



Specific Terms and Conditions for Singtel WorldConference Service

1. Definitions and Interpretation

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

"Conference Code" means any number initially assigned by Singtel to the Customer as the Conference Code (including any changes thereafter, whether made by Singtel or by the Customer) to be used by the Customer to access the Service.

"Customer Information" means Customer information as provided by in the SRCA Form.

"Customer Materials" means data, information, video, graphics, sound, music, photographs, software and any other materials (in whatever form) owned or generated by or on behalf of the Customer, published or otherwise made available by the Customer in connection with the Service.

"Date of Service" means the Date of Service Required by the Customer as stated in the SRCA Form.

"Toll Free" means the access mode where the Customer dials in to the Service from an overseas using a Singtel International Toll Free Service (ITFS) number.

"Local Access" means the access mode where the Customer dials in to the Service from an overseas location using a local access or toll number.

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

"Login Name" means any number or alphanumeric symbols or characters assigned by Singtel to the Customer as login name, login ID, user name or user ID (whether or not applied for or selected by the Customer) to be used by the Customer, in conjunction with the Password, to access the Service.

"Moderator Code" means any number initially assigned by Singtel to the Customer as the Moderator Code (including any changes thereafter, whether made by Singtel or by the Customer) to be used by the Customer to access the Service.

"Password" means any number or alphanumeric symbols or characters initially assigned by Singtel to the Customer as the Password (including any changes thereafter, whether made by Singtel or by the Customer) to be used by the Customer, in conjunction with the Login Name, to access the Service.

"Service" means the service known as Singtel WorldConference Service, which is a multimedia (audio, data and video) conferencing service that allows multiple parties to communicate simultaneously.

"Singtel System" means any electronic or telecommunications system operated or used by Singtel or any one or more Singtel Group Corporations.

"SRCA Form" means the form prescribed by Singtel and used by the Customer to subscribe for the Service.

1.2 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have the same meanings as defined in the General Terms unless the context otherwise requires.

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



2 Termination

- 2.1 Either Singtel or the Customer may terminate the Service by giving to the other not less than three (3) working days' prior written notice of such intention to terminate.
- 2.2 On termination of the Service, the Customer shall be liable to pay Singtel the following sums unless Singtel states otherwise:
- (a) the monthly recurring charges up to and including the date of termination, where the termination date is the same as the expiry date of the Term;
 - (b) where the termination date is **before** the expiry date of the Term:
 - i. 100% of the monthly recurring charges for the remaining Term,
 - ii. the Fees and Charges incurred/due and payable, up to and including the date of termination.

3. Commencement and Duration of Agreement

3.1 The Service shall commence on the Date of Service Required (as stated in the SRCA Form) or, in the event that Singtel is unable to provide the Service on the Date of Service Required, the date specified by Singtel in writing, as the case may be (the "Commencement Date of Service").

3.2 The minimum period of subscription for the Service shall be the period selected by the Customer under Section D of the SRCA Form calculated to commence on the Commencement Date of Service (the "Initial Contract Term"). Thereafter the Service shall continue in force for successive periods of twelve months each ('Renewal Term') until terminated in accordance with the General Terms or these Specific Terms and Conditions (the Initial Contract Term and Renewal Term(s) shall collectively be referred to as the "Term").

4 Fees and Charges

If there is a revision of the Fees and Charges for the Service during the period the Service is supplied to the Customer, then the Customer shall not be entitled to those revision benefits.

5. Singtel's Management of Systems and Data

- 5.1 Singtel reserves the right to manage and control access to any computer or any Singtel System or any computer linked to any Singtel System and any data stored therein, in a manner deemed appropriate by Singtel, and to delete any data (whether belonging to, provided or stored by the Customer or otherwise), notwithstanding that such access and the storage of such data is a requirement or constitutes a part of the Service.
- 5.2 Neither Singtel nor any Singtel Group Corporation shall have any obligation or duty to review or edit (periodically or otherwise) the data stored in any computer or any Singtel System or any computer linked to any Singtel System.
- 5.3 The Customer acknowledges that the Customer Materials will be available for the Customer's retrieval at Singtel's discretion for a period of 30 days or up to 10 recordings from date of recording. After such period, Singtel reserves the right to remove such information without notice to the Customer.
- 5.4 The Customer acknowledges that the technical means by which Singtel supplies the Service is at Singtel's sole discretion.



6. Security

6.1 The Customer shall:

- (a) at all times protect the secrecy of the Conference Code, Moderator Code, Login Name and Password assigned to the Customer and shall ensure the same are not revealed or disclosed to any other person;
- (b) immediately inform Singtel if there is any reason to believe that a Conference Code, Moderator Code, Login Name or Password has or is likely to become known to someone not authorized to use it or is being or is likely to be used in an unauthorized way;
- (c) bear all costs, losses and damages arising from any use of the Customer's Conference Code, Moderator Code, Login Name or Password howsoever the same may arise;
- (d) at all times use only the Customer's own Conference Code, Moderator Code, Login Name or Password for accessing the Service, and from time to time change the Customer's Password to enhance its security;
- (e) only use the Conference Code, Moderator Code, Login Name or Password which legally belong(s) to the Customer and shall not in any way misrepresent or pass-off a Conference Code, Moderator Code, Login Name or Password(s) not belonging to the Customer as the Customer's own Conference Code, Moderator Code, Login Name or Password; and
- (f) immediately inform Singtel of any changes to the Customer Information.

6.2 Singtel reserves the right to suspend the Conference Code, Moderator Code, Login Name or Password(s) access to the Service if at any time Singtel considers that there is likely to be a breach of security. Singtel also reserves the right (at its sole discretion) to require the Customer to change any or all the pass codes used by the Customer in connection with the Service.

6.3 Singtel may treat any access or utilisation of the Service at any time by use of the Customer's Conference Code, Moderator Code, Login Name or Password as access or use of the Service by the Customer even if the use is by any other person without the knowledge or authority of the Customer.

6.4 The Customer accepts that Singtel is under no obligation to edit, review or modify the Customer Materials and that Singtel does not examine the use to which the Service is put.

7. Confidentiality and Consent to Use and Disclose Information and Data

7.1 Subject to clause 7.2, the Customer agrees that Singtel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions in the Singtel website at <http://www.Singtel.com>. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel from time to time.

7.2 Subject to clause 7.3, Singtel must keep confidential, not disclose and only use for the purpose of this Agreement the Customer Materials.

7.3 Singtel shall only disclose the Customer Materials if:

- (a) the Customer consents in advance to the disclosure;
- (b) the information is already in the public domain;
- (c) the disclosure of the Customer Materials is to the employees or professional advisers of a Singtel Group Corporation; or
- (d) the disclosure of the Customer Materials is required by law, or order of a court or government authority of competent jurisdiction, or the rules of a relevant stock exchange.



8. General

- 8.1 The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on Singtel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on Singtel under the General Terms and any other terms and conditions agreed or accepted by the Customer.
- 8.2 Any Clause in the General Terms, these Specific Terms and Conditions, or any other terms and conditions as may be agreed or accepted by the Customer, that is invalid, unenforceable or illegal shall be enforced as nearly as possible in accordance with its terms, but shall otherwise be deemed severed and shall not affect the enforceability of any other Clauses, which Clauses shall continue to be valid and enforceable to the fullest extent permitted by law.

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