



Mobile Terms and Conditions

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1. General Mobile Terms & Conditions

- 1.1 All prices stated include 8% GST.
- 1.2 There is a one-time registration fee of \$10.80 and SIM card fee of \$37.80 for the application of a new Mobile line or additional supplementary line.
- 1.3 An administrative fee of \$10.80 applies for existing Customers who are recontracting their line. Change of a SIM card is \$37.80 for existing Customers.
- 1.4 Existing postpaid standard Mobile plan Customers under a Device Agreement can convert to Corporate Individual Scheme (CIS) Mobile plan within the first month of contract by paying a conversion fee of \$81.00.
- 1.5 XS/S/M/L/Pro/Family plans, Combo plans, Combo XO plan, XO plans, XO Plus 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 2023.
- 1.6 An excess local call is charged at 16.20 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 5.40 cents. Each excess MMS is charged at 32.40 cents. Each excess global SMS is charged at 18.00 cents.
- 1.8 Bundled data on XS/S/M/L/Pro/Family plans, Combo plans, Combo XO plan, XO plans, XO Plus 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) 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 \$0.51/100KB.
- 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 \$0.51/100KB) up to \$5.40/GB and capped at \$94.88/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 \$0.51/100KB), up to \$10.80/GB and capped at \$189.76/month.

Customers on XS/S/M/L/Pro/Family plans, Combo XO plan, XO plans and XO Plus plans, excess local data usage is charged at \$18.17 per 18GB and capped at \$189.76/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 XS/S/M/L/Pro/Family plans, Combo plans, Combo XO plan, XO plans, XO Plus plans and SIM Only plans subscribed under the Residential or CIS scheme. All other plans not listed above (including MobileShare and 5G MobileShare Plus plans) are not eligible for TOS.
- 2.2 Customers must have served a minimum of 3 months of Mobile service to be eligible for TOS.
- 2.3 Singtel reserves the right to implement a processing fee of \$21.60 (including GST) for each successful TOS application, and an additional processing fee of \$21.60 (including GST) at the end of the TOS period to reconnect the line. A monthly recurring charge of \$10.80 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-on 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. Network Service

- 3.1 4G service charges will be waived permanently for Customers who sign up or recontract on XS/S/M/L/Pro/Family plans, 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.

3.2 Singtel 5G NOW

5G NOW is a mobile add-on service which enables mobile data access on 5G Standalone (SA) and Non-standalone (NSA) network using both the 2.1GHz and 3.5GHz spectrum. The service and access will be limited to Singtel's 5G coverage areas and not nationwide.

Discontinuation of 5G service: 5G NOW will cease upon temporary suspension of service, transfer of ownership or termination (including by conversion to any other plan).

Exclusions: Multi-sim plans are not eligible plans for Singtel 5G NOW.

Customers who sign up or recontract to XS/S/M/L/Pro/Family plans, XO plus 72, 92, 122, 172, 288 Plans, SIM Only Plus 45, 55 Plans and 5G MobileShare Plus Supplementary Plan can enjoy 5G access by default at no cost. If you do not wish to use Singtel 5G, you shall be responsible for disabling the relevant functions on your device (if any).

4. 4G ClearVoice

- 4.1 4G ClearVoice is a service that is offered to Singtel Mobile Postpaid Customers with 4G service on XS/S/M/L/Pro/Family plans, Combo plans, Combo XO plan, XO plans, XO Plus 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 XS/S/M/L/Pro/Family plans, Combo plans, Combo XO plan, XO plans, XO Plus plans, Easy Mobile plans, Lite, Value, Plus, Premium, Prestige and SIM Only Mobile plans and valid until 31 December 2023.

5. Add-on Services Bundled with Mobile Plan

- 5.1 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.
- 5.2 The Free Weekend Local Data benefit is applicable for customers who sign up or recontract on XO plans (for avoidance of doubt, excluding XO Plus and Combo XO plans) on or before 4 February 2021. Eligible Customers will enjoy free local data from 0001 on Saturdays to 2359 on Sundays. Customers using Free Weekend Local Data are subject to the conditions stated in Section 7.

To ensure that the activities of some users do not impair the ability of Customers to have access to reliable services, Free Weekend Local Data benefit is conditional on fair usage by Customers and is capped at 10GB per day. If the Customer uses more than 10GB within a day, Singtel Mobile will impose a speed limit of 1 Mbps. The speed limit will be lifted on the following day.

