



## **Singtel Fibre Broadband Terms and Conditions**

### **Critical Information Summary**

1. All prices stated are inclusive of 7% GST. Prices will be adjusted according to prevailing GST rates.
2. Valid for residential customers within fibre serviceable coverage.
3. A registration charge of \$53.50 is applicable for all Fibre Home Bundle plans.
4. Customer can enjoy unlimited incoming calls on Singtel Telephone Line Service. Outgoing local calls are charged at 0.86 cents per 30-second block for peak period (Monday to Friday, 9am to 7pm, excluding Public Holidays), and 0.86 cents per 60-second block for off peak period (all other time periods).
5. Singtel Home Digital Line unlimited local calls do not include 1900 and IDD calls. Home Digital Line does not work on Private Automated Branch Exchange ("PABX") and security alarm systems.
6. Paper bill statements will be sent on a monthly basis to the registered address. To convert to electronic billing for all accounts under the same NRIC, please sign up at <http://www.singtel.com/mybill>. Do note that paper bill statements will cease to exist once you have signed up for electronic billing.
7. For Customers on electronic billing to continue receiving paper bills, log on to Singtel myBill account at <http://www.singtel.com/mybill> to submit the request. Each paper bill will be chargeable at \$0.54 each.
8. Customers may only subscribe or recontract for a 300M Fibre Home Bundle with 24 month Minimum Subscription Period if they subscribe or recontract to a Singtel TV plan at the same time. Such Singtel TV plan must have (i) a 24 month Minimum Subscription Period, (ii) a monthly subscription of at least \$23.90 per month and (iii) be activated on the same installation address and registered under the same customer ID.
9. The following terms and conditions are also incorporated by reference:
  - (a) Singtel's General Terms and Conditions of Service (<http://info.singtel.com/terms-general>); and
  - (b) Singtel's Billing Terms and Conditions (<http://info.singtel.com/terms-billing>); and
  - (c) Specific Terms and Conditions for SingNet Service (<http://info.singtel.com/terms-broadband>); and
  - (d) Singtel Fibre Broadband Specific Terms and Conditions ([http://www.singtel.com/FibreBroadBand\\_FullTermsAndConditions](http://www.singtel.com/FibreBroadBand_FullTermsAndConditions)); and
  - (e) Specific Terms and Conditions of SingNet applicable for Add-on Service (<http://info.singtel.com/terms-broadband-addons>); and
  - (f) Specific Terms and Conditions for Singtel's Telephone Line Service and each Add-on Service (<http://info.singtel.com/terms-telephone-line>); and
  - (g) Specific Terms and Conditions for Singtel Home Digital Line Service and each Add-on Service (<http://info.singtel.com/terms-home-digital-line>); and
  - (h) Specific Terms and Conditions of Singtel Fibre Broadband applicable for Cast App ([www.cast.sg/termsandconditions](http://www.cast.sg/termsandconditions)); and
  - (i) NetLink Trust Terms and Conditions (<http://www.netlinktrust.com/residential/what-to-expect/opennet-fibre-installation-terms-conditions/>); and
  - (j) SingNet's Promotion Terms and Conditions as at the date of this Agreement; and
  - (k) The General Information printed on the back of this application, including any amendments that may be made to these terms from time to time.

### **Minimum Subscription Period / Early Termination Charges**

10. The Minimum Subscription Period of each of the Services under this Agreement is as set out above.
11. Customers on Fibre plans with premium top-up are not allowed to make any changes to the premium after sign-up.
12. To terminate or change your Service, please call the Customer Service Hotline at 1688.
13. Termination of individual services within the Singtel Fibre Bundle is not allowed. Termination of one or more of the services shall be deemed as termination of the entire Singtel Fibre Bundle.



14. In the event that this Agreement is terminated for any reason within the Minimum Subscription Period, an Early Termination Charge is applicable.
15. The Early Termination Charge is calculated by the following formula:

Singtel Fibre Bundle services	Early Termination Charges (After GST)
Fibre Home Bundle 300M/500M/1Gbps/10Gbps	\$861.35* (or \$433.35* for 12 mths contract)
Premium Top-Up Option plans with Fibre Home Bundle	\$861.35* + (Remaining number of mths in contract x Monthly premium top-up charge)
<b>Actual Charges will be calculated based on the following formula:</b> (*Early termination charges of the subscribed Singtel Fibre Service ÷ Total number of months in the Minimum Subscription Period) x Number of Remaining Months of the Minimum Subscription Period (including the month in which termination occurs).	

