



## Terms & Conditions

Promotion ends 15 October 2023. Applicable for new Fibre Broadband, new Singtel TV/ CAST and new Mobile sign-ups and intended recipient only. All promotions and additional add-on items are on a first-come-first-served, while stocks last basis. Singtel reserves the right to change models of devices due to stock availability.

**Fibre Broadband:** A 24-month contract applies. A registration fee of \$54.00 for Fibre Home Bundle will be waived for NEW sign-ups. All NEW fibre bundle comes with a FREE wireless dual-band access point, FREE Fibre Termination Point installation, FREE Service Activation Charge waiver, FREE weekday Router installation, Home Line, and FREE 4G Mobile Broadband Plan (500MB).

### Typical download speed range for:

1Gbps Fibre Plan: 849.69Mbps – 969.29Mbps (local)

2Gbps Fibre Plan\*: 1444.72Mbps – 1858.54Mbps (local)

10Gbps Fibre Plan: 1903.03Mbps – 8224.37Mbps (local)

The typical download speed range is computed to reflect that at least 90% of the time, a user should experience the lower bound speed or higher. Results above were validated in January – March 2022. For more information, visit <https://www.singtel.com/personal/support/broadband/typical-download-speeds>. The local throughput performance is measured within SingNet through a local speed test server and the international throughput performance is measured through a speed test server in the US. In actual usage, the download speed may be subjected to the performance and connectivity of the destination application or web server which is not within SingNet's span of control.

\*Based on each available active GbE LAN port on the Optical Network Router. 2Gbps Fibre Home Bundle allows for the maximum throughput of 1Gbps per LAN network port, and an aggregated maximum throughput of 2Gbps per household based on two concurrent download connections. Speed testing on any individual LAN port will show a maximum throughput of 1Gbps plan.

**As part of this promotional offer, the customer has the option to choose either 1 broadband offer stated below as sign up:**

- i. Get a Free Dyson Supersonic hairdryer (Nickel/Copper) (worth \$645.96) when you sign up for 2Gbps Mesh Fibre Broadband Plan at \$73.58/mth (24mths contract) *OR*
- ii. Enjoy Free 5 months subscription on 2Gbps Mesh Fibre Broadband Plan (U.P. \$73.58/mth) (24mths contract)

**Free Dyson Supersonic hairdryer (worth \$645.96) when you sign up for 2Gbps Mesh Fibre Broadband Plan at \$73.58/mth (24mths contract):** This promotion is applicable only when customers sign up to a new 24-month 2Gbps Mesh Fibre Broadband plan. This plan consists of a 2Gbps Mesh Fibre Broadband plan bundled with a pair of Singtel WiFi 6 Mesh devices at a usual price of \$73.58/mth and a Free Apple iPad (9th Gen) 10.2" Wi-Fi 64GB at \$20.98/mth (worth \$429.12). The Dyson Supersonic hairdryer is only available in Nickel/ Copper, while stocks last. In the event there is a cancellation or changes to the contract before the completion of the 24 months minimum subscription contract period, the remaining unpaid instalment amount of the Singtel Lifestyle premium will be charged in full. A \$28 monthly bill rebate (across 24 months) will be applied on the fibre broadband plan. Usual price of \$73.58/mth for 2Gbps Mesh Fibre Broadband will apply after the 24-month contract. No refund is permitted on the wifi mesh as well as the free Singtel Lifestyle premium. The WiFi 6 Mesh



devices have been tested on SingNet's routers only; there is no guarantee of Mesh devices' performance on third-party routers. SingNet reserves the right to replace the model of the Mesh devices or the Singtel Lifestyle premium with other models without prior notice. This promotion is not applicable with other promotions unless otherwise stated. For more information on Singtel's 2Gbps plan, visit <https://www.singtel.com/personal/products-services/broadband/fibre-broadband-plans/2gbps>.

