

A) PREPAID MOBILE CARDS

3G/ 4G hi!Card Terms & Conditions

1. The hi!Card and Top-Up Card once sold cannot be returned. It cannot be exchanged for cash or other products. Singtel Mobile shall not be liable to the customer for any loss, theft, misuse or damage of these cards whatsoever.
2. Singtel Mobile does not provide a refund for any unused balance in the prepaid mobile card account; before or after usage, upon expiry or termination of account or if the SIM card is blocked.
3. The card number and PIN number printed on each Top-Up Card is unique to that Top-Up Card and the customer shall be solely responsible for preventing any unauthorized use of the Top-Up Card.
4. Unless expressly stated herein, Singtel Mobile's Specific Terms and Conditions of Service , and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to the above terms and conditions.
5. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
6. 1800/1900/15xx/1xxx calls and selected mobile data/content access via *SEND or 5-digit short codes may be available for Prepaid Services. They are subjected to prevailing airtime rates and 3rd party content providers terms and condition in the event if the 1xxx calls are made available. The 1xxx calls include but not limited to other toll free calls intended for Direct Exchange Line with pre-fix 1800.
7. The \$8 for \$10 hi!Card is preloaded with a value of \$10. All unused value shall expire within ninety (90) days from the date of issue unless a fresh top-up is made within the 90-day period.
8. The \$10 for \$12 hi!Card is preloaded with a value of \$12 in the main account. All unused value shall expire within ninety (90) days from the date of issue unless a fresh top-up is made within the 90-day period.
9. The \$15 for \$18 hi!Card is preloaded with a value of \$18. All unused value shall expire within one hundred and twenty (120) days from the date of issue unless a fresh top-up is made within the 120-day period.
10. The \$38 hi!Card is preloaded with a value of \$38 and 1GB of data (valid for local use within 7 days from date of activation). All other unused value shall expire within one hundred and eighty (180) days from the date of issue unless a fresh top-up is made within the 180-day period.
11. All prepaid mobile cards are pre-activated with voice call, SMS, roaming and data. Availability of mobile data service 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 Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.
12. As a fraud control measure, each incoming and outgoing call, regardless if is a Local or International call, will be cut off automatically at one hour call duration.
13. Local calls are charged based on per minute block.
14. IDD 001 are charged based on per minute block. Call set up fee of 10 Singapore cents apply for each IDD 001 call made from MAIN or Bonus Accounts
15. Pay-per-use local data service is pre-activated for all Prepaid Mobile SIM cards (except BBOM, hi!Data and hi!Tourist SIMs). Pay per use local data usage is charged in accordance with the Specific Terms and Conditions applicable to your plan at a rate of up to \$0.054/10KB.
16. Local data is charged based on per 10Kb block.

Prepaid Mobile Special Numbers

1. Different Prepaid Mobile Special Numbers are available at different retail points. Each Special Number is pre-allocated to either a USIM or microSIM Cards. Special Numbers are available for

purchase on a first-come-first-served basis. Customer shall comply with the standard Prepaid Mobile terms & conditions applicable, including registration requirements. Requests to reserve selected numbers for later purchase, or to transfer selected numbers from one store to another, or from USIM to microSIM or microSIM to USIM cannot be supported.

2. The Customer shall activate the Special Number within seven (7) days of obtaining the Special Number. If the Special Number is not activated within seven (7) days of the Customer obtaining the Special Number, the Customer shall cease to have the right of use of such Special Number and Singtel Mobile shall have the absolute right to deal with such number as it deems appropriate without being liable to the Customer in damages or otherwise and there shall be no refund of the amount paid by the Customer for the said Special Number.
3. The Customer may transfer the Special Number to another person (transferee) only if the Customer has activated a mobile line and used the Special Number and not otherwise.
4. Singtel Mobile shall assign the mobile phone system for use in connection with the Special Number and the Customer shall ensure that the mobile handset equipment used by the Customer shall be compatible with the mobile phone system assigned by Singtel Mobile.
5. Singtel reserves the right to change the Special Number, without being liable to the Customer in damages or otherwise, if such change is due to any direction given by Info-Communications Development Authority of Singapore or any other regulatory authority or if due to any telecommunications network changes, whether initiated by Singtel or otherwise.
6. In addition to the terms and conditions contained herein, the Customer shall also be bound by Singtel Mobile's Specific Terms and Conditions which is available at www.Singtel.com, or can be obtained at Singtel Mobile's Customer Service Centre, 31B Exeter Road #01-00 Comcentre 2, Singapore 239733, during operational hours.

Kababayan Card Terms & Conditions

1. The Kababayan Card once sold cannot be returned. It cannot be exchanged for cash or other products. Singtel Mobile shall not be liable to the customer for any loss, theft, misuse or damage of these cards whatsoever.
2. Singtel Mobile does not provide a refund for any unused balance in the prepaid mobile card account; before or after usage, upon expiry or termination of account or if the SIM card is blocked.
3. Unless expressly stated herein, Singtel Mobile's Specific Terms and Conditions of Service, and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to the above terms and conditions.
4. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
5. 1800/1900/15xx/1xxx calls and selected mobile data/content access via *SEND or 5-digit short codes may be available for Prepaid Services. They are subjected to prevailing airtime rates and 3rd party content providers terms and conditions in the event if the 1xxx calls are made available. The 1xxx calls include but not limited to other toll free calls intended for Direct Exchange Line with pre-fix 1800.

6. Free IDD calls via v019 terminating at Globe Telecom are not applicable to BIGHOT\$130/SUPER HOT\$128/ HOT\$55/ BONUS\$30/ YO!\$18 value top-up for Kababayan Card. Prevailing airtime rates on BIGHOT\$130/SUPER HOT\$128/ HOT\$55/ BONUS\$30/ YO!\$18 apply.
7. Local calls are charged based on per minute block.
8. Local data are charged based on per 10Kb block.

Terms And Conditions for Prepaid Bonus Top-ups ('BigHot\$130', 'SUPER HOT\$128', 'BONUS\$30', 'HOT\$55', 'DataTalk\$22', 'YO!\$18')

1. Definitions

- 1.1. In these Terms and Conditions for Prepaid Bonus Top-ups, the following words and expressions shall have the following meanings:

“BigHot\$130” refers to “BigHot\$130” which is a Singtel Mobile prepaid Bonus top-up used to add value to BigHot\$130 BONUS Accounts of the User.

“BigHot\$130 BONUS Accounts” refers to the BigHot\$130 Local Talktime and SMS BONUS Account, the BigHot\$130 International Talktime and Global SMS BONUS Account, and the BigHot\$130 Local Data BONUS Account..

“BONUS\$30” refers to a Singtel Mobile prepaid Bonus top-up used to add value to the BONUS\$30 BONUS Account of the User.

“BONUS\$30 BONUS Account” refers to the BONUS\$30 Bundled Local Talktime and SMS BONUS Account and the International Talktime and Global SMS BONUS Account, the charging Account against the use of BONUS\$30 for the User’s chargeable local calls (excluding premium calls to 1800/1900/100/LDD/15xx), local SMS, local data international calls and global SMS.

“DataTalk\$22” refers to a Singtel Mobile prepaid Bonus top-up used to add value to the DataTalk\$22 BONUS Accounts of the User.

“DataTalk\$22 BONUS Accounts” refers to the DataTalk\$22 Local Outgoing Talktime BONUS Account, the DataTalk\$22 Local SMS BONUS Account, the DataTalk\$22 Local Data BONUS Account and DataTalk\$22 International Talktime and Global SMS BONUS Account.

“HOT\$55” refers to the Singtel Mobile prepaid Bonus top-up used to add value to HOT\$55 BONUS Accounts of the User.

“HOT\$55 BONUS Accounts” refers to the HOT\$55 Local Talktime and SMS BONUS Account and the HOT\$55 International Talktime and Global SMS BONUS Account.

“HOT\$128” refers to “SUPER HOT\$128” which is a Singtel Mobile prepaid Bonus top-up used to add value to HOT\$128 BONUS Accounts of the User.

“HOT\$128 BONUS Accounts” refers to the HOT\$128 Local Talktime and SMS BONUS Account and the HOT\$128 International Talktime and Global SMS BONUS Account.

“YO!\$18” refers to a Singtel Mobile prepaid top-up card used to add value to the YO BONUS Accounts of the User.

“YO BONUS Accounts” refers to the YO Local Outgoing Talktime BONUS Account, the YO Local SMS BONUS Account and the YO Local Data BONUS Account.

“MA” refers to “Main Account” which is the charging account in respect of all chargeable calls and/or SMS when the combined value in the Prepaid Bonus Top-Up Bonus Accounts reach zero.

“FIDD” refers to Free International Direct Dial calls made via v019 where the v019 rate is waived.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

Prepaid Bonus Top-ups means each of BigHot\$130, SUPER HOT\$128, BONUS\$30, HOT\$55, DataTalk\$22, YO!18.

Prepaid Bonus top-ups Bonus Accounts means the bonus accounts of each of the Prepaid Bonus Top-Up.

"Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"User" refers to the Singtel prepaid customer who uses Singtel Mobile prepaid top-up cards.

- 1.2. The words and expressions used in these Prepaid Terms and Conditions for Bonus Top-ups shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.
- 1.3. The headings or titles to the clauses in these Prepaid Terms and Conditions for Bonus Top-Up Cards are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Prepaid Terms and Conditions for Top-Up Cards.

