



Summary of Key Terms & Conditions

Mobile Plan

A minimum service subscription period of 3 months ("Minimum Subscription Period") applies to all mobile plans ("Mobile Plan").

If a Customer terminates a Mobile Plan before expiry of the Minimum Subscription Period, the Customer is liable to pay early termination charges ("ETC"). The ETC shall be the monthly subscription charges (or pro-rated charges, where applicable) for the remainder of the unfulfilled Minimum Subscription Period.

Upon expiry of the Minimum Subscription Period and if Customer is not serving a Device Agreement, Customer agrees that the Mobile Plan will automatically extend on a month-to-month basis until the Customer or Singtel Mobile terminates the Mobile Plan.

Delivery

Some phone models often sell out of physical stock very quickly. When this happens, your order will be placed in the queue upon confirmation, and your phone will be delivered when stock arrives. The delivery slot that you have chosen might be changed accordingly. The eshop team will keep you updated on the delivery.

Add-on Service

A contract term varying from 1 month to 24 month ("Contract Term") applies to Add-on Services offered to Customers based on prevailing promotional terms and conditions. In the absence of prevailing promotional terms and conditions, Add-on Services will not be subjected to a Contract Term and will be offered to Customers on a month-to-month basis until the Customer or Singtel Mobile terminates the Add-on Service.

If a Customer terminates an Add-on Service before the expiry of the Contract Term, the Customer is liable to pay ETC. The ETC shall be the prevailing price of the Add-on Service (or pro-rated charges, where applicable) for the remainder of the unfulfilled Contract Term. Where the prevailing price of the Add-on Service is \$0 or waived, no ETC shall apply. All Add-on Services that are offered to Customers on promotional terms (free, reduced charges or combination of both) shall revert to full charges at prevailing rates upon expiry of the Contract Term.

Add-on Services offered as a free trial to Customers shall cease upon expiry of the free trial period unless the Customer expressly consents to review the Add-on Service.

Upon expiry of the Contract Term, Customer agrees that the Add-on Service will automatically extend on a month to month basis until the Customer or Singtel Mobile terminates the Add-on Service.

Device Agreement (2 Years)

If Customer purchases a device ("Device") together with this Agreement, the Customer shall concurrently execute a Device Agreement to retain the Mobile Plan for 2 years. ETC shall apply for termination or downgrade of Mobile Plan during the concurrent Device Agreement. Customers who terminate a Mobile Plan, while serving a Device Agreement, before expiry of the Minimum Subscription Period are liable to ETC for the Mobile Plan as well as the Device.

Customer can upgrade the Device after completing at least the first twelve (12) months of the Device Agreement. The upgrade fee is \$500 for Customer who has completed between 12-17 months of the Device Agreement and \$200 for Customer who has completed between 18-20 months of the Device Agreement. Customer shall be required to enter into a new two (2) years Device Agreement upon upgrade of Device. Visit <http://www.singtel.com> for more details.

Non Commercial and Fair Usage Policy of Local Calls, Local SMS and Local Data

Free Local Calls are to any local number (fixed or mobile) and local SMS are to any local mobile number. Customers are to use this service for personal and noncommercial purpose only. To ensure that the activities of some users do not impair the ability of our Customers to have access to reliable services, this service is conditional on fair usage by Customers and is capped at 10,000 local Calls minutes, and 50,000 local SMS. The services should not be used in a manner that unduly interferes with the use of Singtel Mobile's network or systems. Singtel Mobile reserves the right, without notice or limitation, to levy prevailing charges on usage in excess of the cap, or to deny, terminate, modify, disconnect or suspend services if an individual engages in unfair usage or if Singtel Mobile, at its sole discretion, determines that action is necessary to protect the network from harm or degradation. Customers with unlimited free local calls are not eligible to subscribe for the Free v019 Add-on Service [For further details, please see www.singtel.com/mobileterms].

