



Mobile Terms and Conditions

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1. General Mobile Terms & Conditions

- 1.1 All prices stated include 7% GST.
- 1.2 There is a one-time registration fee of \$10.70 and SIM card fee of \$37.45 for the application of a new Mobile line or additional supplementary line.
- 1.3 An administrative fee of \$10.70 applies for existing Customers who are recontracting their line. Change of a SIM card is \$37.45 for existing Customers.
- 1.4 Existing postpaid standard Mobile plan Customers under a Device Agreement can convert to Corporate Individual Scheme (CIS) Mobile plan within the first month of contract by paying a conversion fee of \$80.25.
- 1.5 Combo plans, Combo XO plan, XO plans, XO Plus plans, Easy Mobile plans, SuperLite, Lite, Value, Plus, Premium, Prestige, iPlans, SIM Only plans, and Blackberry Mobile plans can enjoy free incoming calls till 31 December 2021.
- 1.6 An excess local call is charged at 16.05 cents per minute. The charging basis starts from an initial block of 1 minute and subsequent blocks of 6 seconds rounded to the nearest cent on a per call basis. For 1800 Toll Free/1900 Premium Service numbers, standard local call charges apply.
- 1.7 Each excess SMS is charged at 5.35 cents. Each excess MMS is charged at 32.10 cents. Each excess global SMS is charged at 18.00 cents.
- 1.8 Bundled data on Combo plans, Combo XO plan, XO plans, XO Plus plans SuperLite, Lite, Value, Plus, Premium, Prestige, Easy Mobile plans, iPlans, SIM Only plans and BlackBerry Mobile plans are for local usage only.
- 1.9 Pay per use local data service is pre-activated for all Mobile (Postpaid) plans.
- i. Usage within the bundled data shall be computed in blocks of 100KB even if less than 100KB is used; and
 - ii. Excess data usage beyond the bundled data and pay per use local data service shall be charged at a minimum of \$0.50/100KB.
- 1.10 Excess local data usage for Lite (2GB), Value (3GB), Plus (4GB), Premium (12GB), Prestige (12GB), Blackberry or iPlans with Mobile BroadBand add-on service is charged at a rate of \$0.01/2KB (min. of \$0.50/100KB) up to \$5.35/GB and capped at \$94/month.

For new and re-contracting 3G Customers from 16 September 2013 onwards, excess local data usage is charged at a rate of \$0.01/2KB (min. of \$0.50/100KB), up to \$10.70/GB and capped at \$188/month.



Customers on Combo XO plan, XO plans and XO Plus plans, excess local data usage is charged at \$18 per 18GB and capped at \$188/month.

- 1.11 Additional standard roaming charges will apply for overseas usage of calls, SMS and data services. Overseas roaming service is not eligible for Youth Customers, installment payment arrangement (IPA) Customers and other foreigner pass holders such as Dependent Pass, Student Pass and Social Visit Pass.
- 1.12 Please [click here](#) for Specific Terms and Conditions for Mobile Plans and Singtel Mobile services Acceptable Use Policy. Singtel reserves the rights to amend terms & conditions without prior notice.

2. Temporary Suspension of Mobile Line Service ("TOS")

- 2.1 TOS is only applicable to Combo plans, XO plans, XO Plus plans and SIM Only plans subscribed under the Residential or CIS scheme, Combo XO plan, and Easy Mobile plans. All other plans not listed above (including MobileShare) are not eligible for TOS.
- 2.2 Customers must have served a minimum of 3 months of Mobile service to be eligible for TOS.
- 2.3 Singtel reserves the right to implement a processing fee of \$21.40 (including GST) for each successful TOS application, and an additional processing fee of \$21.40 (including GST) at the end of the TOS period to reconnect the line. A monthly recurring charge of \$10.70 shall be applied for the duration of the suspension period.
- 2.4 A Mobile line can only be suspended for a maximum duration of 12 consecutive months, after which Singtel Mobile shall automatically reconnect the line on the Customer's original plan. A Customer may, at the end of the TOS period, request for the line to be reconnected on a different plan but downgrade charges may apply.

In the event that the Customer's original plan is no longer available at the time of reconnection, Singtel Mobile shall reconnect the line on the nearest equivalent available price plan. At least 3 months must elapse before the line can be suspended again.