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

- 6.1 Subject to limits and excess charges stated below, 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.
- 6.2 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.
- 6.3 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.



- 6.4 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.
- 6.5 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.
- 6.6 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.
- 6.7 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. Excess charges apply thereafter. 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.
- 6.8 For Customers who are on plans with 10,000 minutes local talktime bundle and subscribed to the 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.

7. Singtel Price Plan Voucher

- 7.1 Customers subscribed to either Family, iThree Plus, Premium 1500, Premium, Prestige, Combo 12, or XO Plus 288 Mobile plan will be rewarded with a free device upgrade voucher upon payment of 12 continuous complete months of Mobile subscriptions. Voucher is issued once every 12 months to active Customers on an eligible Mobile plan.
- 7.2 Customers subscribed to XS/S/M/L/Pro, XO Plus 168 or 172 Mobile plan will be rewarded with a free device upgrade voucher upon payment of 21 continuous complete months of Mobile subscriptions. Voucher is issued once every 21 months to active customers on the foregoing eligible Mobile plans.



- 7.3 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.
- 7.3 Voucher is not transferable and is not exchangeable for cash.
- 7.4 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.
- 7.5 Singtel Mobile reserves the right to amend the terms and conditions of the Voucher at any time without notice.

8. Senior Plan Benefits

- 8.1 Customer is eligible for the Senior Mobile Plan if Customer is a Singaporean or Permanent Resident and at least 60 years old when applying for the Senior Mobile Plan. Customer will need to produce your NRIC for verification purposes.
- 8.2 Customer is eligible for promotional rates related to the Senior Mobile Plan only when Customer formally signs up for the plan. Customer will not be eligible for such promotional rates when Customer is no longer on the Senior Mobile plan, for any reason.
- 8.3 Customer will be subject to prevailing standard mobile plan rates if Customer subscribes to additional mobile lines.
- 8.4 If Customer is on the Senior XS or XO Plus 52 plan, Customer will have an additional 100 minutes of talk time free per month. If Customer is on the Senior S/M/L/Pro or XO Plus 72/92/122/172 plan, Customer will have 10,000 minutes of talk time free per month. The Fair Usage Policy as stated in the clause 6 above will apply.

9. MobileShare Supplementary Plan

- 9.1 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.
- 9.2 Eligible Mobile Plans are XS/S/M/L/Pro/Family, Combo, Combo XO, XO and XO Plus plans.



- 9.3 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
- 9.4 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.
- 9.5 Local data: 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.
- 9.6 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 SIM Only Starter plan (1 mth contract) at \$25.23/mth inclusive of 150 mins Local Outgoing Calls, 500 Local SMS and 20GB Local Data Bundle.

10. Circle Mobile Plan Discount

- 10.1 With effect from 1st Nov 2021, Mobile customers who have at least 1 XS/S/M/L/Pro/Family or XO Plus mobile plan and signed up for Fibre home bundle plans 1 Gbps & above with DEL line (as stated in fibre broadband clause 2) as well as a minimum of Singtel Gen 3 starter pack and above (as stated in TV clause 2) are eligible to participate in the Circle Mobile Discount promotion ("Circle Mobile Discount Promotion").
- 10.2 Both the Fibre Home Bundle and Singtel TV subscriptions must be activated and registered under the same Customer ID and installation address of DEL line.
- 10.3 The Circle Mobile Discount Promotion is only available for current Singtel Postpaid XS/S/M/L/Pro/Family mobile plan, XO Plus Plan, SIM Only Plus Plan (5G), and Combo mobile plans (for avoidance of doubt, excluding Combo XO plan) ("Eligible Discount Lines") only. The Mobile Plan Discount Promotion is not applicable to business-registered Customers, and Broadband on Mobile plans.
- 10.4 The following Singtel Mobile plans are not eligible for the discount: SIM Only plans, GOMO plan, SuperSIM plans, Combo XO plan, SIM Only Plus (4G), Easy Mobile plans and Corporate Individual Scheme (CIS) plans.
- 10.5 Circle Mobile Discount Promotion:
 - 10.5.1 The Eligible Customer must subscribe to at least one Eligible Discount Line, which is designated as the key Mobile line ("Key Mobile Line").
 - 10.5.2 The Eligible Customer will be allowed to nominate up to 14 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 10.5.3, 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.