Customers are to use all unlimited benefits strictly for personal and non-commercial purposes only. This service is conditional on fair usage by Customers, Singtel Mobile shall have the sole discretion to access whether a Customer's usage is excessive or abusive in which event Singtel Mobile reserves the right to levy the prevailing charges or revoke the Unlimited benefits.

Local Data Charges

For new and re-contracting Customers on Combo and XO Plus 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. If roaming overseas, prevailing data roaming charges apply.

4G Network

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.

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 15 March 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.

For iPhone 12 series, you will enjoy free Apple iCloud (12 months) and Apple Arcade (6 months) with 5G Now subscription, for a limited time only.

For more information, please refer to <https://www.singtel.com/business/5g-trial>.

SME Mobility Pack (Up to 1 sign-up per BRN)

Chargeable at \$13.55/mth together with the monthly mobile plan subscription fee, from the 7th month onwards. The SME Mobility Pack also consists of the following components listed below:

- Free 6 months of ZoneAlarm (2 users) at \$5.80/mth
- Free 6 months of Business Protect Basic (2 users) at \$7.75/mth
- Either Free 24 months' 10GB of local data with free 5G access only for Combo 3 & above plans or Free 24 months of MobileSwop Unlimited (U.P. \$9.90/mth) only for XO Plus 68 & above plans
- Free 24 months of MobileShare (U.P. \$12.90/mth) to share data, talktime and SMS

If having selected the SME Mobility Pack, I have acknowledged and declared, on behalf the company stated below, (hereinafter referred to as "my Company"), to have provided accurate information as follows:

- Registered and incorporated in Singapore
- Minimum 30% local shareholding by Singapore Citizens or PRs
- Have an annual sales turnover (at group level) of not more than \$100 million or employment size not exceeding 200 employees
- Is a first time applicant for Start Digital Package. Limited to 1 mobile line sign-up per BRN - Limited to 1 pack sign-up per company
- Companies must be classified as an SME by Enterprise Singapore and must not have subscribed to similar Start Digital packages previously
- Singtel has the right to withdraw the promotion beyond 1 sign-up per company and any applications that do not meet the eligibility criteria

SME Mobility+ Pack (Up to 3 sign-ups per BRN)

Chargeable at \$10.65/mth together with the monthly mobile plan subscription fee, from the 7th month onwards. The SME Mobility+ Pack also consists of the following components listed below:

- Free 6 months of ZoneAlarm (1 user) at \$2.90/mth
- Free 6 months of Business Protect Basic (2 users) at \$7.75/mth
- Either Free 24 months of DATA X 2 (U.P. \$5.90/mth) only for Combo 3 & above plans or Free 24 months of TalkMore Extra (U.P. \$10.70/mth) only for XO Plus 68 & above plans

If having selected the SME Mobility+ Pack, I have acknowledged and declared, on behalf the company stated below, (hereinafter referred to as "my Company"), to have provided accurate information as follows:

- Registered and incorporated in Singapore
- Minimum 30% local shareholding by Singapore Citizens or PRs
- Have an annual sales turnover (at group level) of not more than \$100 million or employment size not exceeding 200 employees
- Is a first time applicant for Start Digital Package. Limited to 3 mobile line sign-ups per BRN - Limited to 1 pack sign-up per company
- Companies must be classified as an SME by Enterprise Singapore and must not have subscribed to similar Start Digital packages previously
- Singtel has the right to withdraw the promotion beyond 1 sign-up per company and any applications that do not meet the eligibility criteria

SME Collaboration Pack (Up to 1 sign-up per BRN)

Chargeable at \$10.65/mth together with the month mobile plan subscription fee, from the 7th month onwards. The SME Collaboration Pack also consists of the following components listed below:

- Free 6 months of ZoneAlarm (1 user) at \$2.90/mth
- Free 6 months of Business Protect Basic (2 users) at \$7.75/mth
- Free 24 months of MobileSwop Unlimited (U.P. \$9.90/mth)
- Either Free 24 months' 10GB of local data with free 5G access only for Combo 3 & above plans or Free 24 months of TalkMore Unlimited (U.P. \$19.90/mth) only for XO Plus 68 & above plans