- 2.5 If the Customer has a Device Agreement at the start of the TOS period, the Device Agreement will be temporarily suspended together with the line. The Device Agreement will continue when the line is reconnected. The period of the suspension will not count towards any minimum subscription period that is applicable, including minimum subscription periods applicable to the line or to the Device Agreement.



- 2.6 If the Customer has any existing add-on subscriptions at the start of the TOS period, these add-ons shall be terminated and the Customer may be liable for any applicable recovery fees for the add-ons.

3. Network Service

- 3.1 4G service charges will be waived permanently for Customers who sign up or recontract on Combo plans, Combo XO plan, XO plans, XO Plus plans and SIM Only plans. For other Mobile Plans, the 4G service charges will be waived for a limited period only. Singtel Mobile reserves the right to levy charges or amend the charges anytime by prior notice to Customers in accordance with Singtel's General Terms & Conditions of Service.

3.2 Singtel 5G NOW Market Trial

5G NOW Market Trial is a trial service which enables mobile data access on 5G Non-standalone (NSA) network using both the 2.1GHz and 3.5GHz spectrum. The service and access is on a trial basis, coverage will be limited to Singtel's 5G NSA Trial coverage areas and not nationwide.

Customers who sign up or recontract to XO Plus 68, 88, 118 and 168 Plans can enjoy 5G NOW Market Trial by default at no cost. The 5G NOW Market Trial is valid until 28 February 2021. Singtel reserves the right to, without any prior notice, modify, suspend or cease the 5G NOW Market Trial (in whole or in part) immediately and at any time. If you do not wish to participate in the 5G NSA Trial, you shall be responsible for disabling the relevant functions on your device (if any).

Discontinuation of 5G service: 5G NOW Market Trial will cease upon temporary suspension of service, transfer of ownership or termination (including by conversion to any other plan).

Exclusions: Multi-sim and MobileShare Supplementary plans are not eligible plans for Singtel 5G NOW Market Trial.

4. 4G ClearVoice

- 4.1 4G ClearVoice is a service that is offered to Singtel Mobile Postpaid Customers with 4G service on Combo plans, Combo XO plan, XO plans, XO Plus plans, Lite, Value, Plus, Premium, Prestige, Easy Mobile plans and SIM Only Mobile plans and available only with sign up of a new Mobile plan or re-contract an existing Mobile plan with eligible device.

- 4.2 4G ClearVoice service is only available for local usage.



- 4.3 Local call usage is deducted from the bundled minutes on the Mobile plan and, if applicable, local call add-ons.
- 4.4 Free local incoming calls are applicable to 4G voice minutes on Combo plans, Combo XO plan, XO plans, XO Plus plans, Easy Mobile plans, Lite, Value, Plus, Premium, Prestige and SIM Only Mobile plans and valid until 31 December 2021.

5. Singtel WiFi Service

- 5.1 Singtel WiFi ("Service") will be provisioned, free of charge, for Customers who sign up for or re-contract on Singtel Mobile Combo (Combo 2 & above) Mobile plans ("Combo plans"), Combo XO plan, Combo Mobile BroadBand 2 and above plans, Easy Mobile M and above plans and SIM Only plans before 31 January 2020. This service will also be available to the MobileShare Supplementary plans that are linked to Combo plans, Combo Mobile BroadBand 2 and above plans and Combo XO plan.
- 5.2 Singtel Mobile reserves the right to levy charges or amend the charges anytime by prior notice to Customers in accordance with Singtel's General Terms & Conditions of Service.
- 5.3 Your usage of and access to the Singtel WiFi service means that you agree to our sharing of your device data (MSISDN, MAC Address, location and duration where device assess 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 all Singtel WiFi hotspots.
- 5.4 Singtel Mobile does not guarantee the suitability of the Service for any specific application or purpose intended by the Customer. Signal strength may vary or fail altogether due to certain factors which are not within Singtel Mobile's control, including, but not limited to, building structure, building material, natural or artificial barriers, electrical or electromechanical interference and/or weather conditions. Singtel Mobile shall not be liable for any loss or damage arising from such interference or failure.
- 5.5 Typical download speed is the range of download speed that the Customer can experience 80% of the time on Singtel WiFi. The speed range may vary between users and is subject to device used, hardware and software limitation, distance between user and WiFi access point, source of website and other external factors.
- 5.6 The Customer accepts and agrees that Singtel Mobile does not warrant that the Service will be provided uninterrupted or free from errors or that any identified defect will be corrected.



