

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

"TikTok" refers to the video-sharing focused social networking service owned and operated by ByteDance.

"User" refers to the person who uses the Add-On Plans.

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. Add-On Plans**

- 2.1 Customers who purchase a RedHot\$30, 4-Week \$25 60GB, 4-Week \$30 40GB or 4-Week \$35 60GB data plan are eligible to purchase Add-On Plans to complement their benefits.



2.2 The Add-On Plans 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.

Prepaid Top-Up Cards / Bonus Accounts	Bundled Value	Max Value	Rates and Charges	Validity Period
<b>\$10 Add On</b>				
Add On Local Talktime	1000 minutes	10000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days
Add On Local SMS	200 SMS	10000 SMS		
Add On International Talktime	\$10 IDD Calls	\$80 IDD Calls		
Add On Local Data	10GB	200GB		
Add On TikTok Local Data	30GB (1GB/Day)	1GB/Day		
<b>\$2 Add On</b>				
Add On Local Talktime	200 minutes	10000 minutes	Prevailing standard rates for Prepaid Top-Up Cards will apply for any excess usage or deductions from MA	30 days
Add On Local SMS	200 SMS	10000 SMS		
Add On TikTok Local Data	5GB	50GB		

2.3 Data value in the Data Accounts may be used only in respect of local data.

2.4 Data traffic on TikTok owned domains will be deducted from dedicated TikTok Data Account until this account balance is depleted. Data traffic on non-TikTok owned domains will be deducted from dedicated generic local Data Accounts.

2.5 Any data usage in excess of the benefits from TikTok Data Account provided above will be deducted from the User's existing data, bonus or Main Account and standard data charges for excess data usage may apply.

2.6 To be credited all benefits of Add-On Plans, customer must purchase Add-On Plans within 3 days of purchase of Data Plans (4-Week \$25 60GB, 4-Week \$30 80GB or 4-Week \$35 Ultimate Plan). In the case that the customer did not purchase the mentioned eligible data plans (4-Week \$25 60GB, 4-Week \$30 80GB or 4-Week \$35 100GB Ultimate Plan in the past 3 days and therefore is not eligible to purchase an Add-On Plan, customers will still be credited with the benefits of \$10 SuperSaver upon purchase of \$10 Add-On Plan and \$2 Great Eastern Insurance upon purchase of \$2 Add-On Plan.

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

3.1 Each Add-On Plans shall expire at 2359 hrs on the date of expiry of the Validity Period. Any unused data value in the respective Data Accounts shall be forfeited upon expiry of the Validity Period unless another valid top up is performed prior to such expiry, as provided below.

- 3.2 Upon the purchase of an Add-On Plans within the same Data Account before the expiry of any existing Add-On Plans, the validity of balance local data value within the Data Account will be extended accordingly, subject always to the MaxLimit applicable to the respective Data Accounts.
- 3.3 Standard data charges / pay-per-use rates for any data usage in excess of the data values in the Data Accounts applies, and will be deducted from the Main Account.
- 3.4 Singtel Mobile reserves the right to revise or vary the standard data charges / data usage pay-peruse 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 Add-On Plans 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 unused local data remaining in the Data Account in respect of any Add-On Plans.
- 4.2 Users are fully responsible for their use of the Add-On Plans, 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 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 Add-On Plans 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 Add-On Plans.
- 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 to, at its sole and absolute discretion, vary, modify and amend any of these Terms and/or to suspend, discontinue or terminate any services referred to in these Terms 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.
- 4.7 Use of the Add-On Plans will constitute acceptance of these Terms and any amendments thereof.

## Q. hi!DataRoam

### 1. Definitions

“hi!DataRoam Plans” refers to the various Singtel Mobile Prepaid Data Roam 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 hi!DataRoam 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 hi!DataRoam Plans

- 2.1 The hi!DataRoam Plan 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 cost of the hi!DataRoam Plan shall be deducted from the User’s existing Main Account:

Price	Data Bundle	Destinations
\$3	1GB for 1 day	Australia Malaysia Indonesia Philippines Thailand Hong Kong Taiwan

\$5	1GB for 3 days	Australia Malaysia Indonesia Philippines Thailand Hong Kong Taiwan
\$5	100MB for 7 days	Malaysia
\$5	100MB for 7 days	Australia
\$10	1GB for 30 days	Malaysia Australia Indonesia Philippines Thailand
\$20	1GB for 30 days	China Hong Kong India Japan South Korea Taiwan

2.2 To use the hi!DataRoam Plan,

- (a) User must have a data-enabled Singtel Mobile Prepaid SIM card and a suitable Mobile Device / Mobile Equipment for the destination of travel;
- (b) User must purchase and activate the relevant hi!DataRoam Plan applicable for the relevant destination; and
- (c) User must be logged on to the Preferred Operator in the respective destination as indicated in these Terms and Conditions.

