



## 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 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, 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 2020.
- 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, 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) Mobile 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.

For new and re-contracting Customers on Combo XO Plan and XO Plans, excess local data usage is charged at a rate of \$0.01/2KB (min. of \$0.50/100KB) and up to \$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 1/Combo 2/Combo 3/Combo 4/Combo 6/Combo 12 plans subscribed under the Residential or CIS scheme, Combo XO Plan, XO Plans, Easy Mobile Plans and SIM Only 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 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-ons 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. 4G Network**

- 3.1 4G service charges will be waived permanently for Customers who sign up or recontract on Combo Plans, Combo XO Plan, XO 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.

### **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, 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, Easy Mobile Plans, Lite, Value, Plus, Premium, Prestige and SIM Only Mobile plans and valid until 31 December 2020.

### **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 Singtel SIM Only Starter Pack. 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 The Service will commence on 19 August 2014 and end on 31 May 2019 ("Free Service Period"). The Service will be offered, free of charge, only during the Free Service Period, regardless of the time of application. 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 New Customers on Combo Mobile Plans, Combo XO Plan, XO Plans and SIM Only Plans can enjoy free Voicemail for 24 months. Thereafter, Voicemail add-on shall revert to full charges at prevailing rates upon expiry of the promotional period.
- 6.2 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.

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

- 7.1 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 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. 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.
- 7.8 For Customers who are on an unlimited 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.
- 8.2 Voucher is issued once every 12 months to active Customer on eligible Mobile plan. 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 benefits 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. Silver Plan Benefits**

- 10.1 Singaporeans/PRs who will be 60 years old within the calendar year can apply for one (1) Silver Mobile plan. Eligible customers will be requested to present valid NRIC for verification purposes. Singaporeans/PRs who have a Silver Mobile Plan but who would otherwise not be eligible for the Silver Plan may recontract their Silver Mobile Plan.
- 10.2 Promotional subscription rate is valid for as long Customer is on the Silver Mobile Plan. In the event that the Customer is no longer on the Silver Mobile Plan for any reason, the promotional subscription rate will cease.
- 10.3 Subscriptions to additional lines are subjected to the prevailing standard Mobile plan rate.

## **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 1, Combo 2, Combo 3, Combo 4, Combo 6 and Combo 12 Plans, Combo XO Plan, XO Plans, Lite (2GB), Value (3GB), Plus (4GB) and Prestige (12GB).
- 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. A MobileShare line that is supplementary to a Mobile Broadband plan will incur prevailing pay-per-use charges for both incoming and outgoing 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. A MobileShare line that is supplementary to a Mobile Broadband Plan will incur prevailing pay-per-use charges.
- 12.5 Local data: Additional 0.5GB local data per MobileShare line will be added to the Eligible Mobile Plan from the activation date of the MobileShare line. 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 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](http://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 (excluding Combo XO Plan and XO Plans) ("Eligible Discount Lines") only. The Mobile Plan Discount Promotion is not applicable to business-registered Customers, and Broadband on Mobile plans. A Mobile line can only be nominated to join one group of Mobile lines for The Mobile Plan Discount promotion.
- 13.4 For the avoidance of doubt, the following Singtel Mobile plans are not eligible for discount and may not be nominated to count towards the total Mobile line count: SIM Only Starter Plan, SuperSIM Plans, Combo XO Plan, XO Plans, Easy Mobile Plans and Corporate Individual Scheme plans.
- However, the above-mentioned 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, Combo XO Plan, XO Plans and SIM Only 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 or Eligible Nomination 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 Mobile lines (Key Mobile Line, Eligible Discount Lines and Eligible Nomination Lines): 15% off each Eligible Discount Line subscription lines
- 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: When upgrading your device after completing 12 months of the current Device Agreement contract, the early device upgrade fee will be waived.
- ii. 15% off v019 calls: refer to [www.singtel.com/v019](http://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+.
- iii. 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 a Combo 1 plan, Combo 2 plan, Combo XO plan, XO Plans, Lite plan, iOne Plus plan, iOne SuperValue plan, iOne Value plan, or Classic plan.
- iv. Corporate Individual Scheme (CIS) plans, SIM Only plans, Combo XO plan, XO 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 a SuperSIM plan, Combo XO plan, XO Plans, Easy Mobile plan or Corporate Individual Scheme 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.