- 5.7 Singtel Mobile shall not be liable to the Customer for any loss, liability, costs and/or damage whatsoever (whether direct, indirect or consequential) in respect of any matter howsoever arising (whether in tort, negligence or otherwise) in connection with the provision and/or use of the Service.
- 5.8 The Customer agrees not to use the Service in violation of any laws or regulations applicable from time to time; or to misuse the Service in any manner deemed inappropriate by Singtel Mobile; or to allow any use of the Service to interfere with other users' access to and use of the Service.
- 5.9 Singtel Mobile reserves the right at its absolute discretion to discontinue and/or suspend the Service whether in whole or in part without any liability whatsoever to the Customer.
- 5.10 Singtel Mobile reserves the right to amend these terms any time by prior written notice to the Customer in such manner as Singtel Mobile deems appropriate.

6. Add-on Services Bundled with Mobile Plan

- 6.1 Free Pay-As-U-Roam is automatically provisioned unless Customer opts out or when they have subscribed to an AutoRoam add-on. A surcharge will apply to Pay-As-U-Roam Customers for overseas usage of calls, SMS and data services. Please refer [here](#) for prevailing surcharge information, including roaming rates and Singtel DataRoam Plans.
- 6.2 The Free Weekend Local Data benefit is applicable for customers who sign up or recontract on XO plans (for avoidance of doubt, excluding XO Plus and Combo XO plans) on or before 4 February 2021. Eligible Customers will enjoy free local data from 0001 on Saturdays to 2359 on Sundays. Customers using Free Weekend Local Data are subject to the conditions stated in Section 7.

To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, Free Weekend Local Data benefit is conditional on fair usage by Customers and is capped at 10GB per day. If the Customer uses more than 10GB within a day, Singtel Mobile will impose a speed limit of 1 Mbps. The speed limit will be lifted on the following day.

7. Non Commercial and Fair Usage Policy of Local Calls, Local SMS/MMS and Local Data

- 7.1 Subject to limits and excess charges stated below, free Local Calls and local SMS/MMS are to any local Mobile number. Customers are to use all free services strictly for personal and non-commercial purposes only.
- 7.2 Customers are to use this service for personal and non-commercial purpose only. To ensure that the activities of some users do not impair the ability of



Customers to have access to reliable services, this service is conditional on fair usage by Customers.

- 7.3 Local calls are provided solely for live dialogue between, and initiated by, individuals for personal use and may not be used for any other purposes, including, but not limited to: monitoring services, transmission of broadcasts, transmission of recorded material, telemarketing, autodialed calls, other commercial uses, or other connections that do not consist of uninterrupted live dialogue between individuals.
- 7.4 SMS/MMS 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.
- 7.5 Local data may not be used to transmit or facilitate any unsolicited or unauthorized advertising, telemarketing, promotional materials, "junk mail", unsolicited commercial or bulk messages; 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.
- 7.6 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.
- 7.7 .
- 7.8 If a Customer uses more than (i) 10,000 local call minutes per month, (ii) 10,000 local SMS/MMS per month, or (iii) 1,000 SMS/MMS per day, such usage will be deemed to be excessive usage. Excess charges apply thereafter. 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.
- 7.9 For Customers who are on the talktime plan with Free v019 add-on, only the first 700 minutes are free when making outgoing calls using v019. Any additional outgoing v019 calls will be charged at prevailing v019 rates.



8. Singtel Price Plan Voucher

- 8.1 Customers subscribed to either iThree Plus, Premium 1500, Premium, Prestige or Combo 12 Mobile plan will be rewarded with a free device upgrade voucher upon payment of 12 continuous complete months of Mobile subscriptions. Voucher is issued once every 12 months to active Customers on an eligible Mobile plan.
- 8.2 Customers subscribed to XO Plus 168 Mobile plan will be rewarded with a free device upgrade voucher upon payment of 21 continuous complete months of Mobile subscriptions. Voucher is issued once every 21 months to active customers on XO Plus 168 Mobile plan.
- 8.3 The voucher is valid for 12 months. There shall be no extension of the expiry date. Customer may use this voucher for the purchase of a mobile phone or tablet (i) at discounted rates with a subscription for a mobile line, or (ii) at the recommended retail price.
- 8.3 Voucher is not transferable and is not exchangeable for cash.
- 8.4 Unless otherwise stated, price plan voucher for handset cannot be combined with use with other vouchers issued by Singtel. For the avoidance of doubt, price plan vouchers cannot be combined for usage.
- 8.5 Singtel Mobile reserves the right to amend the terms and conditions of the Voucher at any time without notice.

