



Singtel Fibre Broadband Terms and Conditions

1. General

- 1.1. All prices are inclusive of 7% GST.
- 1.2. A 24-month contract applies for all sign-ups.
- 1.3. Applicable for residential customers and service addresses that are within fibre serviceable coverage.
- 1.4. A one-time registration fee of \$53.50 applies for all new Singtel Fibre Broadband plans.
- 1.5. An authorization letter from the owner of the residential address is required for any applications made by tenants of rental residences.
- 1.6. Other terms and conditions apply
 - General Terms and Conditions of Service: <http://info.singtel.com/terms-general>
 - Specific Terms and Conditions for Singtel Home Digital Line Service: <http://info.singtel.com/terms-home-digital-line>
 - Specific Terms and Conditions for Singtel Telephone Line Service: <http://info.singtel.com/terms-telephone-line>
 - SingNet's Specific Terms and Conditions: <http://info.singtel.com/terms-broadband>
 - Singtel's Billing Terms and Conditions: <http://info.singtel.com/terms-billing>
 - Terms and Conditions for NetLink Trust: <http://www.netlinktrust.com/residential/what-to-expect/opennet-fibre-installation-terms-conditions/>
- 1.7. Singtel reserves the right to amend, change or withdraw any terms and conditions without prior notice.

2. Cancellation of Service

- 2.1. Any cancellation of services before installation day is subjected to cancellation fee

Service(s) Cancelled	Cancellation Fee (inclusive GST)
Fibre Home Bundle / Unlimited Fibre	\$235.40 (high-rise) \$481.50 (landed)

3. Termination and Transfer of Fibre Link

- 3.1. Customer may request to terminate Singtel Fibre Broadband plan by calling Customer Service Hotline at 1688.
- 3.2. Termination of individual fibre broadband or telephone line services within Fibre Home Bundle is not allowed. Termination of one or more of the individual services shall be deemed as termination of the entire Fibre Home Bundle.
- 3.3. In the event that customer terminates Singtel Fibre Broadband plan, the customer shall be liable for all outstanding and applicable fees or charges (at prevailing rates) pertaining to Singtel Fibre Broadband, including but not limited to early termination charges.
- 3.4. Actual Early Termination Charge will be calculated based on the following formula:

(Total early termination charges of the subscribed Singtel Fibre Broadband plan ÷ contract period) x Number of remaining months of the contract period (including the month in which termination occurs)

Singtel Fibre Broadband plans	Early Termination Charge (inclusive GST)
Fibre Home Bundle	\$861.35
Unlimited Fibre	\$861.35
Premium Top-Up Option plans with Fibre Home Bundle / Unlimited Fibre	\$861.35 + (Remaining number of months in contract x Monthly premium top-up charge)

- 3.5. Where customer requests to transfer his fibre link to a new internet service provider, and such request is granted, the customer's Service will be deemed to be terminated by customer on the date that the fibre link is released by SingNet. Early Termination Charges as set out above will apply if such termination occurs prior to expiry of the Minimum Subscription Period.

4. Upgrade or Downgrade

- 4.1. If customer upgrades existing Singtel Fibre Broadband plan during 24-month contract period, no charge applies.
- 4.2. If customer downgrades existing Singtel Fibre Broadband plan during 24-month contract period, graduated downgrade charge applies.



4.3. Actual Downgrade Charge will be calculated based on the following formula:

(Downgrade charge of the subscribed Singtel Fibre Broadband plan ÷ contract period) x Number of remaining months of the contract period (including the month in which downgrade occurs)

Singtel Fibre Broadband plans	Downgrade Charge (inclusive GST)
Fibre Home Bundle	\$861.35

4.4. Customers on Fibre Home Bundle plans with premium top-up are not allowed to upgrade or downgrade their Fibre Home Bundle plans during 24-month contract period.

5. Speed Performance and Limitations

5.1. The following local and international download speeds were validated in July, August, September 2015 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.

Fibre Broadband Plans

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

Typical Download Speed Range

Fibre Plans	Typical Download Speeds [#]	
	Local	International
300M	270.05Mbps – 346.21Mbps	270.01Mbps – 295.70Mbps
500M	450.04Mbps – 577.34Mbps	320.16Mbps – 441.65Mbps
1Gbps	745.03Mbps – 945.64Mbps	754.53Mbps – 830.93Mbps

5.2. 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. 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, visit www.singtel.com/hbbspeed. For speed test tool and more helpful tips, go to: <http://techsupport.singnet.com.sg/global-utilities>

5.3. 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.