**Free 5 months 2Gbps Mesh Fibre Broadband Plan (U.P. \$73.58/mth):** This promotion is applicable only when customers sign up to a new 24-month 2Gbps Mesh Fibre Broadband plan. This plan consists of a 2Gbps Mesh Fibre Broadband plan bundled with a pair of Singtel WiFi 6 Mesh devices at a usual price of \$73.58/mth. No refund is permitted. Free months will be reflected on the first 5 months of the Fibre Broadband contract. Usual price of \$73.58/mth will apply thereafter for the remaining months of the contract and after the 24-month contract. The WiFi 6 Mesh devices have been tested on SingNet's routers only; there is no guarantee of Mesh devices' performance on third-party routers. SingNet reserves the right to replace the model of the Mesh devices with other models without prior notice. This promotion is not applicable with other promotions unless otherwise stated. For more information on Singtel's 2Gbps plan, visit <https://www.singtel.com/personal/products-services/broadband/fibre-broadband-plans/2gbps>.

**Home Line:** Customer has a choice to choose between Home Digital Line (HDL) and Home Line (Analogue line). Unlimited local calls apply for HDL. Call charges apply for Home Line. For more information, visit [www.singtel.com/personal/i/phonesplans/telephone-services](http://www.singtel.com/personal/i/phonesplans/telephone-services).

**Free Router Installation:** Weekday and weekend router installation will be waived as part of the online exclusive promotion for new sign ups. Please note that free weekday/ weekend router installation is only applicable to the standard wireless access point which is given as part of the new sign-up for your Fibre Broadband service. In the event, that the customer is not in the premise during the agreed installation appointment resulting in a rescheduling of installation, you will be charged the full amount of \$90.84 (weekday) and \$146.35 (weekend) router installation. For customers who have purchased any 3rd party router sold by Singtel, you will be required to self-collect the 3rd party router at +Serv after the successful fibre service installation.

**Free Fibre Termination Point (FTP) Installation:** NetLink Trust Fibre Termination Point installation fee of \$162.00 will only be waived for customers residing in high-rise buildings. From 1 January 2018 onwards, a service activation charge of \$57.24 (per port) for Fibre service will be charged to customer.

**Free 4G Mobile Broadband Plan (500MB):** A 24-month contract applies.

**Free 1 month Broadband Protect:** Broadband Protect promotion is valid for existing or new Singtel Broadband Customers. Promotion is not applicable to customer with existing Broadband Protect subscription. Prevailing monthly subscription charge for Broadband Protect applies after any promotion period. While we aim for the Service to provide the most comprehensive protection for our customers, no security solution is 100% guaranteed due to the complex and constantly evolving nature of cybercrimes.

**Free 2 months Security Suite Triple Protect and Qustodio Parental Control Pass:** Security Suite Triple Protect promotion is valid for existing or new Singtel Broadband Customers. Promotion is not applicable to customer with existing Security Suite Plus subscription. Prevailing monthly subscription charge for Security Suite Triple Protect applies after any promotion period. Security Suite Triple Protect can be downloaded and installed on a maximum of twenty (20) devices for each subscription. By using the service, the Customer will have deemed to have accepted McAfee's terms of use, which can be found on McAfee's website. Qustodio Parental Control



Pass promotion is valid for existing or new Singtel Broadband Customers. Promotion is not applicable to customer with existing Qustodio subscription. Prevailing monthly subscription of Qustodio (5 devices) or Qustodio (10 devices) applies after any promotion period. Qustodio can be downloaded and installed on a maximum of 5 devices or 10 devices, depending on the license subscribed. By using the service, the Customer will have deemed to have accepted Qustodio's Terms of Use at <https://www.qustodio.com/en/terms/>.

**Free 3 months Microsoft 365 subscription:** Microsoft 365 promotion is valid for existing or new Singtel Broadband Customers. Promotion is not applicable to customer with existing Microsoft 365 subscription. Prevailing monthly subscription for Personal or Family subscription applies after any promotion period. Customers have up to 3 months to download and activate their subscription upon receiving the confirmation SMS or email. Microsoft 365 Service will be charged regardless of whether customer activates the Microsoft 365 Service.

