

SingNet BroadBand 2010 Terms & Conditions

Service Related

SingNet BroadBand Service Related	Fee
Registration	\$32.10
Cancellation of Service Application before Activation * Plus prevailing market value of the premiums	\$171.20*
Transfer of Account	\$10.70
Relocation of SingNet BroadBand service (Note: excluding maintenance visit charge U.P.: \$64.20)	\$42.80
Suspension of Account (Note: Only up to max of 3 months within a year \$42.80/mth)	\$42.80

SingNet BroadBand – Early Termination / Early Upgrade / Early Downgrade Charges

- An Early Termination Charge (ETC) applies if the SingNet BroadBand service is terminated within the minimum contractual period.
- Calculation of ETC is based on the following formula:
(Early Termination Charge for the respective subscription plan / Contract Period) x Number of Remaining Months of the Contract Period (including the month in which termination occurs).
- Please refer to the Terms & Conditions set out below for each SingNet broadband subscription plan for the actual termination charge in respect of such broadband subscription plan.
- Change of subscription plan is only allowed after the first 6 months of SingNet Broadband contract under the following conditions:
 - Existing SingNet BroadBand premium to a premium plan
 - Existing SingNet non-premium BroadBand to a premium plan
- Upgrading from SingNet BroadBand premium to non-premium plan is only allowed after the first 6 months.
- Upgrading from SingNet BroadBand non-premium plan to another non-premium plan is only allowed after the first 6 months of contract.
- All the above change plan scenarios are subjected to penalties where applicable and will be determined by SingNet from time to time and shall be dependent on the original SingNet BroadBand subscription plan of the customer.
- All other change plan scenarios that are not covered from clauses 4 to 6 are also subjected to penalties where applicable and will be determined by SingNet from time to time and shall be dependent on the original SingNet BroadBand subscription plan of the customer.

Installation Related Charges

Installation Related Charges	Fee
Installation of Access and/or SingNet Tested Ethernet/Wireless Modem(s) - First on-site installation (per modem per trip) - Second on-site installation (per modem per trip) - A surcharge will be imposed for customers who opt for wireless modem installation on weekday after office hour (after 6pm) and Sunday - 1st and 2nd PC configuration - 3rd PC configuration onwards	\$53.50 \$53.50 \$37.45 Free \$16.05
Other Installation Related Charges Customer missed appointment/not at home Customer unable to meet minimum system requirements/PC/notebook & modem incompatible/ internal wiring problem	\$53.50 \$53.50
Service Maintenance - Maintenance Evaluation Note: Maintenance Job includes work done to the PC/notebook and/ or modem to get the broadband access available	\$26.75

Important Notes

- SingNet Broadband 6Mbps plans offer download speed of up to 6Mbps and upload speed of up to 512kbps; 10Mbps plans offer download speed of up to 10Mbps and upload speed of up to 1Mbps; 15Mbps plans offer download speed of up to 15Mbps and upload speed of up to 1Mbps.
- Customers currently using a VPN (virtual private network) may need to purchase a WinPoET or MacPoET dialer from SingNet authorized installers or modem vendors. Customers with Mac OS X or Window XP can use a built-in dialer.
- SingNet BroadBand does not support Windows NT, Linux and any non English Operating System.
- SingNet Broadband is not applicable for PABX, hunting line, ISDN, DID, key telephone system, Auxiliary line. SingNet is also not liable for any disruptions on the SingNet BroadBand service arising from using phone lines connected to security alarm or similar systems.
- You will need the original Operating System CDs during installation.

6. It is recommended that ADSL enabled line should NOT have more than 4 phone sockets (i.e. 1 main & 3 extensions). All active telephone extensions should be fixed with microfilters. There are 2 microfilters (1 built-in & 1 external or 2 external) provided in the modem package, you would need to buy additional microfilter for each active telephone extension.