9. Youth Benefits

- 9.1 Customers aged between 18 and 26 years old with a valid student pass or full-time NSFs with a valid 11B identity card can apply for one (1) Youth Mobile plan. Eligible Customers will be requested to present valid Student Pass or 11B Identity Card for verification purposes.
- 9.2 Free 1GB local data benefit for Combo 2 and above Mobile Plans are free for the first 24 months of the Customer Agreement and will cease from the 25th month onwards.
- 9.3 Unlimited local SMS/MMS is capped at 10,000 local SMS/MMS. Excess charges apply thereafter. Fair Usage policies apply. Free local SMS/MMS are to any local Mobile number.



- 9.4 Free Campus/Camp calls are capped at 200 local call minutes (\$30/month) at Campus/Camp zones. Airtime deduction will follow the following sequence:
- i. Mobile plan local call bundle
 - ii. TalkMore add-on
 - iii. Free Campus/Camp calls
- 9.5 Youth Free Price Plan Upgrade is only for Youth Combo 2 or 3 Mobile Plans for the first 24 months of the Customer Agreement. Customers will receive the talktime minutes, SMS/MMS and data bundle of the next higher tier Combo plan for 24 consecutive months. Customer's mobile plan bundle will revert to the normal bundle from the 25th month onwards.

10. Senior Plan Benefits

- 10.1 Customer is eligible for the Senior Mobile Plan if Customer is a Singaporean or Permanent Resident and at least 60 years old when applying for the Senior Mobile Plan. Customer will need to produce your NRIC for verification purposes.
- 10.2 Customer is eligible for promotional rates related to the Senior Mobile Plan only when Customer formally signs up for the plan. Customer will not be eligible for such promotional rates when Customer is no longer on the Senior Mobile plan, for any reason.
- 10.3 Customer will be subject to prevailing standard mobile plan rates if Customer subscribes to additional mobile lines.
- 10.4 If Customer is on the Senior XO Plus 50 plan, Customer will have an additional 100 minutes of talk time free per month. If Customer is on the Senior XO Plus 68/88/118/168 plan, Customer will have 10,000 minutes of talk time free per month. The Fair Usage Policy as stated in the paragraph 7 above will apply.

11. Special Plan Benefits

- 11.1 Persons with Disabilities (PWDs) with valid PWDs concession card can sign up for one (1) Special Mobile plan. Promotional subscription rate is valid for as long Customer is on this plan. Any change in Mobile plan shall cease the promotional rate.
- 11.2 Subscriptions to additional lines are subjected to the prevailing standard Mobile plan rate.
- 11.3 Unlimited SMS/MMS, additional 200 minutes and 2GB local data is free on this plan. Any change in Mobile plan shall cease these benefits. Fair usage policies apply.



12. MobileShare Supplementary Plan

- 12.1 Each eligible Customer (Residential, Corporate Individual Scheme and SME Customers) with Eligible Mobile Plans may subscribe up to 3 MobileShare lines under the same NRIC with a single billing account reference. Such MobileShare lines will be supplementary to the Eligible Mobile Plan. UEN (Unique Entity Number) subscribers are not eligible for MobileShare.
- 12.2 Eligible Mobile Plans are Combo, Combo XO, XO and XO Plus plans.
- 12.3 Local calls: If the MobileShare line is supplementary to an eligible mobile plan with free incoming calls, the MobileShare line will also enjoy free incoming calls
- 12.4 Local SMS/MMS: If the MobileShare line is supplementary to an Eligible Mobile Plan with bundled local SMS/MMS, the local SMS/MMS and data bundle will be shared between the eligible mobile plan and the MobileShare line. Unused local calls/SMS/data cannot be carried forward to the following month.
- 12.5 Local data: Local data usage incurred by the MobileShare line(s) will be charged to the Eligible Mobile Plan. If the local data usage of the Eligible Mobile Plan (including any usage by the MobileShare line(s)) exceeds the total local data bundle of the Eligible Mobile Plan, local data pay-per-use charges will be billed to the Eligible Mobile Plan based on prevailing local data pay-per-use rates.
- 12.6 If the Eligible Mobile Plan is terminated (including by conversion to any other plan), the MobileShare line(s) supplementary to the Eligible Mobile Plan will automatically be converted to a Combo 1 plan under prevailing public rates and terms and conditions, including any applicable minimum subscription periods.