**Free 12 months Amazon Prime:** Applicable to RES, Staff, Staff and Family/FOSS. Not applicable to CIS, CES, Business Sales, GOMO customers. Amazon Prime Membership subscribers will enter into a contract with Amazon Asia-Pacific Holdings Private Limited and/or its affiliates ("Amazon"), which owns and operates Amazon Prime, to use the Prime benefits; subscribers will receive their Amazon Prime Membership subscription courtesy of Singtel for promotional period of 6 months with an eligible Broadband plan GA or recon transaction, with a SGD \$2.99/month value. After promotional period ends, subscribers will be charged SGD \$2.99/month on your Singtel bill. Your Amazon Prime Membership will continue until cancelled. You may cancel your Amazon Prime Membership anytime via "My Singtel App". In addition to the eligibility criteria below, activation of your Amazon Prime Membership is subject to your review and acceptance of the Amazon Prime Terms. Refer to:

<https://www.singtel.com/content/dam/singtel/personal/productservices/lifestyleservices/prime/AmazonPrime6TNCs.pdf> for full T&Cs.

**Home Internet Filter:** SingNet Internet Filtering Service will be provisioned, free of charge, for a period of 6 months, and will cease after that. If you wish to continue receiving the service, please go online to Singtel MyAccount to sign up.

Singtel reserves the right to amend, change or withdraw any terms and conditions without prior notice. All prices are inclusive of prevailing GST and information is correct at the time of printing. For full Fibre Broadband Terms and Conditions, please visit. [Fibre-Online-TnCs.pdf \(singtel.com\)](https://www.singtel.com/content/dam/singtel/personal/productservices/fibre/Fibre-Online-TnCs.pdf)

**Free 12 months on Singtel TV Ethnic Pack:** This promotion is only applicable when the above Broadband offer (Free 5 months 2Gbps Mesh Fibre Broadband Plan (U.P. \$73.58/mth) is signed up in the same transaction. A 24-month contract applies. Promotion is applicable for new Singtel TV customers only. Applicable packs refer to selection of either Jingxuan Starter, Inspirasi Starter, Kondattam Starter and Desi Starter. Free 12 months subscription will apply for the first 12 months and prevailing rate will apply thereafter for the remaining months of the contract. All prices exclude Singtel TV Set-Top Box rental. Other terms and conditions apply. For full Singtel TV Terms and Conditions, please visit <https://www.singtel.com/personal/products-services/tv/tncs>. All prices stated are inclusive of 8% GST. We will adjust our prices according to prevailing GST rates.

**Free 6 months 4K DVR Set-Top Box:** Promotion is applicable for new 4K DVR Set-Top Box customers only. Free 6 months subscription will apply for the first 6 months and prevailing subscription rate of \$15.03/mth will apply thereafter, unless SingNet notifies the customer otherwise or until the subscription is terminated by



customer. Other terms and conditions apply. For full Singtel TV Terms and Conditions. For full Singtel TV Terms and Conditions, please visit <https://www.singtel.com/personal/products-services/tv/tncs>. All prices stated are inclusive of 8% GST. We will adjust our prices according to prevailing GST rates.

**Free 6 months on Singtel TV GO:** Promotion is applicable for new Singtel TV GO customers only. Free 6 months subscription will apply for the first 6 months and prevailing rate of \$6.97/mth will apply thereafter, unless SingNet notifies the customer otherwise or until the subscription is terminated by customer. Other terms and conditions apply. For full Singtel TV GO terms and conditions, visit <https://www.singtel.com/content/dam/singtel/personal/products-services/tv/apps/tv-go/tv-go-documents/singtelvgo-tnc.pdf>. For full Singtel TV Terms and Conditions, please visit <https://www.singtel.com/personal/products-services/tv/tncs>. All prices stated are inclusive of 8% GST. We will adjust our prices according to prevailing GST rates.

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. For CAST through Singtel mobile bill, an eligible residential or CIS Singtel Postpaid mobile number is required for sign up. BRN or GOMO mobile customers may sign up for CAST under credit card option.

A compatible device (manufactured and sold separately) is required to access Singtel CAST, more info is available at [www.cast.sg/compatibledevices](http://www.cast.sg/compatibledevices).

Singtel brings you access to Viu Premium. Customers must separately accept Viu Premium Terms and Conditions to access Viu Premium, which is operated by PCCW OTT (Singapore) Pte Ltd. For full Viu Premium Terms and Conditions, visit [www.viu.com](http://www.viu.com).