2. Top-Up Prepaid Cards

Prepaid Top-Up Card	Benefits	Max Value	Rates and Charges	Validity Period
BigHot\$130	(a) \$100 worth of value to be added to the BigHot\$130 Local Talktime and SMS BONUS Account; and (b) \$30 worth of value to be added to the BigHot\$130 International Talktime and Global SMS BONUS Account; and (c) 300MB worth of value to be added to the BigHot\$130 Local Data BONUS Account.	\$300 in the BigHot\$130 Local Talktime and SMS BONUS Account \$90 in the BigHot\$130 International Talktime and Global SMS BONUS Account 900MB in the BigHot\$130 Local Data BONUS Account	Prevailing rates for Prepaid Top-Up Cards.	50 days
HOT\$128	(a) \$100 worth of value to be added to the HOT\$128 Local Talktime and SMS BONUS Account; and (b) \$28 worth of value to be added to the HOT\$128 International Talktime and Global	\$300 in the HOT\$128 Local Talktime and SMS BONUS Account \$84 in the HOT\$128 International Talktime and Global SMS BONUS Account	Prevailing rates for Prepaid Top-Up Cards.	50 days

	SMS BONUS Account.			
BONUS\$30	\$30 worth of value to be added to the BONUS\$30 BONUS Account.	\$100 including top up value and any unused rolled over value	Prevailing rates for Prepaid Top-Up Cards. Free IDD via V019 is only applicable to China and Malaysia.	30 days
HOT\$55	(a) \$40 worth of value to be added to the HOT\$55 Local Talktime and SMS BONUS Account; and (b) \$15 worth of value to be added to the HOT\$55 International Talktime and Global SMS BONUS Account.	\$120 in the HOT\$55 Local Talktime and SMS BONUS Account \$45 in the HOT\$55 International Talktime and Global SMS BONUS Account.	Prevailing rates for Prepaid Top-Up Cards.	50 days Also refreshes validity period of HOT\$128 with a new validity period of 50 days.
DataTalk\$22	(a) Free local incoming calls within the validity period of the DataTalk\$22 Bonus Accounts (b) \$18 worth of value to be added to the DataTalk\$22 Local Outgoing Talktime BONUS Account; (c) \$10 worth of value to be added to the DataTalk\$22 Local SMS BONUS Account; (d) \$85 worth of value to be added to the DataTalk\$22 Local Data BONUS Account; and (e) \$12 worth of value to be added to the DataTalk\$22 International Talktime and Global SMS BONUS Account.	\$54 in the DataTalk\$22 Local Outgoing Talktime BONUS Account \$30 in the DataTalk\$22 Local SMS BONUS Account \$255 in the DataTalk\$22 Local Data BONUS Account \$36 in the DataTalk\$22 International Talktime and Global SMS BONUS Account.	Local outgoing calls at \$0.15 per minute Local SMS at \$0.02 per SMS Local data at \$0.0033 per 10 kb. In the event the local outgoing calls, local SMS and data charges are not deducted from the DataTalk\$22 BONUS Accounts for any reason, the Prevailing rates for Prepaid Top-Up Cards will apply.	30 days
YO!\$18	(a) Free incoming calls within the validity period of the YO BONUS Accounts	\$36 in the YO Local Outgoing Talktime BONUS Account	Local outgoing calls at \$0.15 per minute	30 days

	<p>(b) \$18 worth of value to be added to the YO Local Outgoing Talktime BONUS Account;</p> <p>(c) \$20 worth of value to be added to the YO Local SMS BONUS Account; and</p> <p>(d) \$17 worth of value to be added to the YO Local Data BONUS Account.</p>	<p>\$40 in the YO Local SMS BONUS Account</p> <p>\$34 in the YO Local Data BONUS Account.</p>	<p>Local SMS at \$0.02 per SMS</p> <p>Local data at \$0.0033 per 10 kb.</p> <p>In the event the local outgoing calls, local SMS and data charges are not deducted from the YO BONUS Accounts for any reason, the Prevailing rates for Prepaid Top-Up Cards will apply.</p>	
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- 2.1. Unused value in the User's Prepaid Top-Up Bonus Accounts will remain unchanged if top-up value is added to the MA.

"BigHot\$130 International Talktime and Global SMS BONUS Account" refers to the charging account against the use of BigHot\$130 to send global SMS and make international voice calls (inclusive of local call charges of international calls).

"BigHot\$130 Local Talktime and SMS BONUS Account" refers to the charging account against the use of BigHot\$130 to send local SMS, make local voice calls and use local data (excluding premium calls to 1800/1900/100/LDD/15xx).

"BigHot\$130 Local Data BONUS Account" refers to the charging account against the use of BigHot\$130 for local data usage.

"DataTalk\$22 Local Outgoing Talktime BONUS Account" refers to the charging account against the use of DataTalk\$22 to make local outgoing voice calls (excluding premium calls to 1800/1900/100/LDD/15xx).

"DataTalk\$22 Local SMS BONUS Account" refers to the charging account against the use of DataTalk\$22 to send local SMS.

"DataTalk\$22 Local Data BONUS Account" refers to the charging account against the use of DataTalk\$22 for local data usage.

"DataTalk\$22 International Talktime and Global SMS BONUS Account" refers to the charging account against the use of DataTalk\$22 to send global SMS and make international voice calls (inclusive of local call charges of international calls).

"HOT\$55 International Talktime and Global SMS BONUS Account" refers to the charging account against the use of HOT\$55 to send global SMS and make international voice calls (Inclusive of local call charges of international calls).

"HOT\$55 Local Talktime and SMS BONUS Account" refers to the charging account against the use of HOT\$55 to send local SMS, make local voice calls and use local data (excluding premium calls to 1800/1900/100/LDD/15xx).

"HOT\$128 International Talktime and Global SMS BONUS Account" refers to the charging account against the use of HOT\$128 to send global SMS and make international voice calls (inclusive of local call charges of international calls).

“HOT\$128 Local Talktime and SMS BONUS Account” refers to the charging account against the use of HOT\$128 to send local SMS, make local voice calls and use local data (excluding premium calls to 1800/1900/100/LDD/15xx).

“YO Local Outgoing Talktime BONUS Account” refers to the charging account against the use of YO to make local outgoing voice calls (excluding premium calls to 1800/1900/100/LDD/15xx).

“YO Local SMS BONUS Account” refers to the charging account against the use of YO to send local SMS.

“YO Local Data BONUS Account” refers to the charging account against the use of YO for local data usage.

3. Use of Prepaid Bonus Top-ups Bonus Accounts

- 3.1. For chargeable calls/SMS, the charged amount shall first be deducted from the BONUS\$30 BONUS Accounts, the YO\$18 BONUS Accounts, then the DataTalk\$22 BONUS Accounts, then the HOT\$55 BONUS Accounts or the HOT\$128 BONUS Accounts, then the BigHot\$130 BONUS Accounts (where applicable). Deduction will only be made from the MA when the combined value in the BigHot\$130 BONUS Accounts, HOT\$128 BONUS Accounts, the HOT\$55 BONUS Accounts, the DataTalk\$22 BONUS Accounts, the YO\$18 BONUS Accounts and BONUS\$30 BONUS Accounts reaches zero.

4. Rates and Charges

- 4.1. The rates of chargeable calls, SMS and local data using value in the Prepaid Top-Up Card Accounts shall be as determined by Singtel Mobile. Any special rates pursuant to other Singtel Mobile prepaid schemes will not be applicable.
- 4.2. Local calls are charged based on per minute block.
- 4.3. Local data are charged based on per 10Kb block.

5. Incoming Calls

- 5.1. All incoming calls are chargeable at the prevailing rate as may be determined by Singtel Mobile.
- 5.2. Unless otherwise stated, Singtel Mobile’s ‘Free Incoming Calls (Daily Subscription Plan)’ value-added service is not applicable to Prepaid Bonus Top-ups Bonus Accounts.

6. Expiry and Maximum Value

- 6.1. The value in the Prepaid Bonus Top-Up Bonus Accounts expires upon the expiry of the validity period from the date of the top-up and any unused value will be forfeited unless a fresh top-up is done within the said validity period, upon which a new validity period will apply from the date of top-up.
- 6.2. In the event of such expiry, all special rates for calls and SMS pursuant to such Prepaid Bonus Top-Up shall cease to apply and the rates of the MA shall be deemed to apply in substitution thereof.
- 6.3. Each Prepaid Bonus Top-Up is applicable only for such Prepaid Bonus Top-Up’s Bonus Accounts, and will not extend the validity of any other Prepaid Bonus Top-Up’s Bonus Account unless otherwise stated.
- 6.4. In the event that the Maximum Value in the Prepaid Top-Up Cards Bonus Accounts is exceeded in any top-up, such excess value will be forfeited.

7. Abuse

- 7.1. Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the Prepaid Bonus Top-ups to the detriment of other Users and/or Singtel Mobile. In particular, Users shall not use or apply SMS services under Prepaid Bonus Top-ups for delivering short messages as an aggregator or a gateway; delivering unsolicited short messages; or reselling the short message service to any other persons.
- 7.2. If a User breaches the above condition or if Singtel Mobile in its absolute discretion considers that the use of the Prepaid Bonus Top-ups by the User will unfairly deprive other Singtel Mobile customers of such services or otherwise adversely affects Singtel Mobile's interests, Singtel Mobile may, with or without notice to such User suspend or disconnect the Prepaid Bonus Top-ups in respect of such User and/or restrict the use of the Prepaid Bonus Top-ups by such User.

8. Others

- 8.1. Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Prepaid Bonus Top-up Bonus Accounts.
- 8.2. Users are fully responsible for their use of Prepaid Bonus Top-ups, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.
- 8.3. The card number and PIN number printed on each Prepaid Top-Up Card is unique and the User shall be solely responsible for preventing any unauthorized use of such Prepaid Top-Up Card.
- 8.4. Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at www.Singtel.com.sg, shall apply.
- 8.5. The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 8.6. Singtel Mobile reserves the right to revise these Terms and Conditions for Prepaid Top-Up Cards at its discretion and/or terminate, suspend in whole or in part any Prepaid Top-Up Card without prior notice. Use of the Prepaid Top-Up Card will constitute acceptance of these Terms and Conditions for Prepaid Top-Up Cards and the amendments thereof

B) CAMPAIGNS / PROMOTIONS

Singtel Mobile IDD Promotion ("IDD Promotion") - Terms and Conditions

1. This IDD Promotion is valid from 26 March 2010 and is only applicable for Singtel Mobile Prepaid Mobile customers who make V019 calls to China, Malaysia, Indonesia, Philippines & Thailand. Customers making calls using BigHot\$130, SUPER HOT\$128 or HOT\$55, shall only be entitled to the IDD Promotion if the cost of such v019 calls are deducted from the Main Account.
2. Under this IDD Promotion, customers will enjoy 10 minutes of their v019 call for free AFTER the first 8 minutes of their v019 call to one of the above destinations. The 10 free minutes of the v019 call will only be awarded ONCE per call and must be utilised within the same call. Any unutilized free minutes shall be automatically forfeited.
3. There is no limit to the number of times a customer can enjoy the 10 minutes of FREE v019 calls to the selected destination each day.
4. The chargeable duration of v019 calls will be charged based on Singtel Mobile's prevailing Prepaid Mobile v019 rates for each of the selected countries.

5. Prevailing mobile local airtime charges[^] will apply and will be deducted from either the Customer's Main Account or the respective BIGHOT\$130, SUPER HOT\$128 and/or HOT\$55 International Talktime and Global SMS BONUS Accounts (where applicable) at the discretion of Singtel Mobile.
6. Fixed lines termination and mobile lines termination of the designated destinations covered by this IDD Promotion is subject to the discretion of Singtel Mobile. Singtel Mobile may vary, suspend or terminate the whole or any part of this IDD Promotion from time to time without prior notice.
7. In addition to these terms and conditions, this IDD Promotion is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: www.Singtel.com. Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this IDD Promotion.

[^] Local Airtime Charges for calls terminating at Globe fixed lines and Globe Mobile and Touch Mobile numbers with prefixes 0905, 0906, 0915, 0916, 0917, 0926 and 0927 via Kababayan Card shall be at 1st min: 34¢, subsequent mins: 16¢/min.

WhatsApp Plan Specific Terms and Conditions

1. Definitions

In this WhatsApp Plan Terms and Conditions, the following words and expressions shall have the following meanings:

"WhatsApp Plan" refers to the Singtel Mobile Prepaid WhatsApp Plan described in clause 2 below.