13. Mobile Plan Discount

- 13.1 Mobile customers who have signed up for SingNet mio Home/mio Plan/Fibre Entertainment Bundle/Fibre Entertainment Bundle+/Fibre Home Bundle/Unlimited Fibre ("Eligible Customer") are eligible to participate in the Mobile Plan Discount promotion ("Mobile Plan Discount Promotion").
- 13.2 To qualify as a Fibre Entertainment Bundle+ subscriber, you must be subscribed to one of Fibre Home Bundle plans as well as a minimum of one of Singtel TV Pack available from 6 March 2015, a list of which can be viewed at www.singtel.com.sg/price-plan.asp ("Eligible TV Pack"). Both the Fibre Home Bundle and Singtel TV subscriptions must be activated and registered under the same Customer ID and installation address. Existing Singtel TV Customers who wish to be eligible for Mobile Plan Discount benefits must upgrade their existing Singtel TV Pack to one of the Eligible TV Packs with a new TV contract and fulfill the Eligible Customer criteria as stated in clause 13.1 and 13.2. Downgrade



and/or recovery fees will apply for downgrade/early termination within existing contractual period.

13.3 The Mobile Plan Discount Promotion is only available for current Singtel Postpaid Combo Mobile plans (for avoidance of doubt, excluding Combo XO plan) ("Eligible Discount Lines") only. The Mobile Plan Discount Promotion is not applicable to business-registered Customers, and Broadband on Mobile plans.

13.4 The following Singtel Mobile plans are not eligible for the discount: SIM Only plans, GOMO plan, SuperSIM plans, Combo XO plan, XO plans, XO Plus plans, Easy Mobile plans and Corporate Individual Scheme (CIS) plans.

However, the above-mentioned plans, except SIM Only and GOMO plans, may be nominated to count towards the total Mobile lines for the purpose of determining the applicable discount rate as stated in clause 13.5.3 below ("Eligible Nomination Lines").

For avoidance of doubt, SIM Only and GOMO plans are not Eligible Discount Lines and not Eligible Nomination Lines.

13.5 Mobile Plan Discount Promotion for mio Home/mio Plan/Fibre Entertainment Bundle/Fibre Entertainment Bundle+:

13.5.1 The Eligible Customer must subscribe to at least one Eligible Discount Line, which is designated as the key Mobile line ("Key Mobile Line").

13.5.2 The Eligible Customer will be allowed to nominate up to 4 more Mobile lines (which may be Eligible Discount Lines or Eligible Nomination Lines) for the purpose of computing the discount rate as stated in clause 13.5.3, provided always that the Customer ID address of each of the account holders of the nominated lines is the same as that of the Eligible Customer.

13.5.3 If the Eligible Customer's application is approved by Singtel Mobile, the Eligible Customer shall enjoy the applicable discount rate:

- 1 Eligible Discount Line (i.e. Key Mobile Line): 10% off the Eligible Discount Line monthly subscription
- 2 Mobile lines (Key Mobile Line, Eligible Discount Lines and Eligible Nomination Lines): 15% off each Eligible Discount Line subscription
- 3 Mobile lines (Key Mobile Line, Eligible Discount Lines and Eligible Nomination Lines): 20% off each Eligible Discount Line subscription
- 4 Mobile lines (Key Mobile Line, Eligible Discount Lines and Eligible Nomination Lines): 25% off each Eligible Discount Line subscription
- 5 Mobile lines (Key Mobile Line, Eligible Discount Lines and Eligible Nomination Lines): 30% off each Eligible Discount Line subscription

13.5.4 The Key Mobile Line has other additional benefits:

- i. Annual handset upgrade: If the Customer wishes to purchase another discounted device ('Upgrade') after completing at least the first twelve (12)



months of the Device Agreement, the Key Mobile Line enjoys \$350 waiver off the upgrade device fee of \$500.

Singtel Mobile reserves the right to revise the upgrade device fee and/or upgrade device fee waiver for Annual handset upgrade anytime by prior notice to Customers in accordance with Singtel's General Terms & Conditions of Service.