Singtel brings you access to iQIYI. Customers must separately accept iQIYI Terms and Conditions to access iQIYI. For full iQIYI Terms and Conditions, visit <https://www.iq.com/>

**Free 2 months on iQIYI – Standard:** Free 2 months on iQIYI – Standard is valid with no minimum subscription period at \$6.98/month. It is free for the first 2 months and will be chargeable at the prevailing rate from the 3rd month onwards. All prices stated include GST.

**Free 6 months on Viu Premium:** Free 6 months on Viu Premium is valid with no minimum subscription period at \$8.98/month. It is free for the first 6 months and will be chargeable at the prevailing rate from the 7th month onwards. All prices stated include GST.

**Free 6 months on Spotify Premium:** Free 6 months on Spotify Premium is valid with no minimum subscription period at \$10.98/month. It is free for the first 6 months and will be chargeable at the prevailing rate from the 7th month onwards. Promotion is only applicable for new Singtel CAST Spotify Premium customers and is exclusive to all Singtel Postpaid mobile customers. Free 6 months on Spotify Premium promotion can only be enjoyed once. Full terms and conditions of Spotify Premium also apply. For full Spotify Terms and Conditions, visit <https://www.spotify.com/>. All prices stated include GST.

**Free 6 months on The Straits Times Basic Digital Plan:** Free 6 months on Straits Times Basic Digital Plan is valid with no minimum subscription period at \$14.90/month. It is free for the first 6 months and will be chargeable at the prevailing rate from the 7th month onwards. Promotion is only applicable for new Singtel CAST The Straits Times Basic Digital Plan customers and is exclusive to all Singtel Postpaid mobile customers. Free 6 months on The Straits Times Basic Digital Plan promotion can only be enjoyed once. Enjoy The Straits Times Basic Digital plan with unlimited access to articles on your smartphone and tablet apps, and the website. Subscribers can



stay logged on to 2 mobile devices simultaneously and get access to our 7-day news archive. Enjoy no local mobile data charges when you access The Straits Times app and [straitstimes.com](http://straitstimes.com) on a mobile device of the same mobile number you have used to subscribe to this service. Full terms and conditions of The Straits Times Basic Digital Plan also apply. For full The Straits Times Terms and Conditions, visit <https://www.straitstimes.com/>. All prices stated include GST.

**SIM Only 60GB at \$30.28:** Customers must subscribe to a SIM Only Plan that is bundled with 40GB local data with a 12-month minimum subscription. They will be given additional free 20GB with 1000 local minutes talk time and 500 local SMS for 12 months. Monthly subscription will be chargeable at \$30.28. Free data will be reflected in MySingtel app/ My Account portal within 2 billing cycles.

**Free Caller ID for 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 \$5.40/mth. There is a minimum subscription of 3 months for Caller ID service.

**Free 12 months 5G access for SIM Only Plus 30:** Eligible customers will be able to enjoy 5G access (U.P. 5.04/month) free for the first 12 months, and \$5.04/month from the 13th month onwards. Each Mobile plan is eligible to subscribe for one (1) 5G NOW Access. An one-time service activation fee of \$10.80 will be charged. In the event that customer terminates 5G NOW Access (SIM Only) at \$5.04/mth (12-month contract) within the minimum subscription period, customer must pay an early termination charge of the monthly recurring charge for 5G NOW Access (SIM Only/Combo/Combo XO/XOP 50) at \$5.04/mth (12-month contract) at usual price multiplied by the number of months remaining in the minimum subscription period. If the local data usage exceeds the total local data bundle, local data pay-per-use charges will be billed based on prevailing local data pay-per-use rates. Promotions is applicable to Residential customers. Offer is not transferrable. There is no refund of unutilized amount in cash or other means. Other terms and conditions apply. Singtel reserves the right to amend, change or withdraw any terms and conditions without prior notice.