5.4. 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 requested or delivered; and any factors which are controlled by and/or dependent on the 3rd party provider of the fibre coverage network.



- 5.5. For 10G 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 – 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.

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.

6. General Installation

- 6.1. Customer is required to have two installation appointments: NetLink Trust Fibre Termination Point installation by third party NetLink Trust will be required before Singtel installation for the service can take place. Customer will be liable for installation charges at prevailing rates, unless otherwise stated.
- 6.2. Customer has to ensure that any equipment to be used with service is compatible and meets the following minimum requirements:

Windows User	Mac User
<ul style="list-style-type: none"> • Windows XP SP2, Windows Vista or above • Pentium 4 CPU • 1GB RAM • Build-in Gigabit Ethernet Port to serve wired connectivity speed above 100Mbps 	<ul style="list-style-type: none"> • Mac OS X • PowerMac G3s 300Mhz, PowerMac G4s, iBooks and PowerBooks • 1GB RAM • Build-in Gigabit Ethernet Port to serve wired connectivity speed above 100Mbps

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

	Macintosh	PC
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

7. NetLink Trust Fibre Termination Point Installation

- 7.1. NetLink Trust charges Fibre Termination Point installation fee of \$235.40 (high-rise) or \$481.50 (landed) for households without Fibre Termination Point installed.
- 7.2. In the event of Fibre Termination Point installation promotion, the NetLink Trust installation fee of \$235.40 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.



- 7.3. The waiver of NetLink Trust installation fee applies for the first Fibre Termination Point and the first 15 meters of optical fibre. Subsequent wiring is chargeable. In the event whereby installation is not required, this waiver amount cannot be used to offset any other charge(s).

8. Singtel Installation

- 8.1. Singtel installation covers installation of Singtel issued equipment, activation and demonstration of service. For Fibre Home Bundle customers, installation covers Optical Network Terminal and wireless router. For Unlimited Fibre customers, installation covers only Optical Network Terminal and not wireless router. For 10G Fibre Broadband customers, installation covers Optical Network Router and wireless router.

- 8.2. The following table shows Singtel installation fee:

Day	Singtel Installation Fee (with GST)
Weekday	\$90
Weekend	\$145

- 8.3. In the event of promotion, Singtel installation fee of \$90 for weekday is waived for all Fibre Broadband plans. If customers opt for weekend installation service, Singtel installation fee of \$145 for weekend applies.
- 8.4. For any request to change installation appointment day, the installation fee will be charged based on the rate of the initial appointment.
- 8.5. In the event that customer is out of premise during the agreed installation appointment resulting in rescheduling of installation, installation fee stated in Clause 8.2 applies for missed appointment.
- 8.6. Wiring (Cat5e) from the router to PC is chargeable at \$80.25 for the first 35 meters wiring length and \$10 for every subsequent 5 meters.
- 8.7. Wiring (Cat5e) from the router to the first Singtel TV set-top box is free, while for subsequent new Singtel TV set-top box is chargeable.
- 8.8. Wired connection for Singtel TV service is required for customers on Singtel Fibre Broadband services. Any existing Cordless Home Connect equipment cannot be used to replace the wired connection. Should a wired connection be refused during installation at customers premise, Singtel reserves the right to revert the Singtel TV service on ADSL packages and all other services to an equivalent Singtel Fibre Broadband service.
- 8.9. One Fibre Termination Point port and Optical Network Terminal 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 is required. NetLink Trust and Singtel installation charge may apply.

9. Service Maintenance / On-site Assessment

- 9.1. On-site assessment fee of \$60 applies in the event that customer is out of premise upon technician's arrival or customer refuses entry/access to technician.
- 9.2. On-site assessment fee of \$60 applies in the event that the cause of network connection issues is identified not due to Singtel-issued devices but is due to third party devices connected to your broadband service i.e. PC, laptop, tablet, TV.

10. Wireless Dual-band AC Router

- 10.1. 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.
- 10.2. Singtel reserves the right to replace issued router for Singtel Fibre Broadband plans at its sole discretion.

11. Home Digital Line

- 11.1. Customer can enjoy unlimited local calls on digital home line only and do not include 1900 and IDD calls. Home Digital Line does not work on PABX and security alarm systems. Usage charges apply if customer opts for analog home line.
- 11.2. Singtel's Specific Terms and Conditions relating to Home Digital Line Service stated on <http://info.singtel.com/terms-home-digital-line> applies.