Specific Terms and Conditions (SingNet BroadBand Access Service)

1. Under normal circumstances, your service will be activated within 4 working days. However, subject to telephone line condition or location, it may take about one month or longer for the service to be activated.
2. The service is only available on the mainland of Singapore.
3. Date of installation must not be more than one month from date of sign up.
4. SingNet will not be held responsible for any connection issues & disruptions arising from customers' computers not being compatible or meeting the minimum systems requirements of their ADSL modems. SingNet will also not be held responsible for above disruptions arising from customers' fixed line enclosed for security systems.
5. For SingNet BroadBand Unlimited Plan subscribers, SingNet BroadBand's 56kbps dial-up feature offers unlimited access but non toll-free.
6. Any modem used to access the SingNet BroadBand Access Service (whether obtained from SingNet or otherwise) must be approved by both the IDA and SingNet and meet all relevant standards.
7. You will grant us access to any modem provided to you by SingNet and the Software embedded therein as and when we deem necessary to carry out any equipment upgrade.
8. SingNet will not be responsible for any loss or damage caused by or as a result of the use of any modem, hardware or Software, whether in conjunction with the SingNet BroadBand Access Service or otherwise.
9. Any warranty in respect of any modem provided by SingNet to you shall be limited to the respective manufacturer's warranty only. In the event for a defect to the said modem during the manufacturer's warranty period, you may notify the manufacturer directly and your sole and exclusive remedy shall be pursuant to the manufacturer's warranty.
10. You must comply with all applicable laws and instructions, notices or directions issued by the relevant regulatory and/or statutory authorities or SingNet from time to time in respect of the installation, use, operation or upgrade of any modem used to access the SingNet BroadBand Access Service.
11. There is a minimum contractual period of (as stated in the promotion or contract) for SingNet BroadBand Access Service. Should customers choose to terminate the service within the minimum contractual period, early termination charges may be imposed.
12. Customer can apply up to a maximum of 4 SingNet BroadBand accounts only under his NRIC number, out of the 4, there is ONLY 1 SingNet BroadBand Premium Plan account.
13. Each SingNet BroadBand account is valid for a single user, who applies with a residential line, to login to a single connection session, and not for multiple concurrent logins. If multiple concurrent logins are detected, SingNet reserves the right to impose a fee on the user for each multiple session login at prevailing monthly subscription rates.
14. Prices are subject to change and the prevailing GST shall apply.
15. If the telephone line is not registered under the customer's name, the customer shall warrant to SingNet that they have obtained proper authorization from the registered customer of the telephone line to enable the telephone line for SingNet BroadBand. If the consent by the registered customer of the telephone line is withdrawn of any reason whatsoever, SingNet shall terminate the BroadBand service & customer has to pay all charges incurred including early termination charges.
16. Certain security alarm systems linked to the residential line may conflict with the provisioning of the SingNet BroadBand Access Service. In such cases, the Customer is liable for all costs and cancellation charges incurred in the event that the application for the service is annulled due to the aforementioned complications.
17. Change of plan within the contractual period is allowed but liquidation charges will be imposed.
18. Customers should ensure that the modem offered with the promotion is compatible with their PC/notebook's system. SingNet will not be responsible should the modem fail to work on the customer's PC/notebook system.
19. The Customer is advised to put the Residential Gateway (RG) on a flat surface in which:
 - a. It is not near to blockage such as building structure, natural or artificial barriers.
 - b. It is not kept in enclosed area that will affect line-of-sight signal coverage
 - c. It is not near to electronic devices, including, but not limited to microwave ovens, Bluetooth devices, cordless phones to reduce interference of same frequency.
 - d. It is not near to water containing equipment filled with water to prevent wireless signal from being absorbed by water.
20. The signal strength may vary or fail altogether due to above mentioned factors which are not within SingNet's control, SingNet shall not be liable for any loss or damage arising from such interference or failure. Customer shall be solely responsible for providing all equipments necessary such as repeaters, at its own cost, to extend wireless coverage beyond above mentioned limitations should the need arise.
21. Information of Residential Gateway (RG)
The RG supports IEEE 802.11g standard for wireless local network (WLAN) communication. 802.11g is a standard published by IEEE for wireless communication at 2.4 GHz frequency band. Signal strength is the strongest at the area nearest to RG. The RG also supports multiple ethernet ports for wired broadband and mio TV services, as well as a RJ-11 port for mio Voice service.

