



Singtel TV Content Terms and Conditions

General Terms and Conditions

- 12 months minimum subscription period for all content pack(s)/channels(s) will apply unless otherwise stated.
- Customer will be billed from the date that the content or channel(s) subscribed for is activated.
- All prices stated include GST. All prices exclude Singtel TV Set-Top Box rental.
- Customer will be liable to pay a termination charge, if he/she terminates his/her subscription before the minimum subscription period applicable to any content pack or channel(s) expires (“**Early Termination Charge**”).
- The Early Termination Charge is calculated based on the remainder of the minimum subscription period multiplied by the monthly subscription charge for the content or channel(s).
- After the minimum subscription period expires, the subscription to any content or channel(s) will automatically continue at the same subscription rates unless SingNet notifies the customer otherwise or until the subscription is terminated by customer.
- After the end of any promotional subscription rate periods, prevailing subscription charges shall apply for the remainder of the contract term.
- SingNet reserves the right to amend any promotional subscription rates in its sole discretion.
- All Singtel TV 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.
- SingNet is not responsible for any advertisement, offer, or representation by any third party in any channel or other Singtel TV content.
- Contracts for all content pack(s)/channel(s) are entered into by customer on the basis that the content is provided via Singtel TV Set Top Boxes unless otherwise stated.
- Access to live streaming and On Demand channels on Singtel TV GO will only be available to customers with corresponding Singtel TV subscription. For more info, visit [link].
- Existing customers whose plans are no longer offered by SingNet and who wish to subscribe to any new Singtel TV content pack(s) / channel(s) must terminate their existing contract and enter into a new contract on any of the plans currently offered by SingNet. In the event that the new plan is an upgrade to the current plan, early termination charges will be waived. Otherwise, early termination charges will be applicable for such termination. Any promotions or discounts previously available will not be applicable to the new Singtel TV content pack(s) / channel(s).
- All Singtel TV customers must subscribe to at least 1 content pack, unless otherwise stated.
- Each Singtel TV service signed up by customer is limited to a maximum of four (4) set-top boxes, including one (1) 4K DVR set-top box or (1) HD DVR set-top box.
- 4K DVR set-top box/HD DVR set-top must be the first set-top box to enjoy any set-top box promotion.
- Customers may switch between a HD set-top box and a 4K DVR set-top box/HD DVR set-top box at any time during their contract. Prevailing swap box fee and installation charges may apply for any switch of set-top box(s).
- Any promotional discounts on the current set-top box will no longer be applicable when customer switches from a HD set-top box to 4K DVR set-top box/HD DVR set-top box (or vice versa). The unused portion of the discount will be forfeited, is not exchangeable for cash, credit or any benefit-in kind and is non-transferable.
- After the end of any promotional set-top box subscription rate period, the following prevailing subscription charges of your first set-top box and additional set-top box(s) shall apply thereafter:

Set-Top Box	Subscription Charges (w GST)
First Set-Top Box	



High Definition Set-Top Box	\$6.02/month
High Definition Digital Video Recording Set-Top Box	\$13.15/month
4K DVR Set-Top Box Record (Gen 3)	\$15.17/month
Additional Set-Top Box	
High Definition Set-Top Box	\$15.17/month
4K DVR Set-Top Box Non-Record (Gen 3)	\$20.27/month

- The customer may request to terminate the Singtel TV Service with not less than seven (7) working days prior notice of such intention to terminate.
- All offers are only applicable to addresses within Singtel TV Service coverage area.
- Prevailing installation charges may apply for installation of Singtel TV equipment.
- Prevailing charges may apply for either rescheduling or cancellation of installation appointment, whether due to customer's request or non-availability of customer during scheduled appointment.
- Free 30 days preview of Singtel TV programmes excludes "Video on Demand" (VOD) content.
- Subscription is subject to the terms and conditions of Singtel TV Service, including the Singtel General Consumer Terms and Conditions and Specific Terms and Conditions of Singtel TV Service (see [link](#)).