"Main Account" refers to the User's charging account against the use of all chargeable data when the Data Account reaches zero value and/or has a shortfall.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"User" refers to the person who uses the WhatsApp Plan

The words and expressions used in the WhatsApp Plan shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in the WhatsApp Plan Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision the WhatsApp Plan

2. Use of WhatsApp Plan

- 2.1 The WhatsApp Plan may be offered in various denominations, the details of which are as set out in the table below as may be determined by Singtel Mobile in its sole discretion. The cost of the WhatsApp Plan shall be deducted from the User's existing Main Account

WhatsApp Plan	Price
1 Day Plan	\$0.50
7 Day Plan	\$3.00
30 Day Plan	\$6.00

- 2.2 The WhatsApp Plan only applies to messages, images, video clips and voice message delivery delivered within Singapore. Purchase fee of the “WhatsApp” application is not included. Standard data charges for the use of "Location Share" function and WhatsApp application download applies.
- 2.3 The WhatsApp Plan is not available Singtel Prepaid Broadband SIMs.

3. Expiry, Maximum Plan Validity and Fair Usage

- 3.1 The WhatsApp Plan will be valid for use according to the period purchased E.g.1 Day plan = 1 Day of use. Plan will expire at 2359 hours at the end of the validity period
- 3.1.1 User can extend their WhatsApp Plan by purchasing any of the WhatsApp plans, subject to maximum of 90 days of the WhatsApp Plan.
- 3.1.2 Fair usage of 1GB for the WhatsApp Plan applies. Singtel reserves the right to suspend, modify or terminate any usage abuse of the WhatsApp Plan.

4. Others

- 4.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of unused period of the WhatsApp Plan.
- 4.2 Users are fully responsible for their use of WhatsApp and the WhatsApp Plan, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.
- 4.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at www.Singtel.com.sg, shall apply in addition to the WhatsApp Plan Terms and Conditions.
- 4.4 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.5 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the WhatsApp Plan without prior notice and without any liability.
- 4.6 Use of the WhatsApp Plan will constitute acceptance of the WhatsApp Plan Terms and Conditions and the amendments thereof.
- 4.7 The WhatsApp Plan is available from 2nd August 2013 and is only available to new and existing Singtel Mobile Prepaid customers.
- 4.8 All commercial or illegal promotion via this service will be prohibited.
- 4.9 The use of this service shall also be subject to other applicable service terms and conditions prescribed by Singtel and WhatsApp Inc.
- 4.10 In addition to these terms and conditions, this WhatsApp Plan is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the “Specific Terms and Conditions”) and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions”), available at: www.Singtel.com. Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this WhatsApp Plan.

hi!Friends Terms And Conditions

- (a) the General Terms; and
- (b) the Specific Terms;

Incorporations By Reference

In addition to:-

which terms and conditions are deemed incorporated by reference, the Customer shall be bound by the following hi!Friends Chatline Specific Terms and Conditions ("hi!Friends Terms"). In the event of any conflict or inconsistency between:

- (i) The General Terms and any provision of these hi!Friends Terms, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms; or
- (ii) Any provision of the Specific Terms and any provision of these hi!Friends Terms, these hi!Friends Terms shall prevail over the Specific Terms.

1. Definitions

In these hi!Friends Terms, the following words and expressions shall have the following meanings:

- 1.1** "hi!Friends" refers to the hi!Friends Chatline service.
- 1.2** "Customer" means any prepaid mobile subscriber of Singtel Mobile who uses hi!Friends.
- 1.3** "MA" refers to "Main Account" which is the charging account against the use of all chargeable calls and/or SMS when either and/or both BONUS (SUPER HOT\$128, HOT\$55, BONU\$30, Special Bonus Account) Accounts reaches zero value and/or has a shortfall.
- 1.4** "General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service as may be amended from time to time and which is available for inspection at www.Singtel.com.sg.
- 1.5** "Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service as may be amended from time to time and which is available for inspection at www.Singtel.com.sg.
- 1.6** "Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).
- 1.7** "Singtel Group Company" means Singapore Telecommunications Limited and each of its related corporations within the meaning given in the Companies Act of Singapore.
- 1.8** The headings or titles to the clauses in these hi!Friends Terms are to facilitate reference and shall not be referred to relied upon in the construction of any provision of these hi!Friends Terms.
- 1.9** The words and expressions used in these hi!Friends Terms that are defined in the General Terms and/or the Specific Terms but which are not defined herein, shall have the same meanings as defined in the General Terms and/or the Specific Terms unless expressly defined herein or the context otherwise requires.

2. Access And Use Of hi!Friends

2.1 hi!Friends is available only to Singtel Mobile prepaid mobile subscribers aged 18 years and above. Singtel Mobile shall be under no obligation to verify the age of any Customer who accesses or uses hi!Friends although Singtel Mobile may conduct such verification as and when Singtel Mobile deems it necessary. Singtel Mobile shall not be responsible in any way whatsoever in the event a person below the age of 18 years accesses or uses hi!Friends.

2.2 Customers may access hi!Friends by dialing *93777.

3. Charges

3.1 There shall be no charges for access or use of hi!Friends for the first twenty (20) seconds of each new call made to *93777.

3.2 Thereafter a sum of \$0.40 shall be chargeable for each minute (or portion thereof) of every call made by Customers.

3.3 All charges for use of hi!Friends shall be deducted from Customer's Main Account (MA).

4. Customer Obligations And Acknowledgements

4.1 Customer agrees not to use and not to allow or permit any other person to use hi!Friends to:
a) cause any threat, harassment, distress, annoyance, inconvenience or anxiety to any person whomsoever or violate or infringe any other person's rights (including but not limited to the right of privacy), or interfere with another person's use of hi!Friends;

b) violate any laws, policies, guidelines or regulations, including but not limited to any laws, policies, guidelines or regulations applicable to the business and operations of Singtel Mobile and/or any Singtel Group Company;

c) carry out any activities which Singtel Mobile considers to be actually or potentially injurious to other Customers or persons, or to the operation or reputation of Singtel Mobile and/or any Singtel Group Company (including but not limited to illegal activities such as solicitation and dealing in drugs or other non-permitted substances) and / or

d) do any act that may at any time be prohibited by Singtel's Acceptable Use Policy which can be found at URL www.Singtel.com.

5. Disclaimer

5.1 The Customer accepts and agrees that Singtel Mobile does not warrant that hi!Friends will be provided uninterrupted or free from errors or delays or that any identified defect or delay will be corrected and that the availability of hi!Friends is dependent on network coverage.

5.2 The Customer further acknowledges and agrees that Singtel Mobile:

a) expressly excludes any guarantee, representation, warranty, condition, term, or undertaking of any kind, express or implied, statutory or otherwise or any representations or warranties arising from usage or custom or trade or by operation of law, including (without limitation) as to the sequence, originality, correctness, completeness, accuracy, timeliness, completeness, currency, non-infringement, merchantability, or fitness for any particular purpose in relation to hi!Friends;

b) shall not be liable to the Customer for any loss, liability, costs and/or damage whatsoever (whether direct, indirect or consequential) in respect of any matter howsoever arising (whether in tort, negligence or otherwise) in connection with the provision and/or use of hi!Friends;

c) to the fullest extent permitted by law exclude all warranties, rights and remedies (including warranties implied by statute or otherwise) that the Customer would otherwise be entitled to by law; and

d) may restrict or suspend a Customer's access to or use of hi!Friends in the event Singtel Mobile has reasonable cause to believe that the Customer's use of hi!Friends is in breach or threatens to be in breach of these hi!Friends Terms and/or for any other reason determined by Singtel Mobile.

6. Termination

6.1 Anyone below the age of 18 years is strictly not allowed to access and/or use hi!Friends.

6.2 The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.

6.3 Singtel Mobile reserves the right to alter, modify, add to or otherwise vary these hi!Friends Terms at its sole discretion from time to time by notice to the Customer in such manner as Singtel Mobile deems appropriate. The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use hi!Friends after such notice, the Customer shall be deemed to have accepted the amendments.

6.4 Singtel Mobile may terminate and/or suspend availability or access to hi!Friends in whole or in part without prior notice. Use of hi!Friends will constitute acceptance of these hi!Friends Terms and any amendments thereof.

Specific Terms And Conditions ('7-Day Value Plan and 30-Day Super Plan' for local data Value Added Service)

1. Definitions

In these 7-Day Value Plan and 30-Day Super Plan Terms and Conditions ("**Terms**"), the following words and expressions shall have the following meanings:

"7-Day Value Plan" and "30-Day Super Plan" refers to the various Singtel Mobile Prepaid Local Data Plans described in clause 2 below. Upon activation of the 7-Day Value Plan and/or 30-Day Super Plan, data value will be added to the Value Data Account and Super Data Account of the User respectively.

"Value Data Account" and "Super Data Account" refers to the accounts which will be credited with the local data value in respect of the 7-Day Value Plan and the 30-Day Super Plan respectively purchased by the User, and from which the local data utilised by the User will be deducted against.

"General Terms" refers to Singtel's Terms and Conditions of Service - General as may be amended from time to time and which may be accessed at <http://www1.singtel.com/terms-general.html>.

“Main Account” refers to the User’s charging account from which the charge for use of all chargeable data will be deducted from in the event the Value Data Account or the Super Data Account, as the case may be, reaches zero value and/or has a shortfall.

“MaxLimit” refers to the maximum data value of 3GB in the User’s Value Data Account and 15GB in the User’s Super Data Account.

“Specific Terms” refers to the Specific Terms and Conditions of Service for Singtel Mobile as may be amended from time to time and which may be accessed at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C) and its successors.

“User” refers to the person who uses the 7-Day Value Plan and/or 30-Day Super Plan.

The words and expressions used in these Terms shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Terms.