12. Value Added Services Bundled with Singtel Fibre Broadband plans

12.1. The following Value Added Services are only applicable for selected Fibre Home Bundle and Fibre Entertainment Bundle+ plans. They are not applicable and not transferable to Unlimited Fibre.

12.2. **Family Protection:** New customers are entitled to a free 3 months' subscriptions for Family Protection. After the third month, prevailing month subscription rates apply. Family Protection (WinOS) can be downloaded and installed on a maximum of three (3) computers for each subscription. Mac OS is not supported.

12.3. **Security Suite:** New customers are entitled to a free 3 months' subscriptions for Security Suite. After the third month, prevailing month subscription rates apply. . 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.

12.4. **Store & Share:** New customers are entitled to a free 10GB Store & Share account, accessible in myPortal.

12.5. **Singtel Email:** New customers are entitled to a free 1GB Singtel Email account, accessible in myPortal.

- Customer is required to sign in to Singtel Email account at least once every six months. Failure to do so will result in termination of your Singtel Email account and you may permanently lose your content on that portion of the Singtel Email Service, unless provided otherwise in an offer for paid services.
- Customer who signs up for a paid portion of the Singtel Email Service and fail to make an on-time payment, Singtel reserves the right to suspend or cancel that service in our sole discretion.

12.6. **Home LIVECam:** The Home LIVEcam promotion provides customer both the camera and subscription service with a minimum subscription period of 24 months. Monthly subscription charges still apply from 25th month onwards. Early termination charges apply if customer terminates the service within the contract period.

12.7. **Call Plus Pack:** Call Plus Pack includes Caller ID, Call Waiting, Call Forward, VoiceMail and Three-Way Calling. Call Plus Pack with Free DECT Phone bundle comes with contract period of 6 months. While stocks last. Limited to one redemption per customer. No refund or transfer is permitted at any time, including cases of plan change. Singtel reserves the right to replace the model of DECT Phone with other models without prior notice.

12.8. SingNet Broadband Value Added Service Terms and Conditions stated on <http://info.singtel.com/terms-broadband-vas> applies.



13. Fibre Entertainment Bundle+

- 13.1. Fibre Entertainment Bundle+ consists of Fibre Home Bundle and at least one Singtel TV content pack with a minimum 12-month minimum subscription period. Eligible TV pack can be viewed at www.singtel.com.sg/price-plan.asp. All Singtel TV content is subject to change, removal, replacement or addition at Singtel's sole discretion and to the specific terms and conditions of the Singtel TV service stated on www.singtel.com.sg/tnc/.
- 13.2. The Fibre Home Bundle and Singtel TV subscriptions must be activated on the same installation address and registered under the same customer ID in order to enjoy Mobile Plan Discount benefits. In the event of cancellation of Fibre Home Bundle or Singtel TV services, Mobile Plan Discount benefits will stop.

14. \$5 off Monthly Bill Promotion for 24 Months on Fibre Entertainment Bundle+:

- 14.1. Applicable to customers with Fibre Home Bundle (24 month minimum subscription period) and a Singtel TV content pack (at least 12 month minimum subscription period) within the same transaction.
- 14.2. Singtel TV content subscription must be at least \$20/mth, and provided over the same Fibre connection as Fibre Home Bundle.
- 14.3. Only applicable for new/re-contracting Fibre Home Bundle and Singtel TV subscribers.
- 14.4. If the Fibre Home Bundle or Singtel TV is terminated, the benefit will cease.

15. Annual handset upgrade with waiver of \$350 early re-contract fee:

- 15.1. For full terms and condition on Mobile Plan Discount, please refer to section 13 on www.singtel.com/mobileterms. Singtel Mobile reserves the right to discontinue or terminate the Mobile Plan Discount promotion at any time without notice. Customers will not be entitled to any refund or compensation in respect of such termination.

16. Mobile Plan Discount

- 16.1. Fibre Home Bundle and Unlimited Fibre customers are entitled to nominate one Singtel postpaid mobile line for a 10% discount off the monthly mobile subscription. Fibre Entertainment Bundle+ customers are entitled to nominate up to 5 Singtel postpaid mobile lines for a discounts off the monthly mobile subscription.
- 16.2. For full terms and condition on Mobile Plan Discount, please refer to section 13 on www.singtel.com/mobileterms. Singtel Mobile reserves the right to discontinue or terminate the Mobile Plan Discount promotion at any time without notice. Customers will not be entitled to any refund or compensation in respect of such termination.