- ii. 15% off v019 calls: refer to www.singtel.com/v019 for terms and conditions on service usage. Discount is applied to international outgoing calls from your Key Mobile Line or home line that is bundled with the Fibre Entertainment Bundle+.

Free AutoRoam: refer [here](#) for terms and condition on service usage. This add-on will cease when the Customer is no longer an Eligible Customer. The Customer will need to re-apply AutoRoam or Pay-As-U-Roam to resume roaming service. This benefit will not apply to Key Mobile Lines on Combo 1 and Combo 2 plans.

13.5.5 Corporate Individual Scheme (CIS) plans, SIM Only plans, GOMO plan, Combo XO plan, XO plans, XO Plus plans, SuperSIM plans and Easy Mobile plans are not eligible to enjoy these Key Mobile Line benefits. The Key Mobile Line benefits will cease if the Key Mobile Line is changed to an ineligible plan, or there is a temporary suspension of service, transfer of ownership, service relocation or termination of SingNet mio Home/mio Plan/Fibre Entertainment Bundle/Fibre Entertainment Bundle+/Fibre Home Bundle/Unlimited Fibre by the Eligible Customer.

13.5.6 Staff/Friends of Family/Staff & Family plans are not eligible to enjoy these Key Mobile Line benefits except annual handset upgrade as stated in clause 13.5.4 (i).

13.6 Singtel Mobile Plan Discount Promotion for Fibre Home Bundle/Unlimited Fibre:

13.6.1 The Eligible Customer will be allowed to nominate up to 5 Mobile lines (which may be Eligible Discount Lines or Eligible Nomination Lines) for the purpose of computing the discount rate as stated in clause 13.6.2, provided always that the Customer ID address of each of the account holders of the nominated lines is the same as that of the Eligible Customer.

13.6.2 If the Eligible Customer's application is approved by Singtel Mobile, the Eligible Customer shall enjoy the applicable discount rate:

- 1 Eligible Discount Line: 10% off the Eligible Discount Line subscription
- 2 Mobile lines (Eligible Discount Lines and Eligible Nomination Lines): 10% off each Eligible Discount Line subscription
- 3 Mobile lines (Eligible Discount Lines and Eligible Nomination Lines): 15% off each Eligible Discount Line subscription
- 4 Mobile lines (Eligible Discount Lines and Eligible Nomination Lines): 15% off each Eligible Discount Line subscription



- 5 Mobile lines (Eligible Discount Lines and Eligible Nomination Lines): 15% off each Eligible Discount Line subscription

- 13.7 Singtel Mobile shall determine the applicable discount rate on a monthly basis (on the 1st day of each calendar month) based on the Eligible Discount Lines and/or Eligible Nomination Lines that are not suspended or terminated during the previous calendar month. If a nomination is made after the 1st day of any calendar month, the nomination shall be approved/rejected by Singtel Mobile on the 1st day of the following calendar month and the discount (if approved by Singtel Mobile) will only be reflected in the billing cycle of the calendar month following the month of Singtel Mobile's approval. Singtel Mobile's decision on the counting of the Eligible Discount Lines and/or Eligible Nomination Lines, and application of the discount shall be final and conclusive.
- 13.8 The Mobile Plan Discount Promotion will cease upon temporary suspension of service, transfer of ownership, service relocation or termination (including by conversion to any other plan) of SingNet mio Home/mio Plan/Fibre Entertainment Bundle/Fibre Entertainment Bundle+/Fibre Home Bundle/Unlimited Fibre by the Eligible Customer. The Eligible Customer may re-apply to nominate lines, provided the promotion criteria as stated in clause 13.1 and 13.2 is still fulfilled after transfer of ownership or service relocation. The determination of the applicable discount rate is subjected to approval as stated in clause 13.7.
- 13.9 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.

14. Mobile Benefits and Promotions for Singtel Circle

- 14.1 Eligible Mobile Plans as set out in Clause 13.

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

- 14.2 Customers who are subscribed to an Eligible Mobile Plan, Eligible Home Broadband Plan and Eligible Singtel TV Plan ("Eligible Customers") are eligible for the following benefits and/or Promotions:

14.2.1 Free Local Data on Sundays: Eligible Customers with Key Mobile Line and Nominated Lines will enjoy free local data for from 0001 to 2359 on Sundays for such Key Mobile Line and Nominated Lines. Customers using Local Data are subjected to conditions stated in Section 7. The Free Local Data benefit on Sundays will end on 30 June 2021 ("Free Service Period").