2. Use of 7-Day Value Plan and 30-Day Super Plan

2.1 7-Day Value Plan is available in any of the following 3 options subject to the MaxLimit:-

- i) 7-Day \$1 Value 10MB Plan
- ii) 7-Day \$2 Value 100MB Plan
- iii) 7-Day \$7 Value 1GB Plan

2.2 30-Day Super Plan is available in any of the following 3 options subject to the MaxLimit:-

- i) 30-Day \$10 Super 1GB Plan
- ii) 30-Day \$20 Super 3GB Plan
- iii) 30-Day \$30 Super 5GB Plan

2.3 Subject to these Terms,

2.3.1 Each 7-Day \$1 Value 10MB Plan (which can be purchased by deducting \$1 (excluding GST) from the User’s Main Account) shall provide:

- (a) 10MB worth of local data value to be added to Value Data Account; and
- (b) Seven (7) days of validity

2.3.2 Each 7-Day \$2 Value 100MB Plan (which can be purchased by deducting \$2 (excluding GST) from the User’s existing Main Account) shall provide:

- (a) 100MB worth of local data value to be added to Value Data Account; and
- (b) Seven (7) days of validity

2.3.3 Each 7-Day \$7 Value 1GB Plan (which can be purchased by deducting \$7 (excluding GST) from the User’s existing Main Account) shall provide:

- (a) 1GB worth of local data value to be added to Value Data Account; and
 - (b) Seven (7) days of validity
- 2.3.4 Each 30-Day \$10 Super 1GB Plan (which can be purchased by deducting \$10 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 1GB worth of local data value to be added to Super Data Account; and
 - (b) Thirty (30) days of validity
- 2.3.5 Each 30-Day \$20 Super 3GB Plan (which can be purchased by deducting \$20 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 3GB worth of local data value to be added to Super Data Account; and
 - (b) Thirty (30) days of validity
- 2.3.6 Each 30-Day \$30 Super 5GB Plan (which can be purchased by deducting \$30 (excluding GST) from the User's existing Main Account) shall provide:
- (a) 5GB worth of local data value to be added to Super Data Account; and
 - (b) Thirty (30) days of validity

2.4 Data value in the Value Data Account and/or Super Data Account may only be used in respect of local data.

3. Expiry, Top Up and Data Limits

- 3.1** Upon the purchase of a new 7-Day Plan before the expiry of any existing 7-Day Plan, the validity of the local data value in User's Value Data Account will be extended by seven (7) days, subject always to the maximum validity period of thirty (30) days from the date of purchase. Any unused value in the Value Data Account shall be forfeited upon expiry of the validity period unless another valid top up is performed prior to such expiry.
- 3.2** Each 30-Day Super Plan shall be valid for thirty (30) days from the date of purchase. Any unused value in the Super Data Account shall be forfeited upon expiry of the validity period unless another valid top up is performed prior to such expiry.
- 3.3** Unused local data value in the Value Data Account or the Super Data Account, as the case may be, may be rolled over upon a valid top up being performed prior to the expiry of the validity period relating to such account, subject always to the respective applicable MaxLimit.
- 3.4** Data usage pay-per-use rate applies upon expiry or full utilisation of the respective local data value in the Value Data Account or the Super Data Account, as the case may be. Pay-per-use local data usage will be charged based on per 10Kb block (or part thereof). Local data pay-per-use charges will be deducted first from the User's Special Bonus Accounts (subject to availability of credit in such Accounts) and then from the User's Main Account at the following rates:

Prepaid Local Data usage pay-per-use rates:

Account	Rates
Special Bonus Accounts	5.4¢ / 10KB
Main Account (\$8 hi!Card)	5.4¢ / 10KB
Main Account (\$10 and above hi!Card)	2.7¢ / 10KB

3.5 Singtel Mobile reserves the right to revise or vary the data usage pay-per-use rate as Singtel Mobile may from time to time determine in its sole discretion. The imposition of such revised fees, and changes and amendments thereto, shall be effective upon posting on Singtel's website at www.singtel.com/prepaid or on such date as may be otherwise stated. The User's continued use of the 7-Day Value Plan and/or 30-Day Super Plan will constitute acceptance of such revised fees and charges and amendments thereto.

4. Others

4.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the used local data remaining in Value Data Account and/or the Super Data Account in respect of any 7-Day Value Plan and/or 30-Day Super Plan.

4.2 Users are fully responsible for their use of the 7-Day Value Plan and 30-Day Super Data Plan, and Singtel Mobile not be held liable for any loss, expense or damage whatsoever that Users may suffer.

4.3 Singtel Mobile's records relating to data usage and charges in respect of the 7-Day Value Plan and 30-Day Super Data Plan shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein and shall be binding on the User. The User agrees that Singtel Mobile's decisions on all matters pertaining to the 7-Day Value Plan and 30-Day Super Data Plan are final. No further correspondence will be entertained in respect of the same.

4.4 Unless expressly stated herein, the Specific Terms and the General Terms shall apply in addition to these Terms. In the event of any conflict or inconsistency between the General Terms and any provision of these Terms, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms and any provision of these Terms, these Terms shall prevail over the Specific Terms. Singtel Mobile reserves the right to vary any part of these Terms, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the 7-Day Value Plan and 30-Day Super Plan.

4.5 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.

4.6 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the 7-Day Value Plan and 30-Day Super Plan without prior notice and without any liability to the User.

4.7 Use of the 7-Day Value Plan and 30-Day Super Plan will constitute acceptance of these Terms and any amendments thereof.

- 4.8 This 7-Day Value Plan and 30-Day Super Plan is valid from 22 March 2013 and is only applicable for new and existing Singtel Mobile Prepaid customers.

Specific Terms And Conditions ('BlackBerry® Prepaid Service')

1. Definitions

In these BlackBerry® Prepaid Service Terms and Conditions, the following words and expressions shall have the following meanings:

“BlackBerry® Prepaid Service” refers to Singtel Mobile Prepaid BlackBerry® service, each BlackBerry® Prepaid Service Pack (as defined below) and the respective BlackBerry® Data Account.

“BlackBerry® Data Account” refers to the charging account from which the charges for use of local data is deducted against when surfing the Internet through the BlackBerry browser.

“General Terms” refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

“Main Account” refers to the User’s charging account against the use of all chargeable data when the BlackBerry® Data Account reaches zero value and/or has a shortfall.

“MaxLimit” refers to the maximum data value of 3GB in the User’s BlackBerry® Data Account.

“Specific Terms” refers to Singtel Mobile’s Specific Terms and Conditions of Service.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to the person who uses the BlackBerry® Prepaid Service and/or any BlackBerry® Prepaid Service Pack.

The words and expressions used in the BlackBerry® Prepaid Service Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in the BlackBerry® Prepaid Service Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of the BlackBerry® Prepaid Service Terms and Conditions.

2. Use of BlackBerry® Prepaid Service

- 2.1 The BlackBerry® Prepaid Service may be offered in various data bundle denominations, the details of which are as set out in the table below (each a “BlackBerry® Prepaid Service Pack”) as may be determined by Singtel Mobile in its sole discretion. The cost of such BlackBerry® Prepaid Service Pack shall be deducted from the User’s existing Main Account.

Data Bundle	Validity	for Individual	for Corporate
10 MB	1 Day	\$5	\$10
50 MB	3 Days	\$10	\$15
150 MB	7 Days	\$15	\$30
1 GB	30 Days	\$20	\$60

Local data are charged based on per 10Kb block.

- 2.2** Local data usage will be deducted from the respective BlackBerry® Prepaid Service Pack when surfing the Internet through the BlackBerry® Browser. Non-local data usage and any local data usage in excess of the data bundle allocated under the respective BlackBerry® Prepaid Service Pack shall be charged at prevailing rates.

Pay Per Use data charges will be applicable for accessing the Internet through other access points e.g. Internet Browser. Other charges may apply.

3. Expiry, Top Up and Data Limits

- 3.1** Upon each BlackBerry® Prepaid Service Pack activation:

3.1.1 The respective local data value will be added to User's BlackBerry® Data Account respectively.

3.1.2 Users may perform top ups to their respective BlackBerry® Data Account in accordance with the prevailing available denominations of the various BlackBerry® Prepaid Service Packs and provisions of Clause 2.1 above.

- 3.2** Each BlackBerry® Prepaid Service Pack will expire in accordance with the provisions of Clause 2.1 above and any unused value in the BlackBerry Data Account shall be forfeited upon such expiry unless another BlackBerry® Prepaid Service Pack is activated or a top up is made to the User's BlackBerry® Data Account.

- 3.3** Unused value in the BlackBerry® Data Account may be rolled over upon a top up being performed before the date of last BlackBerry® Prepaid Pack expiry subject always to the MaxLimit and or maximum SIM card validity.

4. Others

- 4.1** Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any BlackBerry® Data Account and/or BlackBerry® Prepaid Service Pack.

- 4.2** Users are fully responsible for their use of the BlackBerry® Prepaid Service Pack, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage whatsoever that Users may suffer, howsoever incurred.

- 4.3** Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at www.Singtel.com.sg, shall apply in addition to the BlackBerry® Prepaid Service Pack

- 4.4** The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.5** Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the BlackBerry® Prepaid Service Packs without prior notice and without any liability.
- 4.6** Use of BlackBerry® Prepaid Service Pack will constitute acceptance of these Blackberry BlackBerry® Prepaid Service Pack and the amendments thereof.
- 4.7** These BlackBerry® Prepaid Service Packs are valid from 29 June 2011 and are only applicable for new and existing Singtel Mobile Prepaid customers.
- 4.8** In addition to these BlackBerry® Prepaid Service Terms and Conditions, the BlackBerry® Prepaid Service and each BlackBerry® Prepaid Service Packs are further subject to the Specific Terms and Conditions and the General Terms and Conditions, available at: www.Singtel.com. Singtel Mobile reserves the right to vary any part of these BlackBerry® Prepaid Service Terms and Conditions without prior notice and shall have the final decision in any dispute arising from these BlackBerry® Prepaid Service Terms and Conditions, the BlackBerry® Prepaid Service and/or the BlackBerry® Prepaid Service Packs.

Specific Terms And Conditions ('Paket Nelpon Indonesia')

1. Definitions

In these Paket Nelpon Indonesia Terms and Conditions, the following words and expressions shall have the following meanings:

"Paket Nelpon Indonesia" refers to the Singtel Mobile Prepaid IDD v019 and Global SMS to Indonesia bundle where the IDD v019 outgoing calls to Indonesia value is added to the IndonPack IDD calls Account and the Global SMS to Indonesia value is added to IndonPack GSMS Account of the User.

"IndonPack IDD calls Account" refers to the charging account from which the charges for use of IDD v019 outgoing calls to Indonesia are deducted against.

"IndonPack GSMS Account" refers to the charging account from which the charges for use of sending Global SMS to Indonesia are deducted against.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Main Account" refers to the User's charging account against the use of all chargeable IDD v019 outgoing calls and Global SMS to Indonesia when the IndonPack IDD calls Account and IndonPack GSMS Account reaches zero value and/or has a shortfall.

"MaxLimit" refers to the maximum IDD v019 outgoing calls to Indonesia of 60 mins in the IndonPack IDD calls Account.

"MaxLimit" refers to the maximum Global SMS to Indonesia of 150 Global SMS in the IndonPack GSMS Account

"Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to the person who uses the Paket Nelpon Indonesia.

The words and expressions used in these Paket Nelpon Indonesia Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Paket Nelpon Indonesia Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Paket Nelpon Indonesia Terms and Conditions.

2. Use of Paket Nelpon Indonesia

2.1 Each Paket Nelpon Indonesia (which can be purchased by deducting \$5 (excluding GST) from the User’s existing Main Account) shall provide:

- (a) 20 mins worth of IDD v019 outgoing call mins to Indonesia to be added to IndonPack IDD calls Account;
- (b) 50 Global SMS to Indonesia to be added to IndonPack GSMS Account; and
- (c) Three (3) days of validity

2.2 Value in the IndonPack IDD calls Account and IndonPack GSMS Account may only be used in respect of IDD v019 outgoing call mins and Global SMS to Indonesia.