16. On termination of the Agreement, the customer shall immediately pay all outstanding fees or charges.

**Upgrade or Downgrade**

17. There will be no charge if the Customer upgrades his Service to a higher speed plan during the Minimum Subscription Period.
18. If the Customer wishes to downgrade the existing Service to a lower speed plan, or to another plan with the same speed, during the Minimum Subscription Period, Downgrade Charge is applicable.
19. The Downgrade Charge is the same as the Early Termination Charge and is calculated according to the formula set out the table in clause 14.
20. For avoidance of doubt, payment of the Downgrade Charge does not remove any obligation to complete the Minimum Subscription Period. The Minimum Subscription Period will continue to subsist. In the event that this Agreement is terminated for any reason within the Minimum Subscription Period, an Early Termination Charge is applicable.
21. Customers on Fibre Home Bundle plans with premium top-up are not allowed to upgrade or downgrade their Fibre Home Bundle plans during their minimum subscription period.

**NetLink Trust Installation**

22. NetLink Trust Fibre Termination Point installation fee of \$235.40 (high-rise) or \$481.50 (landed) for households without Fibre Termination Point installed, may apply.
23. In the event of Fibre Termination Point installation promotion, \$235.40 of the NetLink Trust installation fee will be waived. Customers residing in high-rise buildings will not be required to pay for NetLink Trust installation fee. Customers residing in landed properties will be required to pay a balance of \$246.10. In the event whereby installation is not required, this waiver amount cannot be used to offset any other charge(s).
24. NetLink Trust installation charges are determined by NetLink Trust. These charges will be billed by Singtel.
25. Depending on the fibre coverage status indicated by NetLink Trust, there may also be other processes required to facilitate installation of the Fibre terminal point at your premise before SingNet can proceed to install fibre services.



**SingNet Fibre Broadband Associated Charges**

26. SingNet Fibre Broadband associated charges are as set out below.

	<b>Charges</b>
<b>NetLink Trust Installation</b>	
NetLink Trust Fibre Termination Point installation fee (includes first 15 meters of optical fibre)	\$235.40 (high-rise) \$481.50 (landed)
Internal Cabling Charge for every subsequent 5 metres	\$35.31
<b>Other Associated Charges (imposed by NetLink Trust)</b>	
Re-location, repair, replacement and removal of the Fibre Termination Point	\$235.40 (high-rise) \$481.50 (landed)
<b>SingNet Installation</b>	
SingNet Installation Fee	\$90.00 (weekday) \$145.00 (weekend)
Wiring (Cat 5e) Charge for first 35 metres	\$80.25
Wiring (Cat 5e) Charge for every subsequent 5 metres	\$10.00
Wiring (Cat 6) Charge for first 35 metres	\$100.00
Wiring (Cat 6) Charge for every subsequent 5 metres	\$15.00
Change of SingNet Installation appointment, less than 2 days before Customer request date	\$53.50
<b>Other Associated Charges</b>	
Fibre Wiring Consultation Service	\$53.50
Configuration of Device	\$10.00
Service Cancellation Fee (before installation day)	\$235.40 (high-rise) \$481.50 (landed)
Transfer of Ownership	\$21.40
On-site Maintenance / Assessment Charge (other than faults caused by SingNet)	\$60.00

**Singtel Telephone Line Service Associated Charges**

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

	<b>Charges</b>
New Line Connection Charge	\$ 53.50
Wiring Charge for first 50 metres (includes 1 <sup>st</sup> main point socket activation)	\$ 53.50
Wiring Charge for every subsequent 10 metres	\$ 10.70
Activation of subsequent socket	\$ 21.40
Transfer of Ownership	\$ 21.40
Change of Number	\$ 32.10
Reservation of Number	\$ 32.10

**Singtel Home Digital Line Associated Charges**

28. For Singtel Home Digital Line, a Residential Customer may apply up to a maximum of 2 Lines per address.

29. Singtel Home Digital Line associated charges are as set out below.

	<b>Charges</b>
Wiring Charge for first 50 metres (includes 1 <sup>st</sup> main point socket activation, max. ceiling height of 3.3 metres)	\$ 53.50
Wiring Charge for every subsequent 10 metres	\$ 10.70
Activation of subsequent socket	\$ 21.40
Transfer of Ownership	\$ 21.40
Change of Number	\$ 32.10
Reservation of Number	\$ 32.10