Starter Packs

- "Starter Packs" refers to "Family Fun Pack", "Family Lifestyle Pack", "Family Favourites Pack", "Family Kplus Pack", "Family Learning Pack", "Family Starter Pack", "Jingxuan Starter Pack", "Inspirasi Starter Pack", "Kondattam Starter Pack", "Desi Starter Pack", "Uthayam Pack", "Inbam Pack", "Cricket Starter Pack", "Kapuso Starter Pack", "Kapamilya Starter Pack", "Kabayan Starter Pack", "Nihon Starter Pack", "Annyeong Starter Pack" and "Jinghua Starter Pack".
- "Jingxuan Starter Pack" customers can subscribe to "Jinghua Starter Pack" at a promotional price of \$8.04/month.
- Customer may only subscribe to one of the following packs at any one time under the same Singtel TV Service: "Family Fun Pack", "Family Lifestyle Pack", "Family Favourites Pack", "Family Kplus Pack", "Family Learning Pack" and "Family Starter Pack".
- Jia Le Channel (HD), Jia Le On Demand and KBS World (HD) is not available in "Family Starter Pack".
- Fibre Home Bundle customers signing up to a 24-month contract "Family Starter Pack" on fibre connection or Fibre Entertainment Bundle customers upgrading their Family+ Pack can subscribe to 24-month contract "Family Starter Pack" at \$30.45/month. Both Singtel TV and Fibre Home Bundle services must be under the same customer's NRIC/FIN number and service address to enjoy the \$30.45/month promotional price for "Family Starter Pack". Usual price of \$35.56/month will apply at the end of the "Family Starter Pack" contract or if the Fibre Home Bundle subscription is terminated.

Trio Packs

- "Trio Packs" refers to "Jingxuan Trio Pack", "Inspirasi Trio Pack", "Kondattam Trio Pack", "Desi Trio Pack", "Action Trio Pack", "Desi Cricket Trio Pack" and "Kabayan Trio Pack".
- "Jingxuan Trio Pack" consists of "Jingxuan Starter Pack", "Movies+ Pack", "Chinese Movies+ Pack" and "Family Starter Pack".
- "Inspirasi Trio Pack" consists of "Inspirasi Starter Pack", "Movies+ Pack" and "Family Starter Pack".
- "Kondattam Trio Pack" consists of "Kondattam Starter Pack", "Movies+ Pack" and "Family Starter Pack".
- "Desi Trio Pack" consists of "Desi Starter Pack", "Movies+ Pack" and "Family Starter Pack".
- "Action Trio Pack" consists of "World Sports+ Pack", "Movies+ Pack" and "Family Starter Pack".
- "Desi Cricket Trio Pack" consists of "Desi Starter Pack", "Cricket Starter Pack" and "Family Starter Pack".
- "Kabayan Trio Pack" consists of "Kabayan Starter Pack", "Movies+ Pack" and "Family Starter Pack".



Add On Contents

- “Add on” content refer to “Chinese Entertainment Pack”, “Movies+ Pack”, “Chinese Movies+ Pack”, “Maveli+ Pack”, “Swagatam+ Pack”, “World Sports+ Pack”, “History & Crime Pack”, “Food & Leisure”, “HBO Pak”, “beIN SPORTS”, “Twin Pack”, “Movies Premium Pack”, “Triple Pack”, “Canto Pack”, “RugbyPass TV” and “Ala-carte Channels”.
- Customer may only subscribe to “Movies+ Pack”, “Chinese Movies+ Pack”, “World Sports+ Pack”, “History & Crime Pack”, “Food & Leisure Pack”, “HBO Pak”, “beIN SPORTS”, “Twin Pack”, “Movies Premium”, “Triple Pack”, “RugbyPass TV” and “Canto Pack” if the customer has subscribed to at least one of the following packs: “Family Fun Pack”, “Family Lifestyle Pack”, “Family Favourites Pack”, “Family Kplus Pack”, “Family Learning Pack”, “Family Starter Pack”, “Jingxuan Starter Pack”, “Inspirasi Starter Pack”, “Kondattam Starter Pack”, “Desi Starter Pack”, “Kapuso Starter Pack”, “Kapamilya Starter Pack”, “Kabayan Starter Pack” and “Nihon Starter Pack”.
- Customer may only subscribe to “Chinese Entertainment Pack” if the customer has subscribed to a “Family Starter Pack”.
- Customer will not be able to subscribe to “Chinese Entertainment Pack” if the customer has subscribed to “Jingxuan Starter Pack”, “Jingxuan Trio Pack”, “Jingxuan Variety”, “Family Lifestyle Pack” or “Family Fun Pack”.
- Customer may only subscribe to “Maveli+ Pack” and “Swagatam+ Pack” if the customer has subscribed to at least one of the following packs: “Family Fun Pack”, “Family Lifestyle Pack”, “Family Favourites Pack”, “Family Kplus Pack”, “Family Learning Pack”, “Family Starter Pack”, “Kondattam Starter Pack” and “Desi Starter Pack”.
- Customer may only subscribe to “A-la-carte Channels” if the customer has subscribed to any content pack.