To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, Free Local Data benefit on Sundays is conditional on fair usage by Customers and is capped at 10GB. If the Customer exceeds 10GB at any time on Sunday, we will impose a speed limit of 1 Mbps. The speed limit will be lifted on the following day.

14.2.2 MobileShare Promotional Discount: Eligible Customers who are entering into a new agreement for an Eligible Mobile Plan or are re-contracting their Eligible Mobile Plan and nominate such Eligible Mobile Plan as a Key Mobile Line or a Nominated Line may enter into a monthly subscription for MobileShare Supplementary Plan at a 50% discount for the first 24 months. The regular monthly subscription will apply from the 25th month onwards. The minimum subscription period is 24 months.

14.2.3 DataMore Promotional Discount: Eligible Customers who are entering into a new agreement for an Eligible Mobile Plan or are re-contracting their Eligible Mobile Plan and nominate such Eligible Mobile Plan as a Key Mobile Line or a Nominated Line may enter into a monthly subscription for DataMore at a Promotional rate of 50% off. Promotional prices are applicable for the first 12 months and the regular monthly subscription applies from the 13th month onwards. The minimum subscription period is 12 months.

15. Port-in Service

- 15.1 “Port-In Service” means a service provided by Singtel Mobile which allows a Customer to retain his non-Singtel Mobile postpaid Mobile number by porting his line from his current Mobile service provider (“Donor”) to a Singtel Mobile postpaid line. Customer consents to the release of Customer’s information to a third party central number port service provider and/or the Donor for the purpose of activating the Port-In Service.
- 15.2 Customer agrees to pay all outstanding charges to the Donor, including pre-termination charges, if any, prior to the activation of the Port-In Service.
- 15.3 Upon commencement of the Port-In Service, Customer’s existing contract with the Donor shall automatically terminate.
- 15.4 If the Port-In Service request is rejected by Singtel Mobile for any reason, the Customer shall resolve any outstanding issue(s) with the Donor within the fourteen (14) days of the date of the Customer’s signing of the Port-In Service agreement with Singtel Mobile. If Customer fails to resolve any outstanding issue(s) with the Donor within fourteen (14) days of the date of the Customer’s signing of the Port-In Service agreement with Singtel Mobile, then Customer shall pay Singtel Mobile, immediately on demand, (i) the device subsidy as stated in the Device Agreement (if any) and (ii) cancellation charges for blank SIM card or pre-termination charges for pre-activated SIM card.



16. Mobile Number Scheme for Golden / Special / Incident Numbers

- 16.1 Customers may request to pay for the right to use specific Golden/Special/Incident Mobile Numbers ("Number"). Singtel reserves the right to reject any application, and to have the final decision on number allocation in the event of a dispute.
- 16.2 The Customer shall activate the Number on a Singtel Mobile Postpaid subscription within fourteen (14) days of obtaining the Number under the Golden Number Scheme. If the Number is not activated within fourteen (14) days, the Customer will cease to have the right to use the Number. Singtel Mobile will have the absolute right to deal with the Number as it deems appropriate without being liable to the Customer for any loss or damages. Singtel will not refund any amount paid by Customer for the Number.
- 16.3 The Customer shall pay the cost of the Number by the due date stipulated in the Customer's Singtel bill. Singtel Mobile shall have the absolute right to retrieve and re-circulate the Number to another Customer if the cost of the Number is not paid in full by the due date.
- 16.4 Golden numbers may not be resold, transferred or offered in any way whatsoever to a third party without Singtel's prior approval in writing.
- 16.5 Singtel Mobile reserves the right to vary the terms and conditions of this Golden Number Scheme at any time without prior notice.
- 16.6 Singtel may change or withdraw any Number without prior notice to Customer, and without being liable to the Customer in damages or otherwise, owing to directions given by the Info-Communications Development Authority of Singapore or any other regulatory authority, or any telecommunications network changes initiated by Singtel Mobile or otherwise.