17. Prepaid hi!Family Bundle

- 17.1. Full terms and conditions of Prepaid hi! Family Bundle stated on www.singtel.com/hifamily apply.

18. 4G Mobile Broadband (500MB)

- 18.1. All Fibre Home Bundle and Fibre Entertainment Bundle+ customers are entitled to a free 4G Mobile Broadband (500MB) Plan ("Free Mobile Broadband Plan"). A 24-month minimum subscription period for the Free Mobile Broadband Plan applies.
- 18.2. The free 4G Mobile Broadband (500MB) Plan's subscription will automatically be converted to 4G Mobile Broadband (2GB) at \$19.90/month should the Singtel Fibre Broadband plan is de-bundled or terminated prematurely
- 18.3. Singtel WiFi is not applicable for the Free Mobile Broadband Plan. Mobile Broadband Data SIM cards can support SMS, MMS and BlackBerry usage. However, the bundled data for the Free Mobile Broadband Plan is only applicable for local data access and cannot be used to offset SMS, MMS or BlackBerry charges. Standard roaming rates apply. 4G excess data usage shall be charged at the prevailing rate of \$10.70/GB and capped at \$188/mth for unlimited usage. The download speed of the individual price plan will be limited to 64kbps if the monthly local data bundle is exceeded at any time during the customer's monthly bill cycle. The speed limit will be lifted at the start of the next bill cycle. Not applicable with any other Mobile Broadband promotions. Typical download speed range that user can experience 80% of the time is between 16Mbps - 70Mbps.
- 18.4. For more details on the typical download speed range and full details on Service Terms and Conditions for 4G Mobile Broadband (500MB), visit www.singtel.com/mobilebroadband.



19. Singtel TV Select

Singtel TV Select is applicable to Fibre Home Bundle customers who are not subscribed to any Singtel TV monthly recurring content pack(s). SingNet reserves the right to terminate Singtel TV Select should Fibre Home Bundle service be terminated. Subscribers of Singtel TV Select will not be entitled to any Free Preview unless otherwise provided by SingNet at its sole discretion from time to time. Subscribers of Singtel TV Select with Fibre Home Bundle will not be entitled Fibre Entertainment Bundle+ benefits. Free 12 months HD Set-top Box for Singtel TV Select Service subscribers apply for the first 12 months and prevailing rate apply thereafter.

20. Free Months Subscription Promotion

20.1. Where applicable, free months will be reflected on the first months of the contract.

21. Premium Top-up Promotion

- 21.1. Promotion is subjected to stock availability and is limited to one unit per customer.
- 21.2. Redemption letters will be mailed within 10 business days upon successful fibre installation.
- 21.3. Premium top-up option is not valid in conjunction with other promotions.
- 21.4. No changes to premium top-up are allowed after customer signs up for Singtel Fibre Broadband plan.

22. Unlimited Fibre

- 22.1. Unlimited Fibre plan does not come with Singtel wireless router, Store & Share, Singtel Email or any broadband value-added services.
- 22.2. Singtel installation is only up to the installation of Optical Network Terminal.
- 22.3. One Fibre Termination Point port and one Optical Network Terminal port are dedicated for Unlimited Fibre. Sharing of equipment and fibre connections are not supported.

23. Purchase with Purchase Promotion

- 23.1. Promotion is subjected to stock availability and is limited to one unit per customer.
- 23.2. To enjoy this promotion, customer must sign up for Unlimited Fibre and present redemption letter which will be issued at point of sale, to only selected retailers listed in the redemption letter.
- 23.3. Products featured in this promotion are not guaranteed by Singtel. The products shall carry the respective manufacturers' standard product warranty. Customers shall refer to the respective manufacturers for full details of the charges and after sales support and warranty. All after sale support will be at the respective manufacturers' service centre.

24. Online sign-up at Singtelshop.com

- 24.1. A registration fee of \$53.50 is waived for all Fibre Broadband online sign-up at Singtelshop.com.
- 24.2. Router installation worth up to \$145 for weekday and weekend is waived for all Fibre Broadband online sign-up at Singtelshop.com

25. Definitions

- 25.1. "Singtel Fibre Broadband plan" means Fibre Home Bundle, Fibre Entertainment Bundle+ and Unlimited Fibre.
- 25.2. "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)")
- 25.3. "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.
- 25.4. "Unlimited Fibre" 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)")