2.3 The data bundle comprised in the respective hi!DataRoam Plans may be used whilst roaming in the following destinations and with the following preferred operators.

Destination	Preferred Operator	Handset Display
Malaysia	Celcom DiGi Maxis	CELCOM / MY Celcom / 502 19 DiGi / DiGi 1800/ MYMT18 My Maxis / My 012/ 50 212
Indonesia	Telkomsel	TELKOMSEL / IND TELKOMSEL / TSEL
China	China Mobile China Unicom	CHINA MOBILE / CMCC China Unicom / CHN CUGSM / CUGSM
Hong Kong	CSL	HK CSL
India	Bharti	AirTel / IND Airtel / INA AIRTEL

Bangladesh	Airtel Banglalink Robi	airtel / WARID BD / BDG 07 / 470 07 Banglalink / BGDBL / Sheba Aktel / 470 02 / ROBI / BGD AKTEL / BGD ROBI
Thailand	AIS	AIS / 520 03 / TH GSM / TH AIS / TH AIS GSM
Philippines	Globe Telecom	GLOBE PH / GLOBE
Australia	Optus	YES OPTUS
Taiwan	Taiwan Mobile	TAIWAN MOBILE / TW MOBILE / TWN GSM / PACIFIC / TWN GSM1800 / TWN97 / ROC 97 / 466 97 / TW 97 / TCC
Japan	Softbank Mobile	J-Phone / Vodafone JP / 44020 / SOFTBANK
South Korea	SK Telecom	SK TELECOM / KOR SK Telecom / 450 05

- 2.4 Users (except hi!Tourist SIM Card Users) may purchase hi!DataRoam Plans before leaving Singapore or upon arrival in overseas destination via the hi!App at [www.singtel.com/hiapp](http://www.singtel.com/hiapp) or by calling \*100#.
- 2.5 For hi!Tourist SIM Card, Users will only be able to purchase hi!DataRoam Plans with an acceptable Credit Card or eNETs Internet Banking through the hi!App at [www.singtel.com/hiapp](http://www.singtel.com/hiapp). The local value validity period of a hi!Tourist SIM Card and its unused local value will not be extended by the purchase or activation of any hi!DataRoam Plan.
- 2.6 User may activate the hi!DataRoam Plan within 30 days of the initial purchase via hi!App at [www.singtel.com/hiapp](http://www.singtel.com/hiapp) or by calling \*100# upon arrival in the overseas destination. Any hi!DataRoam Plan that is not activated by end of 30 days will expire and the User shall have no claim whatsoever against Singtel Mobile for the expired hi!DataRoam Plan.
- 2.7 The hi!DataRoam Plan shall be valid for the validity period of 1, 3, 7 or 30 days as set out in the table above.
- 2.8 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.

### 3. General

- 3.1 The hi!DataRoam 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 User is solely responsible for the usage of the hi!DataRoam Plan in accordance with the terms of this Agreement. 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 hi!DataRoam Plans 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 hi!DataRoam Plans.

- 3.3 The User's access and/or use of data services in any overseas destination 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.
- 3.4 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/personal/phones-plans/mobile/prepaid/data-bundles.html#addonshidataroam](http://www.singtel.com/personal/phones-plans/mobile/prepaid/data-bundles.html#addonshidataroam) for the latest terms and conditions applicable. The User's activation of the hi!DataRoam Plan will constitute acceptance of these Terms and Conditions and any amendments thereof.
- 3.5 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).
- 3.6 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.
- 3.7 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.

## R. Scam Call Protect Terms and Conditions

1. Scam Call Protect is provided free to all Singtel mobile customers (no sign-up required). Since implementing Free Scam Call Protect, more than 30 million scam calls and 20 million scam SMSes has been blocked monthly, across our network (on average per month, based on statistics from December 2022). Customers should remain vigilant and exercise caution against the threat of scam calls and SMS. Singtel assumes no responsibility for the prevention of scam calls or SMSes made over our network. Visit [www.singtel.com/secured](http://www.singtel.com/secured) for terms and conditions.

<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/Celcom/Digi •Australia – Optus •Indonesia – Telkomsel •Thailand – AIS •Bangladesh – Airtel/Banglalink/Robi •India – Bharti Airtel