### **SingNet Installation**

30. SingNet installation covers installation of SingNet issued equipment, activation and demonstration of service. For Fibre Home Bundle customers, installation covers Optical Network Terminal and wireless router. For 10G Fibre Broadband customers, installation covers Optical Network Router and wireless router.
31. Singtel reserves the right to replace issued router for Fibre Home Bundle at its sole discretion.
32. If installation appointment day is changed by Customer request, the installation fee will be charged based on the rate of the final appointment.
33. For avoidance of doubt, in the event that SingNet is unable to access the premises due to the Customer's acts or omissions (e.g. Customer is out of the premises during the agreed installation appointment) resulting in rescheduling of installation, the SingNet Installation fee will not be waived.
34. Wiring (Cat5e) from the router to the first Singtel TV set-top box is free for the first 35 metres, and additional wiring after 35 metres is chargeable, based on the SingNet installation wiring charges as set out above. Wiring (Cat5e) from the router to subsequent new Singtel TV set-top box is chargeable, based on the SingNet installation wiring charges as set out above.
35. Any cancellation of services before installation day is subject to the cancellation fee, as set out above. Early Termination Charges will not be charged for services which are cancelled before installation day. In the event that installation is not completed within 3 months of the date of this application due to Customer's delay (including but not limited to non-scheduling of installation date, cancellation of installation date and denial of access to the premises), SingNet reserves the right to deem the services cancelled by the Customer, and charge the cancellation fee accordingly.

### **General Installation**

36. One Fibre Termination Point port and Optical Network Terminal or Router can only support one Singtel Fibre Broadband service. In the event whereby there are more than one (1) Fibre Broadband subscriptions in the same residential address, the corresponding number of Fibre Termination point and Optical Network Terminal or Router is required. NetLink Trust and SingNet installation charges as set out above will apply.

### **Optical Network Router (ONR)**

37. SingNet may provide an ONR for Customer's use with the Service. Such ONR remains SingNet's property and must be returned to SingNet upon termination of the Service.
38. Within 7 days of termination of the Service, the Customer must return the equipment set out in the table below to any location notified by SingNet. If the equipment is not returned within 7 days, Customer must pay the replacement charges as follows:
  - Optical Network Router for 1Gbps Services and below: \$100
  - Optical Network Router for 10Gbps Services: \$500
  - Power Adaptor: \$21.40
39. In the event that the ONR is found to be defective, SingNet will replace such ONR at SingNet's cost. If the ONR is damaged due to any fault of the Customer, Customer must pay the replacement charges for the ONR as set out above.
40. SingNet reserves the right to replace the model of any replacement ONR at its sole discretion.

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

41. On-site Maintenance / Assessment Charge will be charged even if customer is out of the premises upon technician's arrival or customer refuses entry/access to technician.



42. For avoidance of doubt, the On-site Maintenance / Assessment Charge will apply in the event that the cause of network connection issues is not due to SingNet -issued devices but is due to third party devices connected to your broadband service e.g. PC, laptop, tablet, TV.

## **Terms & Conditions**

### **Singtel WiFi**

1. The free service offered to Singtel Fibre Broadband subscribers commences on 8 September 2016 and ends on 30 September 2017 ("Free WiFi Service Period"). The WiFi Service will be offered, free of charge, only during the Free WiFi Service Period. SingNet reserves the right to provide notice and levy prevailing charges or amend the charges anytime by prior notice to customers in accordance with Singtel's General Terms & Conditions of Service.
2. From 1 October 2017, customers on Singtel Fibre Broadband plans will enjoy free 2GB Singtel WiFi bundle per Singtel Fibre Broadband plan. The prevailing excess charges for local mobile data usage will apply if customers use beyond the total data bundle of the price plan. The 2GB Singtel WiFi bundle may be used by multiple devices, and all such use will be deducted from the Singtel WiFi Bundle is aggregated across all devices using the same Singtel WiFi account.
3. Your usage of and access to the Singtel WiFi service means that you agree to our sharing of your device data (MAC Address, location and duration where device access Singtel WiFi, data usage per session, IMEI, statistics on page views) with our business partners, in order for them to conduct consumer and market research and/or analysis. Should you disagree with the sharing of your device data, please do not connect to Singtel WiFi at any Singtel WiFi hotspots.