**SIM Only \$50/ \$100 RRP Voucher:** Voucher is good for one-time use (limited to one Voucher per transaction) at any Singtel Shop or [Singtelshop.com/mobile](http://Singtelshop.com/mobile). Voucher is valid for 6 months from the date of issue specified on the voucher. Voucher will only be issued once every 11 months (i.e. if a customer re-contracts on SIM Only plan before 11 months, he will not receive the voucher). Voucher is not transferable nor exchangeable for cash and any unused balanced will not be refunded. You may use this voucher for the following, subject to availability and change at Singtel's sole discretion:

- Purchase of selected mobile devices or lifestyle products with a minimum value of S\$400 (e.g. tablets) on an existing SIM Only mobile line, but excluding new mobile device launches unless otherwise stated; and
- Payment of device fee when you upgrade your mobile plan. Customer shall pay any amount in excess of the voucher. All existing terms and conditions for device upgrade apply. Unless otherwise stated, this Voucher may not be used in combination with all other vouchers issued by Singtel\*. This voucher is not stackable with other RRP device voucher. Exclusive for XO Plus 50, 68, Sim Only Plus 30.

**FREE 3 months on Singtel CAST no contract (Singtel Online Shop):** Free 3 months on Singtel CAST is valid for subscription to selected Singtel CAST packs with no minimum subscription period, exclusively for sign-ups through [www.cast.sg](http://www.cast.sg). Customer may choose 1 pack from the following 4 applicable packs on Singtel Online Shop: Education Plus, Entertainment Plus, Learning Plus and Lifestyle Plus on the \$5.95/month pack. Selected Singtel CAST packs are free for the first 3 months and will be chargeable at the prevailing rate from the 4th month onwards. All prices stated include GST. 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. For CAST through Singtel mobile bill, an eligible residential or CIS Singtel Postpaid mobile number is required for sign up. BRN or GOMO mobile customers may sign up for CAST under credit card option. A compatible device (manufactured and sold separately) is required to access Singtel CAST, more info is available at [www.cast.sg/compatibledevices](http://www.cast.sg/compatibledevices). Singtel brings you access to



Viu Premium. Customers must separately accept Viu Premium Terms and Conditions to access Viu Premium, which is operated by PCCW OTT (Singapore) Pte Ltd. For full Viu Premium Terms and Conditions, visit [www.viu.com](http://www.viu.com). For full CAST Terms & Conditions, visit [www.cast.sg/termsandconditions](http://www.cast.sg/termsandconditions). CAST subscriptions under Singtel Postpaid Mobile Account are subjected to Singtel Mobile standard Terms and Conditions.

**Free Local data, talktime, SMS/MMS add-ons on SIM Only Plan:** The free data, talktime and SMS/MMS will be provided to customer every month for the first 12 months of their minimum subscription and will drop off automatically from the 13th month. If there is any change in the add-ons subscribed, or if the line is terminated, temporarily suspended, transferred or if there is a change of plan, the free data, talktime and SMS/MMS will be terminated immediately, even if the line is still within the 12-month minimum subscription period. For free data promotions, customers must subscribe to the relevant additional data add-ons in the same transaction that they sign up or change plan to SIM Only Plan. Excess data usage charges of \$10.80 per GB capped at \$189.76/mth apply. Promotions are only valid with new sign up, change plan or recontract to a SIM Only Starter Pack with 12-month minimum subscription. Each SIM Only Starter Pack is bundled with 3GB local data. This promotion cannot be combined with other promotions. Each SIM Only Starter Pack is eligible to sign up for one Data Add-On under SIM Only Plan only. For full terms and conditions, visit [singtelshop.com/simonly](http://singtelshop.com/simonly). If the SIM Only Plan is terminated before the expiry of the 12-month 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, the entire month's fees will still be payable and early termination charges will apply on the unfulfilled balance of the 12-month minimum subscription period. Early termination charges will also apply if there is a change plan within the 12-month minimum subscription period. There are no early termination charges to change instrument from SIM Only Plan to any Combo Mobile plan at any time during the 12-month minimum subscription period, but all free data/talktime/SMS/MMS will be terminated. If customer is subscribed to DATA X and terminates within the minimum subscription period, customer must pay an early termination charge of the monthly recurring charge for DATA X at retail price multiplied by the number of months remaining in the minimum subscription period. For general Mobile Terms and Conditions, please visit: <https://www.singtel.com/mobile-terms-and-conditions>