3 Expiry, Top Up and Data Limits

3.1 Upon each Paket Nelpon Indonesia activation:

3.1.1 20 mins of IDD v019 outgoing call mins and 50 Global SMS to Indonesia will be added to IndonPack IDD calls Account and IndonPack GSMS Account respectively.

3.1.2 Users may perform top ups to their respective Data Account in denominations of either \$1 or \$7 in accordance with the provisions of Clause 2.1 above.

3.1.3 Each Paket Nelpon Indonesia expires within three (3) days from the date of activation or the date of last top up (if any) (where relevant) and any unused value in the IndonPack IDD calls Account and IndonPack GSMS Account shall be forfeited upon such expiry unless another valid top up is performed.

3.1.4 Unused value in the IndonPack IDD calls Account and IndonPack GSMS Account may be rolled over upon a top up being performed if the date of top up is within three (3) days of the Paket Nelpon Indonesia activation date or the date of last top up (if any) subject always to the MaxLimit.

3.2 IDD v019 outgoing call mins to Indonesia usage pay-per-use rate applies upon expiry or full utilization of the Paket Nelpon Indonesia. IDD v019 outgoing call mins to Indonesia usage pay-per-use rate of \$0.22/min (To Telkomsel) or \$0.26/min (To other operator in Indonesia) applies where the charging account is BigHot\$130, BONUS\$30, HOT\$55, SUPER HOT\$128 International Talktime and Global SMS BONUS Account or hi! Main Account.

3.3 Global SMS to Indonesia usage pay-per-use rate applies upon expiry or full utilization of the Paket Nelpon Indonesia. Global SMS to Indonesia usage pay-per-use rate of \$0.05/min (To Telkomsel) or \$0.15/min (To other operator in Indonesia) applies where the charging account is BigHot\$130,

BONUS\$30, HOT\$55, SUPER HOT\$128 International Talktime and Global SMS BONUS Account or hi! Main Account.

Prepaid Charges (pay-per-use rate):

To Indonesia (+62)	To Telkomsel	To Other Operator in Indonesia
IDD v019 Outgoing Call	\$0.22 / min Flat	\$0.26 / min Flat
Global SMS	\$0.05 /SMS	\$0.15 /SMS

4 Service Limitations and Exclusion of Liability

2.1 The User acknowledges that the availability and/or performance of Ultimate Data Pack are subject to:

- a. availability of a Mobile SIM Card;
- b. availability of a suitable type of Mobile Device and/or Mobile Equipment;
- c. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
- d. geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.

2.2 The User accepts that Singtel Mobile shall not be responsible to the User for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. Singtel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Ultimate Data Pack. Download/Upload speed is dependent on the device/equipment used and network traffic at the time of use or any application accessed by the User using the Ultimate Data Pack.

2.3 The User accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Ultimate Data Pack and/or access of any Customer to the Ultimate Data Pack or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the User

5 Others

5.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Paket Nelpon Indonesia.

5.2 Users are fully responsible for their use of the Paket Nelpon Indonesia, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.

5.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at www.Singtel.com.sg, shall apply in addition to these Paket Nelpon Indonesia Terms and Conditions.

5.4 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.

- 5.5 Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the Value Paket Nelpon Indonesia Pack without prior notice and without any liability.
- 5.6 Use of Paket Nelpon Indonesia will constitute acceptance of these Paket Nelpon Indonesia Terms and Conditions and the amendments thereof.
- 5.7 This Paket Nelpon Indonesia is valid from 16 September 2012 and is only applicable for new and existing Singtel Mobile Prepaid customers.
- 5.8 In addition to these terms and conditions, this Paket Nelpon Indonesia is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: www.Singtel.com. Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this Paket Nelpon Indonesia.

Specific Terms And Conditions ('Ultimate Data Pack')

1. Definitions

- 1.1 In these Ultimate Data Pack Terms and Conditions, the following words and expressions shall have the following meanings:

"Day" means a minimum period of 24 hours from the time of activation of the Ultimate Data Pack. Where reference is made to more than 1 Day, the time shall run on a consecutive basis.

"Services" refers to the Ultimate Data Pack services offered by Singtel Mobile.

"Ultimate Data Pack" refers to the various Singtel Mobile Prepaid Data packages described in clause 2 below.

"Ultimate Data Account" refers to the sub-account that holds the credit of the Day(s) upon purchase of the Ultimate Data Pack by the User which shall expire automatically with each passing Day regardless of usage by the User.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Main Account" refers to the User's main charging account that holds the pre-paid card value of the User from time to time in accordance with the applicable terms and conditions of the pre-paid card and from which the relevant amount is deducted immediately upon purchase of the Ultimate Data Pack by the User.

"MaxLimit" refers to a maximum of 21 Days that a User is allowed to hold in the Ultimate Data Account at any point of time.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"User" refers to a customer who holds a pre-paid account with Singtel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

1.2 The words and expressions used in these Ultimate Data Pack Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

1.3 The headings or titles to the clauses in these Ultimate Data Pack Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Ultimate Data Pack Terms and Conditions.

2. Ultimate Data Pack

2.4 Ultimate Data Pack means any of the following 3 options subject to the MaxLimit:-

- i. 1-Day \$7 Ultimate 2GB Pack (which can be purchased by deducting \$7 from the User's Main Account) provides 2GB local data usage for 1 Day from time of activation;
- ii. 3-Day \$16 Ultimate 6GB Pack (which can be purchased by deducting \$16 from the User's Main Account) provides 6GB local data usage for 3 Days from time of activation;
- iii. 7-Day \$30 Ultimate 15GB Pack (which can be purchased by deducting \$30 from the User's Main Account) provides 15GB local data usage for 7 Days from time of activation;

If a User purchases an Ultimate Data Pack while there is remaining credit Days in the User's Ultimate Data Account, the Days purchased will be added to the Ultimate Data Account on a consecutive basis subject to the MaxLimit.

2.5 The Customer will not be allowed to suspend usage of the Service or obtain a refund from Singtel Mobile once the Service has been activated. In the event that the Service is disrupted, suspended or terminated for whatever reasons after activation, the remaining credit, if any, in the Ultimate Data Account shall automatically expire upon the passing of each Day.

2.6 Data value in the Ultimate Data Account can only be used by the User for local data.

3 Service Limitations and Exclusion of Liability

3.1 The User acknowledges that the availability and/or performance of Ultimate Data Pack are subject to:

- e. availability of a Mobile SIM Card;
- f. availability of a suitable type of Mobile Device and/or Mobile Equipment;
- g. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
- h. geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.

3.2 The User accepts that Singtel Mobile shall not be responsible to the User for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. Singtel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Ultimate Data Pack.

Download/Upload speed is dependent on the device/equipment used and network traffic at the time of use or any application accessed by the User using the Ultimate Data Pack.

3.3 The User accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Ultimate Data Pack and/or access of any Customer to the Ultimate Data Pack or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the User

4 Others

- 4.1 Singtel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Ultimate Data Pack Account or the Main Account.
- 4.2 Users are fully responsible for their use of the Services, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage that Users may suffer.
- 4.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at www.Singtel.com.sg, shall apply in addition to these Ultimate Data Pack Terms and Conditions.
- 4.4 The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.5 Singtel Mobile reserves the right in its sole discretion to amend, terminate, and suspend in whole or in part the Ultimate Data Pack without prior notice and without any liability.
- 4.6 Use of Ultimate Data Pack will constitute acceptance of these Ultimate Data Pack Terms and Conditions and the amendments thereof.
- 4.7 In addition to these terms and conditions, this Ultimate Data Pack is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: www.Singtel.com. Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this Service.

Specific Terms And Conditions ('Prepaid Broadband on Mobile')

1. Definitions and Interpretation

1.1 In these Terms, the following words and expressions shall have the following meanings:

"Acceptable Use Policy" means Singtel Mobile's Acceptable Use Policy (http://home.Singtel.com/terms/default.asp?source=mobile&product_name=mobile_aup), being the guidelines for acceptable conduct and use of the Service, including all subsequent revisions or amendments.

"Customer" means any person who applies for or subscribes for or utilises the Service.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service and Billing Terms. Details at http://home.Singtel.com/terms/default.asp?source=mobile&product_name=general

“Mobile Equipment” means any mobile handset, datacard, modem, router, computer, netbook and/or any other equipment which the Customer may utilize to access the Service.

“Mobile SIM Cards” means the Singtel BroadBand on Mobile 3G Prepaid SIM cards with a fixed stored value and validity/service period purchased by Customers which enables access to the Service.

“Mobile Device” means a separate device containing the Mobile SIM Card in the event the Mobile Equipment of the Customer is not equipped with an in-built SIM card slot.

“Service” means the Prepaid BroadBand on Mobile Service providing wireless internet data access on Mobile Equipment using various data transmission platforms being High Speed Packet Access (HSPA), General Packet Radio Switch (GPRS) or 3G Packet Switch (3G PS).

“Singtel Mobile” means Singapore Telecom Mobile Private Limited and its successors.

“Specific Terms and Conditions” means Specific Terms and Conditions for Singtel Mobile. Details at: http://home.Singtel.com/terms/default.asp?source=mobile&product_name=mobile

“Territory” means Singapore.

“Top-Up Card” means the Singtel Mobile prepaid physical top-up cards or the virtual top-up cards used to add value to the Mobile SIM Card.

1.2 The words and expressions used in these Terms that are defined in the General Terms, the Specific Terms and Conditions or the Acceptable Use Policy but are not defined in these Terms, shall have the same meanings as defined in the General Terms, the Specific Terms and Conditions or the Acceptable Use Policy, unless the context otherwise requires.

1.3 The headings or titles to the Clauses in these Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Terms.

2. Purchase, Activation & Usage

2.1 The Service is limited to local data usage in the Territory. Voice calls, SMS, MMS, roaming or international call services are excluded from the Service.

2.2 The rates and benefits of the Service and all matters pertaining to the Mobile SIM Cards are subject to change at Singtel Mobile’s discretion from time to time, as may be notified by Singtel Mobile.

2.3 The Mobile SIM Cards once sold cannot be returned, refunded or exchanged for cash or other products. Singtel Mobile shall not be liable to the Customer for any loss, theft, misuse or damage of the Mobile SIM cards whatsoever.

2.4 The serial number and PIN number printed on each Mobile SIM Card is unique to that Mobile SIM Card and the Customer shall be solely responsible for preventing any unauthorised use of the Mobile SIM Card.