If having selected the SME Collaboration Pack, I have acknowledged and declared, on behalf the company stated below, (hereinafter referred to as "my Company"), to have provided accurate information as follows:

- Registered and incorporated in Singapore
- Minimum 30% local shareholding by Singapore Citizens or PRs
- Have an annual sales turnover (at group level) of not more than \$100 million or employment size not exceeding 200 employees
- Is a first time applicant for Start Digital Package. Limited to 1 mobile line sign-up per BRN - Limited to 1 pack sign-up per company
- Companies must be classified as an SME by Enterprise Singapore and must not have subscribed to similar Start Digital packages previously
- Singtel has the right to withdraw the promotion beyond 1 sign-up per company and any applications that do not meet the eligibility criteria
- Business customers must sign up for ZoneAlarm and Business Protect Basic to be able to enjoy free 6 months subscription, unless otherwise stated. 24 months contract unless otherwise stated. Monthly subscription is payable from the 7th month onwards, unless otherwise stated. Promotional subscription will revert to prevailing list price when the contract ends.
- 5G NOW add-on is included in the SME Collaboration Pack, and will not be stackable with the pack. For iPhone 12 series, you will enjoy free Apple iCloud and Apple Arcade (Singtel Apple Content Bundle) with either subscription

SME Productivity Pack (Up to 1 sign-ups per BRN)

Chargeable at \$13.00/mth together with the monthly mobile plan subscription fee, from the 7th month onwards. The SME Productivity Pack also consists of the following components listed below:

- Free 6 months of ZoneAlarm (2 users) at \$5.80/mth
- Free 6 months of Microsoft 365 Business Basic (1 user) at \$7.20/mth
- Either Free 24 months' 10GB of local data with free 5G access only for Combo 3 & above plans or Free 24 months of TalkMore Unlimited (U.P. \$19.90/mth) only for XO Plus 68 & above plans
- Free 24 months Caller ID (U.P. \$5.35/mth) for XO Plus 68, 88,168 and 188 plans only -Free 24 months of MobileShare (U.P. \$12.90/mth) to share data, talktime and SMS

If having selected the SME Productivity Pack, I have acknowledged and declared, on behalf the company stated below, (hereinafter referred to as "my Company"), to have provided accurate information as follows:

- Registered and incorporated in Singapore
- Minimum 30% local shareholding by Singapore Citizens or PRs
- Have an annual sales turnover (at group level) of not more than \$100 million or employment size not exceeding 200 employees
- Is a first time applicant for Start Digital Package. Limited to 3 mobile line sign-ups per BRN - Limited to 1 pack sign-up per company
- Companies must be classified as an SME by Enterprise Singapore and must not have subscribed to similar Start Digital packages previously
- Singtel has the right to withdraw the promotion beyond 1 sign-up per company and any applications that do not meet the eligibility criteria

Apple Arcade & Apple iCloud & Apple Music:

No subscription charge for the first 6 months Apple Arcade and 12 months Apple iCloud 50GB subscription.

Paid subscription starts automatically at the end of the trial period, if customer does not cancel during the trial period. Customers will be charged based on the payment method that they have set in their App store.

Apple Arcade and Apple iCloud are available on iOS devices only.

Subscription charge of \$6.98/mth applies from 7th month of the Apple Arcade subscription and \$1.28/mth from the 13th month of the Apple iCloud 50GB subscription.

Future transactions would be with Apple & Singtel would not be responsible for any issues arising from the transactions.

Code expires on November 22, 2021 at 11:59 pm PDT. This is a promotional code and is not for resale, has no cash value, and will not be replaced if lost or stolen.

Valid only for Apple Arcade and iCloud in Singapore. Requires iTunes/App Store account or iCloud account with payment method on file, if applicable.

Terms and Apple Privacy Policy apply; see the applicable terms for your country at [<https://www.apple.com/legal/internet-services/itunes/> and <https://www.apple.com/legal/internet-services/icloud/>]

Customers must be 13+ in Singapore and in the country that matches the store front on which you are redeeming the code. iCloud subscription is only applicable to customers whose iCloud storage plan is no more than 50GB monthly storage plan.