### **SmartHome**

4. Customer may choose to pay for the SmartHome Pack via an Instalment Payment Plan. Singtel reserves the right to evaluate a customer's eligibility to take up the Instalment Payment Plan. Upon approval, the Customer must pay the price of the SmartHome Pack in 24 equal monthly instalments, through their monthly Singtel bill, at \$25/month for a Hub plus Contact sensor pack (\$600 in total), \$45/month for a Hub plus SHP-DP727 Doorlock pack (\$1,080 in total), \$60/month for a Hub plus SHP-DP728 Doorlock pack (\$1,560 in total) and \$40/month for a Hub plus SHS-H505 Doorlock pack (\$1,080 in total). This Instalment Payment Plan through monthly repayment via Singtel bill is applicable to Singaporeans or Permanent Residents. In the event that this Agreement is terminated or suspended before the price of the Device is fully paid, any remaining unpaid instalments will immediately become payable. The one-time charge or monthly recurring charge does not include Internet access subscription charges and other fees chargeable by your Internet service provider or other third parties. Separate installation fees may apply

### **Home Internet Filter**

5. Singtel Internet Filtering Service will be provisioned, free of charge, for a period of 6 months, and will cease thereafter. If you wish to continue receiving the service at the rate of \$3/month (excl. GST), please go online to MyAccount at [www.singtel.com/myaccount](http://www.singtel.com/myaccount) to sign up.

### **Family Protection**

6. Free 3 months Family Protection promotion is applicable per Broadband sign-up. Prevailing monthly subscription charge for Family Protection applies from the 4th month onwards.
7. Family Protection can be downloaded and installed on a maximum of three computers with Win OS for each subscription (Mac OS is not supported).



### **Security Suite**

8. Free 3 months Security Suite promotion is applicable per Broadband sign-up. Prevailing monthly subscription charge for Security Suite applies from the 4th month onwards.
9. Security Suite (WinOS) can be downloaded and installed on a maximum of three (3) computers for each subscription. Security Suite (MacOS) can be downloaded and installed on one (1) Macintosh for each subscription.

### **WiFi Mesh**

10. WiFi Mesh is available for purchase by all Singtel Fibre Broadband customers. Each Fibre Broadband customer account is limited to a maximum of four (4) units of WiFi Mesh purchase (1 Dual Pack and 2 Single Packs, or 2 Dual Packs).
11. Customer may choose to pay for the WiFi Mesh via an Instalment Payment Plan. Singtel reserves the right to evaluate a customer's eligibility to take up the Instalment Payment Plan. Upon approval, the Customer must pay the price of the WiFi Mesh in 24 equal monthly instalments, through their monthly Singtel bill, at \$10/month for a dual pack (\$240 in total) and \$5/month for a single pack (\$120 in total). Each Customer may only have one instalment payment plan at any time. This Instalment Payment Plan through monthly repayment via Singtel bill is applicable to Singaporeans or Permanent Residents. In the event that this Agreement is terminated or suspended before the price of the Device is fully paid, any remaining unpaid instalments will immediately become payable. The one-time charge or monthly recurring charge does not include Internet access subscription charges and other fees chargeable by your Internet service provider or other third parties.
12. WiFi Mesh has been tested on SingNet's routers only; there is no guarantee of the WiFi Mesh's performance on third party routers. No refund permitted. SingNet reserves the right to replace the model of WiFi Mesh with other models without prior notice.

### **Office 365**

13. The following is a summary of the key terms for the purchase of the 12 month subscription to Microsoft Office 365 (the "Service"). For the full set of applicable terms, please go to [office365.singtel.com/terms](http://office365.singtel.com/terms).
14. Use of the Service is subject to the customer's acceptance of Microsoft's End User License Agreement (the "Microsoft EULA"), available at [http://download.microsoft.com/Documents/UseTerms/Office%20365\\_Home\\_English\\_93719389-cf63-4f78-b24c-94bbd9227a5a.pdf](http://download.microsoft.com/Documents/UseTerms/Office%20365_Home_English_93719389-cf63-4f78-b24c-94bbd9227a5a.pdf). By using the Service, the customer is deemed to have read and accepted the Microsoft EULA.
15. Upon acceptance of the customer's registration for the Service, SingNet or Singtel Mobile will issue the customer with an activation code together with instructions to download the software for the Service. There shall be no refund for the Service and the Customer shall activate the subscription for the Service within three (3) months from the date of receipt of the activation code. The Customer must not disclose the activation code and instructions to download the software for the Service to any person and shall not permit or authorize any other person to use the activation code and instructions to download the software for the Service. SingNet or Singtel Mobile may treat any activation and/or download of the software for the Service at any time by the use of the activation code and instructions issued to you as an activation and/or download by the Customer and the Customer shall remain liable for any such activation and/or download.
16. SingNet or Singtel Mobile shall bill the Customer for the Service in twelve (12) equal month instalments (unless otherwise specified by other Singtel promotions), through the Customer's monthly bill for SingNet Fibre or Singtel Mobile Postpaid service. Billing for the Service will commence in the Customer's next monthly bill for the SingNet Fibre or Singtel Mobile Postpaid service regardless of whether the Customer activates the Service. In the event that this Agreement is terminated or if the Customer is no longer a subscriber of the SingNet



Fibre or Singtel Mobile Postpaid service accompanying the subscription for the Service for any reason before the subscription for the Service has been fully paid, any remaining unpaid instalments shall immediately become due and payable.