10.5.3 If the Eligible Customer's application is approved by Singtel Mobile, the Eligible Customer shall enjoy the applicable flat discount rate of 10% for their mobile plan stated in clause 10.3.

10.5.4 The Key Mobile Line has other additional benefits:

- i. Annual handset upgrade: If the Customer wishes to purchase another discounted device ('Upgrade') after completing at least the first twelve (12) months of the Device Agreement, the Key Mobile Line enjoys \$353 waiver off on Combo plan and \$202 waiver off on XS/S/M/L/Pro/Family plan, XO and XO Plus plan of the upgrade fees stated in clause 15 ('Upgrade Device Fee').

Singtel Mobile reserves the right to revise the upgrade device fee and/or upgrade device fee waiver for Annual handset upgrade anytime by prior notice to Customers in accordance with Singtel's General Terms & Conditions of Service.

10.5.5 Corporate Individual Scheme (CIS) plans, SIM Only plans, GOMO plan, Combo XO plan, 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 an ineligible 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.

- 10.6 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.

If the Eligible Customer's application is approved by Singtel Mobile, the Eligible Customer shall enjoy the applicable discount rate:

- 10.7 The Circle Mobile Discount Promotion will cease upon temporary suspension of service, transfer of ownership, service relocation or termination (including by



conversion to any other plan) of Fibre Home bundle plan or Singtel TV pack by the Eligible Customer. The Eligible Customer may re-apply to nominate lines, provided the promotion criteria as stated in clause 10.1 and 10.2 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 10.6.

- 10.8 Singtel Mobile reserves the right to discontinue or terminate the Circle Mobile Discount promotion at any time without notice. Customers will not be entitled to any refund or compensation in respect of such termination.
- 10.9 For Singtel Circle terms and conditions, please refer to <https://www.singtel.com/circle>.

11. Port-in Service

- 11.1 "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.
- 11.2 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.
- 11.3 Upon commencement of the Port-In Service, Customer's existing contract with the Donor shall automatically terminate.
- 11.4 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.

12. Mobile Number Scheme for Golden / Special / Incident Numbers

- 12.1 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.
- 12.2 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.

- 12.3 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.
- 12.4 Golden numbers may not be resold, transferred or offered in any way whatsoever to a third party without Singtel's prior approval in writing.
- 12.5 Singtel Mobile reserves the right to vary the terms and conditions of this Golden Number Scheme at any time without prior notice.
- 12.6 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.

13. SIM Only Plan

- 13.1 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.
- 13.2 SIM Only Plan does not support TalkMore Extra, TalkMore Unlimited and SMSMore add-ons.
- 13.3 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.
- 13.4 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.
- 13.5 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.

- 13.6 A conversion fee of \$30.28 is applicable on transaction when customer switches from the XS/S/M/L/Pro/Family plan, Combo, XO / XO plus, BlackBerry, Lite Special Price Plan, SIMple Price Plan, RedPAC Plus, SuperSIM, Easy Mobile, or Mobile Broadband plan.
- 13.7 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
- 13.8 By default, SIM Only plan SIM cards support Voice, SMS/MMS, data and roaming. Excess charges apply for any usage outside the bundle.
- 13.9 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.

14. Mobile Broadband with Voice Plan

- 14.1 Mobile Broadband with Voice Plan is issued free as an additional new mobile line with a mobile number to customers who sign-up/ re-contract any Postpaid Mobile Plans and it is non-transferrable. It comes with 0.5GB of local data and there is no contract term.
- 14.2 Talktime and SMS/MMS are charged at prevailing pay-per-use rate. Data add-ons are not available on Mobile Broadband with Voice Plan. Singtel reserves the right to terminate the contract and recover your allotted number if we notice there is no usage for a continuous 60 days period

15. Upgrade Device Fee

- 15.1 If the Customer wishes to purchase another discounted device ('Upgrade') after completing at least the first twelve (12) months of this Device Agreement, an upgrade device fee as set out below is applicable.