22. The Customer acknowledges that the Modem bundled with the Service is not a product that is guaranteed by SingNet. The Modem shall carry the manufacturer's standard product warranty. The Customer shall refer to the manufacturer for full details of the charges and after sales support and warranty.
23. A minimum notice period of 7 working days is required for any termination. A charge of \$42.80 is applicable if the service is terminated without minimum notice.
24. Customers are deemed to have read and understood that they will incur other charges related to SingNet BroadBand services such as registration charges, relocation charges and etc.
25. SingNet BroadBand plans are provided on an "as is" and "as available" basis. SingNet does not warrant that the services will be uninterrupted and/or error-free.
26. These Specific Terms & Conditions are subjected to amendment by SingNet as and when necessary, notice whereof may be given to subscriber in such manner as SingNet deems proper.

SingNet BroadBand AUG 2010 Subscription Plans

6Mbps/10Mbps/15Mbps Unlimited Plans without premiums

- Early Termination Charge (ETC) shall apply if customer chooses to terminate this plan within the minimum contractual period. The ETC shall be calculated based on the following formula :
(\$321/contract period) X Number of remaining months of the contract period (include the month in which termination occurs)
- **Home BroadBand + Mobile BroadBand:** Promotion is valid for new and recontract sign-ups of SingNet BroadBand 6/10/15Mbps Unlimited Plan with new/recontract BroadBand on Mobile 1.5Mbps Plan. 24-month contract applies. BroadBand on Mobile 1.5Mbps monthly subscription will be converted to list price of \$29/mth for premature termination of SingNet BroadBand plan. Data SIM charges of \$37.45 applies. Bundled data for local access only. Not applicable with any other BroadBand on Mobile promotion. For full details on Mobile BroadBand Service Terms & Conditions, visit www.singtel.com/bbmobile.

Terms & Conditions

1. This promotion is only applicable to new residential subscribers for the eligible SingNet BroadBand Plans i.e. 6Mbps, 10Mbps and 15Mbps Unlimited unless otherwise stated. Also applicable for existing SingNet Dial-up and SingNet BroadBand customers who are eligible for re-contract.
2. The minimum contractual period for this promotion is 12/24 months for 6Mbps, 10Mbps and 15Mbps Unlimited Plans.
3. A monthly subscription fee of \$3.21/month for Supplementary Email Account shall apply after any free months.
4. 12-month contract applies for SingNet Security Suite. A monthly subscription fee of \$5/month applies for the 1st - 6th month and after the 7th - 12th free month of the contract.
5. Free modem is non-refundable, non-returnable and non-exchangeable.
6. Wireless Modem has a Smart Wizard software that automatically configures set-up and resolves common internet connection problems.
7. Choice of premium is on a first-come-first served basis and while stocks last.
8. All premiums are valid while stocks last. SingNet reserves the right to substitute the premiums with other premiums of lower or equivalent value without prior notice.
9. SingNet makes no representation as to the quality of goods, stocks availability and services provided by the appointed merchants. Merchants' terms and conditions apply.
10. Passwords given to each customer are the sole responsibility of the customer. SingNet shall not be responsible for the loss, damage or third-party abuse of passwords.
11. SingNet reserves the right to amend the terms and conditions of this promotion without any prior notice.
12. All other terms and conditions apply.
13. Prices are subject to change and the prevailing GST shall apply.
14. All information is correct at the time of printing.

SingNet BroadBand + mio TV 2010 Promotion Terms & Conditions

1. Valid for new customers who sign up for both mio TV and SingNet BroadBand at the point of registration.
2. Only one set of installation charges and service activation/registration charges will apply. This is applicable for the installation of SNBB & mio TV at the same appointment, prevailing promotion rates for installation and service activation/registration will apply.
3. New/recontracting SNBB customers are entitled to SingTel Movies Channel (Ch 317). Selection of 4 movies is subject to change, removal, replacement or addition at SingTel's sole discretion. Channel 317 will be automatically ceased after 12 months.
4. "Free 12 months mio TV" offer means that no minimum content spend will apply for 12 months from date of service activation, thereafter minimum content spend of \$16.05 per month mio TV service account per bill applies.
5. Optional 2nd SingTel Telephone Service ("Line") is available on a complimentary basis for customers who sign up for 8mbps and above SingNet Broadband together with mio TV. Usage charges apply for all optional 2nd Line. The option 2nd Line will be charge at prevailing rates if customers terminate mio TV or if they downgrade their SingNet Broadband speed to less than 8Mbps.