

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

### 1. Definitions

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

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

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

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

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

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

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

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

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

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

### 2. hi!Tourist SIM Card

- 2.1 The hi!Tourist SIM Card and top-up once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 2.2 You are responsible for the safe-keeping and usage of your hi!Tourist SIM Card. SingTel Mobile shall not be liable to you for any loss, theft, misuse or damage of your hi!Tourist SIM Card.
- 2.3 Unless expressly stated herein, the General Terms, the Specific Terms and the Singtel WiFi Terms shall apply in addition to these terms and conditions. Use of hi!Tourist SIM Card will constitute acceptance of these terms and conditions for hi!Tourist SIM Card, the General Terms, the Specific Terms and the Singtel WiFi Terms and any amendments thereof. In the event of any conflict or inconsistency between the General Terms and any provision of these terms and conditions, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms / the Singtel WiFi Terms and any provision of these terms and conditions, these terms and conditions shall prevail over the Specific Terms / the Singtel WiFi Terms.
- 2.4 SingTel Mobile reserves the right to vary any part of these terms and conditions, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the hi!Tourist SIM Card. The User's continued use of the hi!Tourist SIM Card will constitute acceptance of these Terms and amendments thereto.

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

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

- 3.1 The bundled values in the hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards will expire after the end of the value validity period.
- 3.2 The hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards will 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 first use or activation of the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards (i.e. the earlier of either the Main SIM card or the Supplementary SIM card) and may be extended by a valid hi!Tourist Top-up.

<b>hi!Tourist SIM Card</b>	<b>Value Validity Period</b>	<b>Card Validity Period</b>
hi!Tourist \$15 SIM Card	7 days	7 days
hi!Tourist \$30 SIM Card	10 days	60 days
hi!Tourist \$50 Twin Pack SIM Cards	10 days	60 days

- 3.4 Local data is limited to usage in Singapore. Video calls, Global SMS, Local MMS, International Calls with restricted country code prefixes<sup>i</sup>, as may be determined by Singtel in its discretion from time to time, or Prepaid Voice Roaming services are not included in the hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards.
- 3.5 User must be logged on to Singtel's Preferred Operator in the DataRoam country<sup>ii</sup>, in order to use the bundled Data Roaming value. Accessibility to data usage when roaming is dependent on Singtel Mobile's roaming partners' support of applicable network technology and functionality. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and other capacity constraints. Singtel Mobile does not guarantee availability, speed and coverage of overseas partners' network. Bundled Data Roaming values are to be used for personal and non-commercial purposes only, subject to applicable fair usage policy.
- 3.6 Fair usage of 1GB per day per hi!Tourist SIM card and hi!Tourist Twin Pack SIM Cards applies for free access to Facebook; WhatsApp; Line; WeChat.
- 3.7 Fair usage of 2GB per hi!Tourist SIM card and hi!Tourist Twin Pack SIM Cards applies for use of free Singtel WiFi. Any usage in excess of this free bundle will be deducted from the User's bundled Local Data.

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

- 4.1 hi!Tourist Twin Pack SIM Cards consist of a Supplementary SIM card and a Main SIM card. The value of the hi!Tourist Twin Pack SIM Cards will be shared between the Supplementary SIM card and the Main SIM card. Calls and SMS between the Main SIM card and the Supplementary SIM card are free.
- 4.2 Temporary suspension or termination of Main Card is equivalent to temporary suspension or termination of Supplementary Card.

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

- 5.1 You may top up the value of a hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards with hi!Tourist Top-Up at any time during the card validity period. The card validity period will be extended by the validity period of each hi!Tourist Top-Up.
- 5.2 Upon a valid hi!Tourist Top-Up before the expiry of the current value validity period, the value validity period of a hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards and any unused bundled value will be extended by the validity period of each hi!Tourist Top-Up, up to a maximum extension period of 30 days at any one time.
- 5.3 All unused bundled value will expire and be forfeited upon expiry of the value validity period, and will not be extended or reinstated upon a hi!Tourist Top-Up performed after the expiry of such value validity period.

#### **6. Charges**

- 6.1 Local and International Calls are charged based on per minute blocks.
- 6.2 v019 promotional/free minutes will not apply to hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards.

#### **7. Abuse**

- 7.1 Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the hi!Tourist SIM Card to the detriment of other Users and/or SingTel Mobile. In particular, Users shall not use or apply short message services under hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards for delivering short messages as an aggregator or a gateway; or delivering unsolicited short messages; and shall not resell the short message service to any other persons.
- 7.2 If a User breaches the above condition or if SingTel Mobile in its absolute discretion considers that the use of hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards by the User will unfairly deprive other SingTel Mobile customers of such services or otherwise adversely affects SingTel Mobile's interests, SingTel Mobile may, with or without notice to such User suspend or disconnect the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards in respect of such User and/or restrict the use of the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards by such User.

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

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

Updated as of 8 September 2017