If eleven (11) months or less of the device agreement have been completed, no additional discounted device will be provided. If twelve (12) months to seventeen (17) months of the device agreement have been completed on a XS/S/M/L/Pro, Combo 2/3/6 or XO Plus 50/68/88/118/168 Mobile Plan or XO Plus 52/72/92/122/172 Mobile Plan, an upgrade device fee of \$353 applies. If twelve (12) months to seventeen (17) months of the device agreement have been completed on a Family or Combo 12 or XO Plus 288 Mobile Plan, an upgrade device fee of \$504 applies. If eighteen (18) months to twenty (20) months of the



device agreement have been completed, an upgrade device fee of \$201 applies. If twenty-one (21) or more months of the device agreement have been completed, there will be no upgrade device fee payable for the additional discounted device.

16. Trade-in of Mobile Devices

16.1 Mobile devices for trade-in will only be accepted if they are in good working condition and meet the following criteria:

- Come with original battery, charger and other accompanying accessories
- No scratches or cracks on the LCD screen
- No cosmetic damage, e.g. broken casing or missing parts
- The display on the LCD screen must be sharp and clear

Singtel reserves the right to reject the trade-in device if any of the above criteria is not met.

Trade-in of mobile devices are applicable only with the purchase of a mobile phone (for selected models only) on Singtel.com. There will be no refund for price differences in trade-in value, if any.

It is customer's sole responsibility to ensure that SIM card and all data, including all confidential and personal data, is removed from the trade-in device by performing a factory reset before the trade in. Singtel shall not be liable for any loss of data or unauthorized use or disclosure of personal information that has not been removed from the trade-in device prior to return.

17. Family Setup Plan

- 17.1 Family Setup Plan is available to anyone eligible to sign up for a Singtel Postpaid plan.
- 17.2 You can only use one eSIM profile (including mobile number) in your cellular watch at any one time. Once you have successfully downloaded the eSIM profile, it will be linked to your cellular watch.
- 17.3 In the event of change watch scenario, you will need to download a new eSIM profile onto your new cellular watch, by visiting a Singtel Shop or Singtel Exclusive Retailer. An activation fee of \$10.80 will be charged for each download.
- 17.4 Family Setup Plan is not eligible with Multi-SIM, NumberShare, MobileSwop Unlimited/ Premium and Roaming mobile services. Additional ineligible mobile services may be determined by us from time to time in our discretion.



18. Mobile Plans with Roaming Benefits

18.1 Mobile Priority Plan (XO Plus 288)

- 18.1.1 Customers who sign up for XO Plus 288 (also known as Mobile Priority Plan) shall activate GPRS to use the roaming benefits as set out in this Clause 18.1.

XO Plus 288 plan is bundled with free AutoRoam and roaming allowance of 30GB roaming data, 30 mins talktime* and 30 SMS** which may be used in 81 destinations as follows: Albania, Argentina, Armenia, Australia, Austria, Bangladesh, Belgium, Brunei, Bulgaria, Burkina Faso, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Mexico, Mongolia, Myanmar, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Slovak Republic (Slovakia), South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Timor-Leste, Turkey, UAE, UK, Ukraine, USA, Uzbekistan and Vietnam.

* 30 mins talktime includes (1) incoming calls received while Customer is in any of the 81 destinations, subject to rerouted IDD call charges (from Singapore to the roaming destination, even if incoming calls are unanswered), (2) outgoing calls to a local number in the country (within the 81 destinations) where the Customer is in, and (3) outgoing calls to Singapore from any of the 81 destinations. Roaming voice call is charged on a per minute basis. For USA and Canada, call charges will be incurred after 30 seconds of ringing even if incoming calls are unanswered.

** 30 SMS refers to outgoing SMS sent from any of the 81 destinations to another country within the 81 destinations.

- 18.1.2 The bundled roaming benefits is only applicable for customers roaming in one destination on Singtel's preferred operator networks. Customers must be logged on to Singtel's preferred operator network in the above 81 destinations in order to use the bundled roaming data. If you are logged on to a non-preferred operator network, the prevailing data roaming charges will apply. Please refer to <https://www.singtel.com/content/dam/singtel/personal/products-services/mobile/roaming/pdf/RoamingRates.pdf> for Singtel's preferred operators.
- 18.1.3 Customers' access and/or use of the bundled roaming benefits is subject to availability of a suitable type of mobile equipment; availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the service is requested or delivered; and geographic and technical capability of the preferred operator's network and delivery systems at the time and location when the service is requested or delivered.
- 18.1.4 When the Customer fully uses the 30GB bundled roaming data or any additional provisioned roaming data at any point during the billing cycle, another 1GB of data top up will be provisioned automatically at the following rates based on the



destination where additional data usage is detected. The top up charge shall apply even if Customer has not fully used the 1GB of additional provisioned data during the billing cycle. Any unused portion of the bundled and/or additional provisioned data shall not be carried forward to the next billing cycle.