**DECT Phone Bundle**

- 17. Motorola DECT Phone Bundle promotion comes with Basic VAS Pack and 24 months minimum subscription period. Early termination charges apply. Prevailing monthly subscription charge for Basic VAS Pack applies from the 25th month onwards.
- 18. No refund permitted.
- 19. SingNet reserves the right to replace the model of DECT phone with other models without prior notice.

**Speed Performance and Limitations**

20. The following local and international download speeds were validated in January to March 2017 based on > 600 measured readings for each speed plan across peak and off-peak hours. The typical download speed range is computed to reflect that at least 90% of the time, a user should experience the lower bound speed or higher.

21. Fibre Broadband Plans:

Subscribed Local Download speed		300M	500M	1Gbps	10Gbps
International Download Speed		Uncapped International Bandwidth			
		Assured min. 25Mbps during heavy surfing times			

22. Typical Wired Download Speed Range:

Fibre Plans	Typical Download Speeds (Wired)	
	Local	International
300Mbps	280.22Mbps – 335.01Mbps	202.13Mbps – 347.03Mbps
500Mbps	430.33Mbps – 566.87Mbps	351.21Mbps – 465.63Mbps
1Gbps	800.01Mbps – 908.00Mbps	750.34Mbps – 883.87Mbps

- 23. The typical download speed range is computed to reflect that at least 90% of the time, a user should experience the lower bound speed or higher.
- 24. The local throughput performance is measured within SingNet through a local speed test server and the international throughput performance is measured through a speed test server in the US. In actual usage, the download speed may be subjected to the performance and connectivity of the destination application or web server which is not within SingNet's span of control. For more information and latest Speed Performance, visit <http://www.singtel.com/hbbspeed>. For speed test tool and more helpful tips, go to: <http://techsupport.singnet.com.sg/global-utilities>.
- 25. SingNet will not be responsible for the quality of Customer's wireless connection speed. The download speeds on wireless connection are subjected to environmental factors within the home which include but not limited to: brick walls, concrete flooring, steel plate reinforced flooring, thick structural wall, pillar with steel reinforcements, filled fish tank, TV, mirror and CPU casing. The signal strength may vary or fail altogether due to above mentioned factors which are not within SingNet's control. SingNet shall not be liable for any loss or damage arising from such interference or failure. Customer shall be solely responsible for providing all equipment necessary such as repeaters, at its own cost, to extend wireless coverage beyond above mentioned limitations should the need arise.



26. General performance of the service is also subject to availability of suitable equipment and accessories, the types of television sets, telephones, personal computers or laptops; availability of resources including, without limitation, availability of a suitable network infrastructure and fibre coverage at the time the Service is requested or delivered; geographical and technical capability of the fibre network and SingNet's delivery systems at the time and location at which the Service is 3 requested or delivered; and any factors which are controlled by and/or dependent on the 3rd party provider of the fibre coverage network.
27. For speeds above 1Gbps, both the user device (wired) and destination application or web server must be connected with a high-bandwidth link in order to achieve the high download throughput performance the 10Gbps connection is capable of. The user's device must also be sufficiently built to support receiving and storing of downloaded data in a very fast manner without impacting download performance. Typical downloads of small data files up to a few hundred megabytes will usually be completed before the download speed reaches the maximum throughput.
28. For 10Gbps Fibre Broadband plans, bandwidth specification refers to network specifications of the subscribed Services for the broadband line connected from the Optical Network Router to the first piece of network equipment. Expected download speeds range between 500Mbps to 8Gbps and upload speeds range up to 2Gbps over wired connections. The actual download speed is subjected to the performance, connectivity and bandwidth of the destination application or web server which is not within SingNet's span of control. Actual speed experienced using the Service will also be dependent on the user device performance, networking technology (wired or wireless) and setup, software used, concurrent data usage levels, and other extraneous factors. Download performance over WiFi is dependent on WiFi capabilities of wireless routers and end user devices.