Video On Demand (VOD)

- “Video On Demand” refers to titles within the TV Portal's “Video On Demand” tab.
- All “VOD” titles are available for viewing for up to 48 hours from time of purchase of subscription.
- “VOD” promotions are not applicable to titles within “R21”, “HD+ & 3D” and “Asian (Malay, Indian and Filipino)” categories, unless otherwise stated.
- R21 VODs are rated as Restricted 21 - For persons above 21 years of age.
- Customers are to ensure that R21 PIN issued is not accessible to children/minors below 21 years of age.
- R21 content may contain mature themes. Viewer discretion is strongly advised.

Singtel TV Select • “Singtel TV Select” is applicable to all Fibre Home Bundle customers who are not subscribed to any Singtel TV content pack(s) on monthly subscription charges till a date determined by SingNet. • “Singtel TV Select” is limited to one per service address and one (1) set-top box.

- “Singtel TV Select” must be subscribed under the same account and service address as the Fibre Home Bundle. “Singtel TV Select” will be terminated should the Fibre Home Bundle be terminated.
- Subscribers of “Singtel TV Select”:
 - May choose to upgrade to any Singtel TV content pack at any point in time.
 - Will not be entitled to any Free Preview unless otherwise provided by SingNet at its sole discretion from time to time.
 - Will not be entitled to bundle benefits.
- Prevailing Fibre Home Bundle installation charge apply for installation of both Fibre Home Bundle and “Singtel TV Select” under the same account, installation address and fibre network in one installation appointment.
- For installation of “Singtel TV Select” only, installation charge of \$91.68 (weekdays)/\$147.71 (weekends) will apply.
- Monthly recurring charges for set-top box rental may apply.



Singtel TV Hardware Terms and Conditions

Non-Return / Damage / Loss of Equipment or Replacement Charges of High Definition Set-Top Box / High Definition Digital Video Recording Set-Top Box:

- The following charges are applicable if High Definition Set-Top Box / High Definition Digital Video Recording Set-Top Box / 4K DVR Set-Top Box Record (Gen 3) / Additional 4K DVR Set-Top Box NonRecord (Gen 3) / Power Adaptor / Remote Control are not returned to Singtel upon termination of Singtel TV Service: Item Charges (w GST)

Item	Charges (w GST)
High Definition Set-Top Box	\$122.24
High Definition Digital Video Recording Set-Top Box	\$224.11
4K DVR Set-Top Box Record (Gen 3)	\$254.67
Additional 4K DVR Set-Top Box Non-Record (Gen 3)	\$254.67
Power Adaptor	\$21.80
Remote Control	\$10.19

4K and High Definition Digital Video Recording:

- Estimated number of recording hours
 - 4K Digital Video Recording: Up to 90 hours of 4K programmes or up to 280 hours of high definition programmes"
 - High Definition Digital Video Recording: Up to 113 hours of high definition programmes or up to 228 hours for standard definition programmes
- Simultaneous recording
 - 4K Digital Video Recording: For Singtel TV service delivered via fibre connection - up to 1 4K and high definition channels can be scheduled for recording / viewing
 - High Definition Digital Video Recording: For Singtel TV service delivered via fibre connection - up to 2 high definition channels and 1 standard definition channel can be scheduled for recording / viewing
- Multi Room
 - Only applicable to Singtel TV service delivered via fibre connection
 - Additional set-top box(es) are required and must be on the same fibre connection as first set-top box
 - Prevailing charges applies for additional set-top box(es)
- Control Live TV
 - Up to 90 minutes or rewinding live TV programmes
 - Subjected to the duration that customer has landed on the live channel
- In the case of any needed replacements or reformatting of the DVR set-top box hard disk, all recorded content on the hard disk will not be backed up or saved

Fibre Modem - Singtel TV on Singtel Home Digital Line

- Early Termination Charge of \$130.80 applies if Singtel TV Service is terminated within first 6 months of contract.