- 2.5 Registration of the Mobile SIM Cards at the point of purchase by the Customer is mandatory and may be done by visiting any Hello! Store or any of Singtel Mobile's exclusive retailers.
- 2.6 Singtel Mobile does not provide a refund for any unused balance remaining under any Mobile SIM Card in any circumstances whatsoever.
- 2.7 The Service will be activated when the Customer uses the Mobile SIM Card to connect to the internet for the first time via any Mobile Equipment.
- 2.8 Upon activation, the Customer may access and use the Service for a consecutive period of seventy two (72) hours ("Usage Period"). The Usage Period may be varied from time to time by Singtel Mobile in its absolute discretion. The Customer may not suspend usage of the Service once the Service has been activated. In the event that the Service is suspended or terminated (whether by the Customer or Singtel Mobile) for whatever reason after activation, the remaining value, if any, in the Mobile SIM Card shall be automatically forfeited after the expiry of the Usage Period.

3. Use of Service

- 3.1 The Customer shall use, and shall procure that any person the Customer permits or allows to use the Service shall use, the Service in accordance with the Acceptable Use Policy and with such other guidelines, rules and requirements as Singtel Mobile may issue from time to time or any Law.
- 3.2 The Customer acknowledges and agrees that any data or content accessed by the Customer using the Service may be subjected to restrictions, consent, license, authorization and terms and conditions of third parties.

4. Customer's Obligations

- 4.1 The Customer acknowledges and agrees that the Customer shall not use the Service or permit the use of the Service in any manner which may adversely affect Singtel Mobile's network, or other Customers' use of the Service and/or any other service provided to such Customers, as Singtel Mobile may reasonably determine.
- 4.2 In the event the Customer does not obtain a Mobile Device directly from Singtel Mobile, the Customer is responsible to ensure that the Customer's Mobile Device to be used with the Service is compatible with the Mobile Equipment (including the necessary software) that the Customer uses. For Mobile Equipment with an embedded SIM card slot for the Mobile SIM Card, the Customer shall ensure that such Mobile Equipment is compatible with the Service. Singtel Mobile shall not be responsible to the Customer or any other person whatsoever should the Mobile Device fail to work on the Customer's Mobile Equipment (including software).

5. Mobile Devices

- 5.1 The Customer may either:
 - (a) use its own Mobile Device; or
 - (b) purchase the Mobile Device from Singtel Mobile or any of Singtel Mobile's exclusive retailers , whether jointly with the purchase of the Mobile SIM Card or otherwise, at a price to be fixed by Singtel Mobile from time to time.

6. Service Limitations and Exclusion of Liability

- 6.1 The Customer acknowledges that Service availability and/or performance is subject to:
- (a) availability of a Mobile SIM Card;
 - (b) availability of a suitable type of Mobile Device and/or Mobile Equipment;
 - (c) availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
 - (d) geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.
- 6.2 The Customer accepts that Singtel Mobile shall not be responsible to the Customer for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. Singtel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Service or any application accessed by the Customer using the Service.
- 6.3 The Customer accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Service and/or access of any Customer to the Service or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the Customer.

7. Consent to Use and Disclose Information and Data

- 7.1 The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.

8. Fair Usage Policy

- 8.1 The Customer acknowledges that the Service is subject to a fair usage limit of 2GB for each 24 hour period during the Usage Period ("Fair Usage Limit").
- 8.2 Singtel Mobile may in its absolute discretion suspend, restrict and/or terminate the Customer's access to the Service in the event the Fair Usage Limit is exceeded without any liability whatsoever to the Customer.

Bonus Program Terms & Conditions ("Bonus Terms")

1. A top-up bonus ("Bonus") will be awarded to Singtel Mobile's Prepaid Mobile customers ("Customers") for each eligible top-up done by the Customer with a minimum top-up value of \$10. The Bonus amount varies depending on the top-up channels used by the Customer and the respective top-up denominations. The amount of Bonus awarded shall be decided solely at the discretion of Singtel Mobile from time to time.
2. "BIGHOT\$130", "SUPER HOT\$128", "Bonu\$30", "HOT\$55", any top-up made outside of the Republic of Singapore, all prepaid top-ups below \$10 are not eligible for the Bonus. Singtel

Mobile reserves the right to amend, vary or add to the list of non-eligible top-up options without prior notice.

3. The Bonus will be added to the Customer's "Special Bonus Account" ("Account"). All stored value in the Account shall expire within thirty (30) days from the date the last eligible top-up is made by the Customer ("Bonus Period"), and any unused value shall be automatically forfeited unless a fresh eligible top-up is done prior to expiry of the Bonus Period. Unused value in the Account may be rolled over for a further thirty (30) day period if a fresh eligible top-up is done within the Bonus Period.
4. At any one time, the maximum balance amount in the Account shall not exceed \$100 ("MaxLimit"). Eligible top-ups shall not be permitted and no Bonus shall be awarded once the balance outstanding in the Account reaches the MaxLimit.
5. The Bonus can be used to send local SMS, make/receive local voice calls (excluding premium calls to 1800/1900/15xx/1xxx), send global SMS and make v019 international voice calls. All prevailing rates shall apply including local call charges for international voice calls. Deductions will be made firstly from the Account and the balance from other available accounts of the Customer shall only be deducted when the balance remaining in the Account reaches \$0 value.
6. With effect from 14 July 2010, deductions for 001 international voice calls will not be made from the Account. Instead, deductions will be made from other available accounts of the Customer at the sole discretion of Singtel Mobile. Call set up fee of 10 Singapore cents apply for each IDD 001 call made from MAIN or Bonus Accounts
7. There will be no refund for any unused Bonus upon card expiry, termination, or change in prepaid mobile number.
8. Bonus awarded in respect of a particular prepaid card cannot be transferred to, or combined with those awarded in respect of other prepaid cards and/or any other promotions or offers.
10. Singtel Mobile reserves the right to suspend or terminate this Bonus Program at any time without prior notice. There will be no refund or compensation to Customers whatsoever in the event of such suspension or termination.
11. Singtel Mobile's records relating to this Bonus Program shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein. Singtel Mobile's decisions on all matters pertaining to this Bonus Program are final. No further correspondence will be entertained.
12. To the extent permitted by law, Singtel Mobile shall not be liable to any person in any way for any loss or damage arising from or in connection with the Bonus Program under any circumstances whatsoever.
13. Singtel Mobile's Specific Terms and Conditions of Service ("Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions ("General Terms and Conditions"), shall apply in addition to these Bonus Terms.
14. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data provided by the Customer, in accordance with Clause 15 of the General Terms and Conditions.

15. Singtel Mobile reserves the right to amend these Bonus Terms at any time without prior notice. Participation in the Bonus Program shall constitute acceptance of these Bonus Terms and any amendment(s) thereof.

500MB Bonus for Self-Serve Top-up Program Terms & Conditions (“Bonus Terms”)

1. Local bonus data of 500MB (14 days validity) per top-up will be awarded to Singtel Mobile’s Prepaid Mobile customers (“Customers”) for each eligible top-up completed by the Customer. Eligible top-up is defined as with a minimum top-up value of \$10 through the following channels:
 - i. My Singtel App
 - ii. hi!Account Online portal at www.singtel.com/hi
 - iii. Easy Online portal at www.hi.singtel.com/easyonlinetopup
 - iv. Singtel mWallet App
2. 500MB of local data will be automatically credited into Customer’s data account upon successful top up.
3. Bonus awarded in respect of a particular prepaid card cannot be transferred to, or combined with those awarded in respect of other prepaid cards and/or any other promotions or offers.
4. Singtel Mobile reserves the right to suspend or terminate this Bonus Program at any time without prior notice. There will be no refund or compensation to Customers whatsoever in the event of such suspension or termination.
5. Singtel Mobile’s records relating to this Bonus Program shall be conclusive evidence of the accuracy, completeness and truth of all matters stated therein. SingTel Mobile’s decisions on all matters pertaining to this Bonus Program are final. No further correspondence will be entertained.
6. To the extent permitted by law, SingTel Mobile shall not be liable to any person in any way for any loss or damage arising from or in connection with the Bonus Program under any circumstances whatsoever.
7. Singtel Mobile’s Specific Terms and Conditions of Service (“Specific Terms and Conditions”) and Singapore Telecommunications Limited’s General Terms and Conditions (“General Terms and Conditions”), shall apply in addition to these Bonus Terms.
8. The Customer agrees that Singtel Mobile shall be entitled to use or disclose any information or data provided by the Customer, in accordance with Clause 15 of the General Terms and Conditions.
9. Singtel Mobile reserves the right to amend these Bonus Terms at any time without prior notice. Participation in the Bonus Program shall constitute acceptance of these Bonus Terms and any amendment(s) thereof.

FREE 75 Global SMS to China / Malaysia / Philippines / Thailand / Indonesia. ALL DAY AND EVERYDAY Singtel Mobile Global SMS Promotion (“GSMS Promotion”) - Terms and Conditions

1. This GSMS Promotion is valid from 1 June 2010 and is only applicable for Singtel Mobile Prepaid mobile customers who accumulate a total of 5 Global SMS sent to China, Malaysia, Indonesia, Philippines or Thailand per day ("Eligible Global SMS").
2. The charges for the Eligible Global SMS shall be deducted from customer's Prepaid Main Account. Customers using BigHot\$130, SUPER HOT\$128 or HOT\$55, shall only be eligible for this GSMS Promotion if the charges for the Eligible Global SMS are deducted from the Main Account.
3. Customers using BONUS\$30 are not eligible for this GSMS Promotion.
4. Under this GSMS Promotion, customers will enjoy 75 Global SMS to China, Malaysia, Indonesia, Philippines or Thailand ("Bonus Global SMS") for free AFTER accumulating the Eligible Global SMS. The Bonus Global SMS will only be awarded ONCE per day for each customer irrespective of the number of Global SMS sent by the customer to the eligible countries. The Bonus Global SMS must be utilised by 2359 hours on the same day the Bonus Global SMS are awarded. Any unutilized Bonus Global SMS for the day will be automatically forfeited and will not be carried forward to the next day.
5. The Eligible Global SMS will be charged based on Singtel Mobile's prevailing Prepaid Mobile Global SMS rates from time to time for each of the eligible countries and will be deducted from either the customer's Main Account or the International Talktime and Global SMS BONUS Accounts (in the case of SUPER HOT\$128 and/or HOT\$55) at the discretion of Singtel Mobile.
6. Fixed lines termination and mobile lines termination of the eligible countries under this GSMS Promotion is subject to the discretion of Singtel Mobile. Singtel Mobile may vary, suspend or terminate the whole or any part of this GSMS Promotion from time to time without prior notice.
7. Singtel Mobile shall not be liable to the customer for any loss, damage, claim or compensation of whatever nature arising from or related to this GSMS Promotion.
8. In addition to these terms and conditions, this GSMS Promotion is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: www.Singtel.com as may be amended from time to time. Singtel Mobile reserves the right to vary any part of these terms and conditions without prior notice and these terms and conditions as amended shall be binding on the customer. Singtel Mobile shall have the final decision in any dispute arising from this GSMS Promotion.