- v. 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 monthly 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:

Nominated Key Mobile Line and Nominated Lines, as set out in Clause 13. E.g. Combo 1 / 2 / 3 / 4 / 6 / 12 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

- 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:

- Free Local Data on Sundays: Eligible Customers with nominated 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 commence on 22 November 2015 and end on 31 December 2019 ("Free Service Period").

14.2.1 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 of \$10.70 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 the following a Promotional price (1GB: \$2.95 | 2GB: \$4.95 | 3GB: \$7.46 | 5GB:



\$9.95 | 10GB: \$12.45). 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 DataMore, 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 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.
- 17.7 By default, SIM Only plan SIM cards support Voice, SMS/MMS, data and roaming. Excess charges apply for any usage outside the bundle.
- 17.8 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. One Free Data Roaming plan monthly for Combo 6 and Combo 12 Mobile Plans:**

- 18.1 Promotion is valid to 25 April 2018. Customers who are new or recontracting on Combo 6 or Combo 12 with a 24-month minimum subscription period from 15 September 2017 onwards can enjoy a free Data Roaming plan via a rebate of up to \$20 for Combo 6 or \$35 for Combo 12 each month. The eligible data roaming plans are ReadyRoam 1GB 30 Days 9/18/56 Destinations, ReadyRoam 1GB 30 Days Malaysia, DataRoam 1GB Monthly Recurring Australia, DataRoam 2GB Monthly Recurring Malaysia, DataRoam 200MB Monthly Recurring Malaysia, DataRoam Unlimited Daily and DataRoam Unlimited Daily activated via the Auto-Subscribe DataRoam Unlimited Daily mobile add-on. Activation of the data roaming plan is required before the \$20/\$35 rebate is effective. These rebates of up to \$20/\$35 do not apply to excess charges incurred beyond the plans allocated data bundle. Any unused rebate value will not be brought forward to the next billing month. This exclusive offer for sign-ups is for a promotional period only and is subject to change at a later date. The Free Data Roaming Plan benefit is not applicable for Corporate Volume Discount Scheme. Please refer to <http://www.singtel.com/dataroam> for more information on data roaming.

#### **19. Free Premium Video Content for Combo 6, Combo 12, XO 78 and XO 108 Mobile Plans:**

- 19.1 Promotion is valid from 7 March to 30 June 2019. Eligible Mobile Plans are Combo 6, Combo 12, XO 78 and XO 108 plans for residential and CIS Customers only. Customers who sign-up, or recontract to an Eligible Mobile Plan with a 24-month minimum subscription period can enjoy free access to Premium Video Content from the Eligible Mobile Plan start date or 7 March 2019 (whichever comes later) for 24 consecutive months. Thereafter, prevailing Premium Video Content rates apply.
- 19.2 Premium Video Content refers to HBO GO (via Singtel CAST, U.P. \$13.98 monthly). Singtel Mobile reserves the right to amend the Premium Video Content promotion without any prior notice. This promotion is not valid with other Premium Video Content promotions unless otherwise stated. Any change in Mobile plan shall cease this benefit. For full Singtel CAST terms and conditions, visit [www.cast.sg/termsandconditions](http://www.cast.sg/termsandconditions).





**20. Free Entertainment Plus on CAST for contracted SIM Only plans, Combo 2, Combo 3, Combo 6, Combo 12, XO 48, XO 78 and XO 108 Mobile Plans:**

- 20.1 Promotion is valid from 23 May to 31 Aug 2019. Eligible Mobile Plans are contracted SIM Only plans, Combo 2, Combo 3, Combo 6, Combo 12, XO 48, XO 78 and XO 108 plans for residential and corporate individual scheme customers only. Customers who sign-up, or recontract to an Eligible Mobile Plan with a 12-month or 24-month minimum subscription period can enjoy free access to Entertainment Plus on CAST benefit from the Eligible Mobile Plan start date for 12 consecutive months on SIM Only Mobile plans or 24 consecutive months on Combo and XO Mobile plans. Thereafter, the Entertainment Plus on CAST will cease automatically. Entertainment Plus benefit refers to AXN, Lifetime, DIVA, Warner TV, HITS TV, KIX, Animax (U.P. \$5.90). All CAST content, including complimentary channels, provided to customer is subject to change, removal, replacement or addition from time to time at SingNet's sole discretion. Customer may not request for any changes to the content packs. Singtel Mobile reserves the right to amend the Entertainment Plus on CAST without any prior notice. Any change in Mobile plan shall cease this benefit. For full Singtel CAST terms and conditions, visit [www.cast.sg/termsandconditions](http://www.cast.sg/termsandconditions).

Dated: 23 May 2019