17. SIM Only Plan

- 17.1 The SIM Only Plan is a Postpaid plan with a monthly subscription. Customers must first apply for and subscribe to the SIM Only Starter Pack, or a SIM Only with Tablet Plan, after which they can also subscribe to additional Data, Talktime or SMS/MMS add-ons to the SIM Only Starter Pack. SIM Only Starter Pack/SIM Only Plan with Tablet and SIM Only add-ons are billed on a monthly basis.
- 17.2 SIM Only Plan does not support TalkMore Extra, TalkMore Unlimited and SMSMore add-ons. MobileShare is not supported on SIM Only plans.



- 17.3 If the SIM Only Plan is terminated (including by conversion to any other plan) before the expiry of the minimum subscription period by the Customer for any reason whatsoever, or by Singtel Mobile as a consequence of any breach by the Customer of any of the obligations or duties of the Customer, there will not be any pro-ration of fees due to Singtel Mobile, and recovery fees will apply.
- 17.4 In addition to the Data, Talktime and SMS/MMS SIM Only add-ons, SIM Only plan Customers may also subscribe to Caller ID, Autoroam, Pay-As-U-Roam, Auto-Subscription to DataRoam Unlimited Daily, Caller Number Non-Display, DataRoam Plans, Detailed Billing and Mobile Internet Filter.
- 17.5 New and existing postpaid mobile Customers who have completed their Device Agreement and are not subscribed to any Monthly Bill Rebate scheme can sign up for a SIM Only Plan. If a Customer was on a Monthly Bill Rebate scheme before taking up the SIM Only Starter Pack, the bill rebate scheme will be terminated.
- 17.6 A conversion fee of \$30 is applicable on transaction when customer switches from the Combo, XO / XO plus, BlackBerry, Lite Special Price Plan, SIMple Price Plan, RedPAC Plus, SuperSIM, Easy Mobile, or Mobile Broadband plan.
- 17.7 SIM Only plans cannot be nominated for Mobile Plan Discount. Cross-product bundles, Bill Rebates and Red Rewards points are not applicable to SIM Only Plan Customers
- 17.8 By default, SIM Only plan SIM cards support Voice, SMS/MMS, data and roaming. Excess charges apply for any usage outside the bundle.
- 17.9 The SIM Only Plan including any add-ons is to be used for personal and non-commercial purpose only and is subject to Singtel's fair usage policy.

18. Mobile Broadband with Voice Plan

- 18.1 Mobile Broadband with Voice Plan is issued free as an additional new mobile line with a mobile number to customers who sign-up/ re-contract any Postpaid Mobile Plans and it is non-transferrable. It comes with 0.5GB of local data and there is no contract term.
- 18.2 Talktime and SMS/MMS are charged at prevailing pay-per-use rate. Data add-ons and Singtel WiFi are not available on Mobile Broadband with Voice Plan. Singtel reserves the right to terminate the contract and recover your allotted number if we notice there is no usage for a continuous 60 days period



19. Upgrade Device Fee

- 19.1 For Customers who have re-contracted or entered into a new contract on or after 17 Sep 2019, if the Customer wishes to purchase another discounted device ('Upgrade') after completing at least the first twelve (12) months of this Device Agreement, an upgrade device fee as set out below is applicable. If eleven (11) months or less of the device agreement have been completed, no additional discounted device will be provided. If twelve (12) months to seventeen (17) months of the device agreement have been completed, an upgrade device fee of \$500 applies. If eighteen (18) months to twenty (20) months of the device agreement have been completed, an upgrade device fee of \$200 applies. If twenty-one (21) or more months of the device agreement have been completed, there will be no upgrade device fee payable for the additional discounted device.

20. Trade-in of Mobile Devices

- 20.1 Mobile devices for trade-in will only be accepted if they are in good working condition and meet the following criteria:
- Come with original battery, charger and other accompanying accessories
 - No scratches or cracks on the LCD screen
 - No cosmetic damage, e.g. broken casing or missing parts
 - The display on the LCD screen must be sharp and clear

Singtel reserves the right to reject the trade-in device if any of the above criteria is not met.

Trade-in of mobile devices are applicable only with the purchase of a mobile phone (for selected models only) on Singtel.com. There will be no refund for price differences in trade-in value, if any.

It is customer's sole responsibility to ensure that SIM card and all data, including all confidential and personal data, is removed from the trade-in device by performing a factory reset before the trade in. Singtel shall not be liable for any loss of data or unauthorized use or disclosure of personal information that has not been removed from the trade-in device prior to return.