### **Installation**

29. Customer is required to have two installation appointments, one by NetLink Trust, and one by SingNet. NetLink Trust Fibre Termination Point installation must be completed before SingNet installation of equipment for the service can take place. Customer will be liable for installation charges as set out below unless otherwise stated.
30. For 1Gbps and below Fibre Broadband plans, Customer must ensure that any equipment to be used with service is compatible and meets the following minimum requirements:
  - Windows User: Windows XP SP2, Windows Vista or above
  - Mac User: Mac OS X
31. Computers(s) running on Singtel Fibre Bundle service must meet the minimum requirements.

	<b>Windows / Mac User</b>
Processor	Intel i3 or above
System Memory	2GB RAM Minimum
Network Card	1000 Base-T Network Interface Card is recommended
Cable	CAT5e/6 LAN cable

For 10Gbps Fibre Broadband plans, Customer must ensure that the equipment to be used meets the following minimum requirements:





	<b>Macintosh</b>	<b>PC</b>
Processor	Core i7 minimum	Core i7-4790K minimum
System Memory	8GB RAM minimum	8GB RAM minimum
Hard disk	SSD	SSD, PCI-E interface
OS	Mac OS X	Window 7, Windows 8.1, Windows 10
Cable	Cat5e, Cat6, Cat6a cable	Cat5e, Cat6, Cat6a cable
Network Card	10 Gigabit Ethernet port (10GBase-T) network card or Thunderbolt™ 2 to 10 Gigabit Ethernet adaptor (e.g. SANLink2)	10 Gigabit Ethernet port (10GBase-T) network card

**Wireless Dual-band AC Router**

- 32. Applicable for new Fibre Home Bundle or Fibre Entertainment Bundle+ customers or existing customers with incompatible routers. The current router warranty of existing customers with compatible routers will be extended and valid till the end of the new minimum subscription period. Wireless router is Win/Mac compatible.
- 33. SingNet reserves the right to replace issued router for Singtel Fibre Broadband plans at its sole discretion.
- 34. In the event that the router is found to be defective within the Minimum Subscription Period, SingNet will replace such router at SingNet’s cost. After the Minimum Subscription Period ends, Customer will be responsible for the cost of replacement of such defective router.

**Singtel Email Account**

- 35. SingNet requires that you sign into your free Singtel Email account at least once every 6 months. Failure to do so will (unless provided otherwise in an offer for paid services) result in termination of your Singtel Email account and you may permanently lose your content on that portion of the Singtel Email Service.
- 36. If you sign up for a paid portion of the Singtel Email Service and fail to make an on-time payment, SingNet reserves the right to suspend or cancel that service in our sole discretion.

**Mobile Plan Discount**

- 37. To enjoy Mobile Plan Discount, check your eligibility and submit a nomination at <http://info.singtel.com/personal/phones-plans/mobile/postpaid/combo/multi-line-discount.html>.

**Singtel Circle for Singtel Fibre Broadband**

- 38. Eligible Mobile Plans:  
Nominated Key Mobile Line and Nominated Lines, as set out in Clause 13.  
E.g. Combo Plans, Lite (2GB), Value (3GB), Plus (4GB), Prestige (12GB), and Easy Mobile Plans.

Eligible Home BroadBand Plans:  
Fibre Home Bundle, SingNet mio Home plan, Singtel Fibre Entertainment Bundle

Eligible Singtel TV Plans:  
Starter Pack, Trio Pack, Variety Pack, Value Pack, SingNet mio Home plan, Singtel Fibre Entertainment Bundle

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**39. Online sign-up at Singtelshop.com**

35.1 A registration fee of \$53.50 is waived for all Fibre Broadband online sign-up at Singtelshop.com.

35.2 Router installation worth up to \$145 for weekday and weekend is waived for all Fibre Broadband online sign-up at Singtelshop.com

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**36. Definitions**

36.1 "Singtel Fibre Broadband plan" means Fibre Home Bundle, Fibre Entertainment Bundle+ and Unlimited Fibre.

36.2 "Fibre Home Bundle" means a service package consisting of and bundling the following Services under a single price plan with a fixed monthly charge:

- Singtel Fibre Broadband Service
- Singtel Home Digital Line or Singtel Telephone Line Service (each to be described as "Individual Service(s)")

36.3 "Fibre Entertainment Bundle+" means individual subscriptions to Fibre Home Bundle and at least one Singtel TV content pack with at least a 12 month minimum subscription period by a customer.