Data Top Up Rate (per GB)	Applicable Destinations
\$5	Indonesia, Malaysia, Thailand
\$8	Australia, Brunei, Cambodia, China, Hong Kong, India, Japan, Laos, Macau, Myanmar, New Zealand, Philippines, South Korea, Taiwan and Vietnam
\$10	Albania, Argentina, Armenia, Austria, Bangladesh, Belgium, Bulgaria, Burkina Faso, Canada, Chile, Colombia, Costa Rica, Croatia, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Ghana, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Lithuania, Luxembourg, Mexico, Mongolia, Netherlands, Nigeria, Norway, Pakistan, Panama, Papua New Guinea, Peru, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Slovak Republic (Slovakia), Spain, Sri Lanka, Sweden, Switzerland, Timor-Leste, Turkey, UAE, UK, Ukraine, USA and Uzbekistan

18.1.5 Where data usage is detected on any Singtel's preferred Operator Network outside the 81 destinations but within the 76 DataRoam Unlimited Daily Plan destinations, a DataRoam Unlimited Daily Plan will be activated automatically for the Customer at \$29 per day. DataRoam Unlimited Daily Plan terms and conditions shall apply.

Per-pay-use rates apply for data roaming usage on any non-preferred operator network and all roaming usage in destinations outside the plan's coverage.

18.1.6 When Customers have fully utilized the bundled 30 mins talktime and 30 SMS, they may sign up for SMSVoiceRoam 7 days plan to continue usage at attractive rates.

18.1.7 Subscribers to the XO Plus 288 plan are not eligible to subscribe to ReadyRoam.

18.2 XS/S/M/L/Pro/Family Mobile Plans

18.2.1 Customers who sign up for M/L/Pro/Family Mobile plans shall activate GPRS to use the roaming benefits under this Clause 18.2.



M/L/Pro/Family plan is bundled with free roaming data as follows, which may be used in the 81 destinations as listed in Clause 18.1.1:

Mobile Plan	Roaming data provided per month
M plan	1GB
L plan	2GB
Pro plan	3GB
Family plan	30GB

18.2.2 XS/S/M/L/Pro/Family plans are bundled with free Auto-Subscription to ReadyRoam, where the most affordable ReadyRoam plan will be activated upon detection of the Customer's data usage in a destination on Singtel's preferred operator networks.

ReadyRoam plan subscription rates and terms and conditions apply.

18.2.3 A Customer's roaming data usage will be deducted in the following order (where applicable): (i) DataRoam Unlimited Daily plan for the days subscribed; (ii) the bundled roaming data under the M/L/Pro/Family plan; and (iii) the roaming data under other data roaming plans.

18.2.4 In the event that the Customer unsubscribes from Auto-Subscription to ReadyRoam, per-pay-use rates shall apply for any data roaming usage.

18.2.5 Family Mobile Plans are bundled with free monthly subscription to DATA X Infinity, which provides subscribers of the Family Mobile Plan with unlimited local data, subject to DATA X's fair usage policy (i.e. when a customer's monthly data usage exceeds 50GB on top of (i) the 300GB data allocated under the Family Mobile Plan and (ii) other data add-ons, such customer's data speed will be set at 1Mbps. Normal speed will resume 00:00 hours on the next billing cycle). For DATA X Infinity's full terms and conditions, please visit <https://www.singtel.com/datax>.

For the avoidance of doubt, DATA X Infinity will automatically terminate when a customer terminates their subscription to the Family Plan.

19. Singtel Super Stacker

19.1 Singtel Super Stacker is a bundle that consists of a Mobile Stack, Protect Stack, Broadband and Entertainment Stack, which enables customers to pool mobile data, talktime and other services for sharing so they can enjoy extra value across telecommunication services.



19.2 For the full terms and conditions of Singtel Super Stacker which shall apply to all subscribers of Singtel Super Stacker, please refer to singtel.com/superstacker-tncs.