For customers who are already on an iCloud plan, the free 12 months of iCloud (50GB) will start from the end of the first billing cycle.

Apple Music - Eligible customer can enjoy Apple Music free for 3 months. Subscription charge of \$9.98/mth applies from 4th month of the Apple Music subscription. No mobile data charges when you access Apple Music on a mobile device of the same number you have used to subscribe to this service. Free 3 Months of Apple Music is applicable only to first-time Singtel mobile customers. There is no refund of unutilized amount in cash or other means. No refund for early termination. For full terms and conditions, please visit music.singtel.com/tnc.

SIM Only 60GB

SIM Only 60GB Data for \$25 (1st 3 months, \$30 thereafter): Customers must subscribe to a SIM Only Plan that is bundled with 20GB local data with a 12-month minimum subscription. They will be given additional free 40GB local data, 1000 local minutes talk time and 500 local SMS/MMS for 12 months. Monthly subscription will be chargeable at \$25 for the first 3 months and \$30 thereafter. Free Caller ID (12 Months): Eligible customers will enjoy free Caller ID service for the first 12 months. From 13th month onwards, the Caller ID service will be chargeable at \$5.35/mth. There is a minimum subscription of 3 months for Caller ID service.

Undertaking Agreement

1.*I/We agree to subscribe for the above Services on the following terms and conditions, which terms and conditions shall apply on acceptance of this application by Singtel Mobile Singapore Pte. Ltd. ("Singtel Mobile"):

- (a) Singtel's General Terms and Conditions of Service (<https://www.singtel.com/terms-general>); and
- (b) Singtel's Billing Terms and Conditions(<https://www.singtel.com/terms-billing>); and
- (c) Specific Terms and Conditions of Singtel Mobile(<https://www.singtel.com/mobile-terms-and-conditions>); and
- (d) Specific Terms and Conditions of Singtel Mobile applicable for Add-on Service (<https://www.singtel.com/mobile-terms-and-conditions>); and
- (e) Singtel Mobile's Promotion Terms and Conditions as at the date of this Agreement; and
- (f) The General Information entailed herein, including any amendments that may be made to these terms from time to time.

2.*I/We acknowledge that *I/We have seen, read and understood and do hereby accept the above terms and conditions. The above terms and conditions are also available at <http://www.singtel.com> or from Singtel Mobile on written request.

3.*I/We understand that I/We have to inform Singtel Mobile if I/We decide to opt out of any promotional Add-on Services when they expire.

4.*I/We acknowledge that Singtel Mobile (GSTN: MR-8500432-2) has assigned to Singtel its right to bill and collect from *Me/Us the Fees and Charges under this Customer Agreement and *I/We shall pay all such Fees and Charges to Singtel.

5.*I/We acknowledge that use of the iPhone constitutes acceptance of the iPhone terms and conditions and other third party terms and conditions found in the iPhone packaging, or at <https://www.apple.com/sg/legal/sales-support/terms/repair>.

6.*I/We agree that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by *Me/Us in accordance with Clause 15 of the General Terms (<https://www.singtel.com/terms-general>), and understand *I/We may withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.

7.*I/We acknowledge that *I/We have seen, read and understood and do hereby accept the Specific Terms and Conditions for Microsoft Services (<https://mybusiness.singtel.com/help-centre/apps/office-365/terms-and-conditions-office-365>) and Microsoft Customer Agreement (<https://www.microsoft.com/licensing/docs/customeragreement>)

8.*I/We confirm that all information given by *Me/Us in connection with this application is true and correct.

*Singtel refers to Singapore Telecommunications Limited. For the avoidance of doubt, Singtel is not a party to this Customer Agreement.

Singtel reserves the right to define the selected smartphone list at any time without prior notice.

This is a computer-generated form. Signature is not required.

A member of the Singapore Telecom Group.