Singtel Mobile Pte Ltd ("Singtel Mobile") Prepaid Mobile Free Incoming Call by Top-up Promotion ("FIC Promotion") Terms and Conditions ("FIC Terms")

1. This FIC Promotion is valid from 18 June 2010 and is only applicable for Singtel Mobile Prepaid Mobile customers ("Customer") who have made a top-up of a minimum of \$10 to their prepaid mobile Main Account ("Eligible Top-up"). Singtel Mobile may from time to time in its absolute discretion decide on the eligibility for participation in this FIC Promotion.
2. Under this FIC Promotion, and upon the Customer making an Eligible Top-up, the Customer will enjoy:
 - i) Ten (10) days of free incoming calls for each Eligible Top-up of between \$10 but less than \$20;
 - ii) Twenty (20) days of free incoming calls for each Eligible Top-up of \$20 or more; (each period to be referred to as "FIC Validity Period").

3. The FIC Validity Period shall commence at the time of the Eligible Top-up and shall expire at 23:59 hours on the last day of the FIC Validity Period. For the avoidance of doubt the day the Eligible Top-up is made shall be considered as the first day of the FIC Validity Period irrespective of the time the Eligible Top-up is made. In the event of multiple Eligible Top-ups being made by the Customer, the Customer shall be entitled to enjoy a separate FIC Validity Period for each Eligible Top-up and each FIC Validity Period shall only commence upon expiry of the last FIC Validity Period.
4. Customers who are eligible for the free incoming calls under this FIC Promotion and who have also subscribed to Singtel Mobile's on-demand free incoming call value-added service ("Incoming Call VAS") shall be entitled to a waiver of the subscription fee payable in respect of the Incoming Call VAS during the FIC Validity Period of the respective Customer. Upon expiry of the applicable FIC Validity Period, the prevailing subscription fee for the Incoming Call VAS shall be automatically re-instated unless the Customer makes another Eligible Top-up in order to be entitled to a new FIC Validity Period.
5. The expiry dates of a Customer's respective prepaid mobile account shall continue to apply. In the event of any expiry of a Customer's prepaid mobile account, the FIC Validity Period shall immediately and automatically terminate and there shall be no re-instatement or refund of any unutilized FIC Validity Period under any circumstances whatsoever (including any subsequent re-activation or re-instatement of the Customer's prepaid mobile account).
6. The free incoming calls shall not apply when roaming overseas and will apply only to calls received within Singapore.
7. Singtel Mobile may vary, suspend or terminate the whole or any part of this FIC Promotion from time to time for any reason whatsoever without prior notice and without any liability to the Customer.
8. Singtel Mobile shall not be liable to the Customer for any loss, damage, claim or compensation of whatever nature arising from or related to this FIC Promotion.
9. In addition to these FIC Terms, this FIC Promotion is further subject to Singtel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: www.Singtel.com may be amended from time to time. Singtel Mobile reserves the right to vary any part of these FIC Terms without prior notice and these FIC Terms as amended shall be binding on the Customer. Participation in this FIC Promotion shall constitute acceptance of these FIC Terms.
10. Singtel Mobile shall have the final decision in any dispute arising from this FIC Promotion.

'Free Local Data Promotion'

TERMS AND CONDITIONS

1. Definitions

In these Terms and Conditions, the following words and expressions shall have the following meanings:

“Free Local Data” means the 5MB of data to be automatically credited into the Free 7 days Data Account of a User.

“Free 7 days Data Account” refers to the Singtel Mobile prepaid data account of a User into which the Free Local Data is credited. This is the charging account from which the charges for use of local data is deducted against.

“General Terms” refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

“Main Account” refers to the User’s charging account against the use of all chargeable data when the Free 7 days Data Account reaches zero value and/or has a shortfall.

“MaxLimit” refers to the maximum data value of 3GB in the User’s Free 7 days Data Account.

“Specific Terms” refers to Singtel Mobile’s Specific Terms and Conditions of Service.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to the person who owns a Singtel Mobile prepaid mobile account and who is entitled to the Free Local Data.

The words and expressions used in these Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Terms and Conditions.

2. Eligibility, Expiry, Top Up and Max Limit

- 2.1** Upon activation of a Singtel prepaid mobile 3G hi!Card (save for the \$8 hi!Card or any other prepaid card determined by Singtel Mobile from time to time) (“Valid Activation”), the Free Local Data will be credited to User’s Free 7 days Data Account. This is not applicable to \$8 hi!Card.
- 2.2** In addition to the Valid Activation, each top up by a User which is equal to or exceeding \$10 (“Valid Top-Up”) shall also entitle the User to the Free Local Data.
- 2.3** Free Local Data shall expire within seven (7) days from the date of each Valid Activation or the date of last Valid Top Up (if any) (where relevant) and any unused value in the Free 7 days Data Account shall be forfeited upon such expiry unless another Valid Top Up is performed subject always to the MaxLimit. In the event of such further Valid Top-Up, the validity period of any unused Free Local Data may be rolled over and extended for a further period of seven (7) days from the date of the last Valid Top-Up. For the avoidance of doubt, any Free Local Data a User may be entitled to which exceeds the MaxLimit shall be automatically forfeited and the User shall have no claim whatsoever against Singtel Mobile in respect of the same.
- 2.4** Singtel Mobile will not, in any circumstances, entertain any claim for a refund of any unused balance remaining in the Free 7 days Data Account.

3. Use of Free Local Data

- 3.1** Free Local Data in the Free 7 days Data Account may only be used in respect of local data.

4. Others

- 4.1** Users are fully responsible for their use of the Free Local Data, the Free 7 days Data Account, and in no circumstances shall Singtel Mobile be held liable for any loss, expense or damage whatsoever that Users may suffer.
- 4.2** The User agrees that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
- 4.3** Singtel Mobile reserves the right in its sole discretion to terminate, suspend in whole or in part the Free Local Data Promotion without prior notice and without any liability.
- 4.4** Participation in the Free Local Data Promotion and the use of the Free Local Data will constitute acceptance of these Terms and Conditions and the amendments thereof.
- 4.5** This Free Local Data Promotion is valid from 22 July 2011 and is only applicable for new and existing Singtel Mobile Prepaid customers.
- 4.6** In addition to these terms and conditions, this Free 7 days Data Account is further subject to the Specific Terms, the General Terms and any other terms and conditions in relation to the use of Singtel Mobile's prepaid mobile services (as may be amended from time to time), available at: www.Singtel.com. Singtel Mobile reserves the right to vary any part of these Terms and Conditions without prior notice and shall have the final decision in any dispute arising from this Free Local Data Promotion. In the event of any conflict between the Specific Term, the General Terms, any other terms and conditions relating to the use of Singtel Mobile's prepaid mobile services and these Terms and Conditions, these Terms and Conditions shall prevail.

Premium Rates Service (PRS)

- 1.** Premium Rated Service (PRS) Barring service allows customers to bar a specific mobile number from subscribing to chargeable mobile content such as 1900 chatline, 4D/TOTO, CNS News Pack, Games, Quizzes and Contests.
- 2.** Customers will not be able to subscribe to any PRS mobile contents in future once PRS Barring service is activated. Customer's currently subscribed PRS mobile content will not be affected except 3rd party contents (e.g. Quiz subscription), which will be terminated immediately. The service does not block Apps from all marketplace e.g. Apple, App Store and Android Market.
- 3.** Setup cost: Free
Monthly Subscription: Nil
Subscribe: Dial * BLOCK (*25625)

Visit www.Singtel.com/prsbarring to find out more.

Specific Terms And Conditions for 'hi!Share International' Prepaid Airtime Top-Up Value Added Service ("hi!Share International Terms")

1. Incorporation by Reference

In addition to the General Terms, the Specific Terms and the Acceptable Use Policy as may be amended from time to time (which terms and conditions are deemed incorporated by reference), the Customer shall be bound by the following hi!Share International Terms.

2. Definitions and Interpretation

In these hi!Share International Terms, the following words and expressions shall have the following meanings:

"Acceptable Use Policy" means Singtel Mobile's Acceptable Use Policy (http://home.Singtel.com/terms/default.asp?source=mobile&product_name=mobile_aup).

"Customer" means any prepaid mobile subscriber of Singtel Mobile who utilises the Service.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"Main Account" refers to the Customer's charging account against the use of all chargeable international prepaid airtime top-ups.

"Service" refers to the service offered by Singtel Mobile enabling Customers to purchase pre-defined top-up denominations for supported prepaid mobile number accounts not based in Singapore.

"Singtel Mobile" refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

"Specific Terms" refers to Singapore Telecommunications Limited's Specific Terms and Conditions of Service.

"Receiver" refers to the recipient of the Customer's international prepaid airtime top-up value, and who is not based in Singapore.

The words and expressions used in these hi!Share International Terms shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in these hi!Share International Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these hi!Share International Terms.

3. Use of the Service

3.1 The Service is available to all Singtel Mobile prepaid mobile subscribers with an active prepaid account at the time of using the Service.

3.2 The Service enables Customers to purchase pre-defined top-up denominations for supported prepaid mobile number accounts in the following countries:-

- (i) Bangladesh
- (ii) China
- (iii) India
- (iv) Indonesia
- (v) Malaysia
- (vi) Philippines

(vii) Thailand

- 3.3 The pre-defined top-up denomination shall be displayed in the relevant overseas currency (e.g. MYR for Malaysia) and the corresponding pre-defined amount that will be deducted from the Customer's Main Account shall be displayed in Singapore Dollars (SGD) on the Customer's SMS transaction message.
- 3.4 Upon purchase by the Customer, the pre-defined amount as displayed in SGD shall be deducted from the Customer's existing Main Account and shall result in the corresponding pre-defined top-up of the Receiver's prepaid mobile account overseas.
- 3.5 Singtel Mobile reserves the right to amend the pricing of the top-up amounts where and when applicable.
- 3.6 Singtel Mobile shall not, in any circumstances, entertain any claim by the Customer for a refund once the international prepaid airtime top-up transaction has been effected and the corresponding pre-defined top-up value is debited to the Receiver's prepaid mobile account overseas.
- 3.7 The Service may only be used up to a maximum of five (5) times per day in respect of each Singtel Mobile prepaid mobile account; and subject further to a maximum top-up value of \$200 or 30 times for each Singtel Mobile prepaid mobile account over a consecutive thirty (30) day period. Singtel Mobile reserves the right to reject any use of the Service if any of the above limits are exceeded or will be exceeded.

4. Customer's Obligations and Acknowledgments

- 4.1 The Customer shall use, and shall procure that any person the Customer permits or allows to use the Service shall use the Service in accordance with the Acceptable Use Policy and with such other guidelines, rules and requirements as Singtel Mobile may issue from time to time, or any law.
- 4.2 The Customer acknowledges and agrees that:
- 4.2.1 the Customer shall use the Service for personal and non-commercial purposes only;
 - 4.2.2 the Customer shall not use the Service or permit the use of the Service in any manner which may adversely affect Singtel Mobile's network, or other Customers' use of the Service and/or any other service provided to such Customers, as Singtel Mobile may reasonably determine;
 - 4.2.3 the Service is offered to the Customer on an "as is" basis;
 - 4.2.4 the Customer is responsible for obtaining access to the Service and complying with these hi!Share International Terms; and
 - 4.2.5 use of the Service constitutes acceptance of these hi!Share International Terms.

5. Service Limitations and Exclusion of Liability

- 5.1 The Customer acknowledges that Service availability is subject to:
- 5.1.1 the Customer's retention of an active Singtel Mobile prepaid mobile account;
 - 5.1.2 the geographic and technical capability of the Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the Service is requested or delivered.
- 5.2 Singtel Mobile expressly excludes any guarantees, representations, warranties, conditions, terms or undertakings of any kind, express or implied, statutory or otherwise or any representations or warranties arising from usage or custom or trade or by operation of law, including (without

limitation) as to the sequence, originality, correctness, completeness, accuracy, timelines, currency, non-infringement, merchantability or fitness for any particular purpose in relation to the Service.

- 5.3 The Customer accepts that the Customer is fully responsible for his use of the Service, and in no circumstances shall Singtel Mobile be liable for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to any alleged unauthorized transactions, disruptions, errors, defects or unavailability of Service, loss of data or damage to any mobile equipment of the Customer.
- 5.4 The Customer accepts and acknowledges that Singtel Mobile may suspend, terminate and/or discontinue the Service and/or access of any Customer to the Service or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the Customer.

6. General

- 6.1 The Customer shall be bound by and shall fully observe and comply with all the General Terms, the Specific Terms and the Acceptable Use Policy as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on Singtel Mobile under these hi!Share International Terms shall be additional to the rights and protections conferred on Singtel Mobile under the General Terms, the Specific Terms and the Acceptable Use Policy and any other terms and conditions agreed or accepted by the Customer.
- 6.2 Any clause in the General Terms, the Specific Terms, the Acceptable Use Policy or any other terms and conditions as may be agreed or accepted by the Customer, that is invalid, unenforceable or illegal shall be enforced as nearly as possible in accordance with its terms, but shall otherwise be deemed severed and shall not affect the enforceability of any other clauses, which clauses shall continue to be valid and enforceable to the fullest extent permitted by law.
- 6.3 Singtel Mobile reserves the right to alter, modify, add to or otherwise vary these hi!Share International Terms from time to time by notice to the Customer in such manner as Singtel Mobile deems appropriate. The Customer shall be bound by the terms and conditions so amended. In any event, if the Customer continues to use the Service after such notice, the Customer shall be deemed to have accepted the amendments.

Terms and Conditions for 'hi!Share Singapore' ("hi!Share Singapore Terms")

1. Definitions

- 1.1 In these hi!Share Singapore Terms, the following words and expressions shall have the following meanings:

"Customer" refers to an active Singtel Mobile prepaid customer.

"Domestic Prepaid Airtime" refers to prepaid airtime minutes which may only be used for local calls.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service (available at <http://info.Singtel.com/terms-general>).

"hi!Share Singapore" refers to a service by Singtel Mobile which enables a User to transfer Domestic Prepaid Airtime top-up fixed denominations to a Recipient for the purposes of topping up the Recipient's account.

“Main Account” refers to the User’s main charging account from which Domestic Prepaid Airtime shall be deducted from.

“Recipient” refers to a Customer who receives Domestic Prepaid Airtime from a User.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“Special Bonus Account” refers to the Recipient’s stored value account to which Domestic Prepaid Airtime from a User shall be transferred to.

“Specific Terms” refers to Singapore Telecommunications Limited’s Specific Terms and Conditions of Service.

“User” refers to a Customer who uses hi!Share Singapore to transfer Domestic Prepaid Airtime to a Recipient.

1.2 The words and expressions used in these hi!Share Singapore Terms shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

1.3 The headings or titles to the clauses in these hi!Share Singapore Terms are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these hi!Share Singapore Terms.

2. Use of hi!Share Singapore

2.1 By using hi!Share Singapore, the Customer is deemed to have accepted these hi!Share Singapore Terms, the General Terms and the Specific Terms, which are incorporated by reference.

2.2 Upon activation of hi!Share Singapore:

a. The User will be required to select the desired fixed denomination that he wishes to top-up the Recipient’s account with. The transaction fee shall be charged for each successful top-up. All amounts shall be displayed in Singapore Dollars.

b. Upon the User’s confirmation, the top-up amount and transaction fee will be deducted from the User’s Main Account. The corresponding top-up amount will be credited to the Recipient’s Special Bonus Account and if the Recipient’s Special Bonus Account is due to expire within the next fourteen (14) days, the validity of the Recipient’s Special Bonus Account shall automatically be extended by fourteen (14) days from the date of top-up. Other existing terms and conditions relating to the Recipient’s Special Bonus Account shall apply accordingly.

2.3 Under no circumstances shall Singtel Mobile provide a refund to the User (whether in cash or otherwise) once the top-up amount and transaction fee is deducted from the User’s Main Account.

2.4 Singtel Mobile reserves the right to amend the prepaid top-up fixed denominations and transaction fee at any time.

3. Top Up Limits

3.1 Users can perform up to:

- i. a maximum of two (2) top-up transactions per day; or
- ii. a maximum of S\$100 in top-up value per rolling thirty (30) days.

4. Disclaimer and Limitation of Liability

- 4.1 hi!Share Singapore is offered to Customers on an “as is” basis by Singtel Mobile without any representation, warranty or liability whatsoever. Singtel Mobile expressly disclaims to the fullest extent permitted by law all express, implied and statutory warranties, including without limitation, warranties as to quality, merchantability, and fitness.
- 4.2 Under no circumstances shall Singtel Mobile have any liability to the Customer, including for direct, indirect, incidental, consequential, special, exemplary, and punitive damages, and whether such claim is based on breach of warranty, contract, tort (including negligence) or otherwise and even if Singtel Mobile has been advised of the possibility of such damages. The above shall apply whether the claim or the damages arise from use, misuse, unauthorised use, or reliance on hi!Share Singapore, or from inability to use hi!Share Singapore, or from the interruption, suspension, or termination of hi!Share Singapore. The above shall apply notwithstanding a failure of essential purpose of any limited remedy and to the fullest extent permitted by law.
- 5. Miscellaneous**
- 5.1 Singtel Mobile reserves the right in its sole and absolute discretion to discontinue, terminate, suspend in whole or in part, hi!Share Singapore without providing notice and without any liability.
- 5.2 hi!Share Singapore is to be used for personal and non-commercial purpose only and is subject to Singtel Mobile’s fair usage policy. Singtel Mobile shall have the sole discretion to assess whether a Customer’s usage is excessive or abusive, in which event Singtel Mobile reserves the right to suspend, modify, any usage abuse of hi!Share Singapore.
- 5.3 These hi!Share Singapore Terms may be amended by Singtel Mobile from time to time as Singtel Mobile deems appropriate and any such amendments shall be posted on <http://www.Singtel.com/prepaid>, and shall take effect from the date that they are so posted. Customer shall be bound by any such amendments if he continues to access or use hi!Share Singapore after the date such amendments are posted.

Specific Terms And Conditions for ‘hi!Singapore SIM Card’

1. Use of hi!Singapore SIM Card

- 1.1 The hi!Singapore SIM Card once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 1.2 You are responsible for the safe-keep and use of your hi!Singapore SIM Card. Singtel Mobile shall not be liable to you for any loss, theft, misuse or damage of your hi!Singapore SIM Card.
- 1.3 Unless expressly stated herein, Singtel Mobile's Specific Terms and Conditions of Service, and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to these terms and conditions.
- 1.4 You agree that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by you in accordance with Clause 15 of the General Terms and Conditions. You are entitled to withdraw such consent in accordance with the procedure as prescribed by Singtel Mobile from time to time.
- 1.5 1800/1900/15xx/1xxx calls and selected mobile data/content access via *SEND or 5-digit short codes may be available for prepaid services, subject to:

- Prevailing airtime rates and 3rd party content providers' terms and conditions for 1xxx calls. The 1xxx calls include but are not limited to other toll free calls intended for Direct Exchange Line with pre-fix 1800.
- Sufficient balance in the Main Account (with hi!CardTop-up)

1.6 All prepaid mobile cards are pre-activated with voice call, SMS, roaming and data. Availability of the mobile data service 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 Singtel Mobile network and of Singtel Mobile's delivery systems at the time and location when the service is requested or delivered.

2. Use of hi!Singapore SIM Card

2.1 The hi!Singapore SIM Card comes with:

- a. \$25 worth of value to be used for International calls & SMS;
- b. \$25 worth of value to be used for Local calls & SMS;
- c. 30 Days of Free Incoming Calls;
- d. 1GB worth of Local Data.

2.2 All unused value shall expire after thirty 30 days of the hi!Singapore SIM Card activation unless a top-up is made within the 30-day period.

2.3 Top-up of the hi!Singapore SIM Card shall only extend the validity of the hi!Singapore SIM Card and not the hi!Singapore bundled services. Upon the earlier of thirty (30) days or completion of respective service bundle, prevailing top-up service class rates shall apply.

2.4 For chargeable calls/SMS, the charged amount shall first be deducted from the hi!Singapore SIM Card account, and then from the respective Bonus Accounts (BIGHOT\$130, DataTalk22, YO!18, HOT\$55 & SUPERHOT128). Deduction will only be made from the Main Account when the combined value in the DataTalk22, YO!18, HOT\$55, HOT\$128, BIGHOT\$130 BONUS Accounts and the YO\$18 BONUS Accounts reaches zero. For more information on Singtel top-up prepaid cards, refer to <http://info.Singtel.com/personal/phones-plans/mobile/prepaid/top-up-where-to-buy-and-check-balance>.

3. Charges

3.1 The charges for local calls are 8¢/min during Happy Hour (8:00pm to 7:59am on Monday to Friday; all day on Saturday and Sunday) and 16¢/min during Normal Hour (8:00am to 7:59pm on Monday to Friday). Local calls are charged based on per minute blocks.

3.2 Free v019 Calls to 20 Destinations (only local call charges apply). They are Australia (fixed lines only), Bangladesh, Brunei, Canada, China, Hong Kong, India, Laos, Macau, Malaysia, Mongolia, New Zealand (fixed lines only), Puerto Rico, Russia, South Korea, Taiwan, Thailand, UK (fixed lines only), USA and Vietnam.

3.3 Other v019 promotional/free minutes shall not apply to hi!Singapore SIM Card.

3.4 The charges for IDD 001 are based on per minute blocks. Call set up fee of 10 Singapore cents apply for each IDD 001 call made from MAIN or Bonus Accounts

3.5 The charges for local data are 5.4¢ per 10KB block.

Specific Terms And Conditions for 'hi!Data SIM Card'

1. The hi!Data SIM Card and Top-Up once sold cannot be returned. It cannot be exchanged for cash or other products. SingTel Mobile shall not be liable to the customer for any loss, theft, misuse or damage of these cards whatsoever.
2. SingTel Mobile does not provide a refund for any unused balance in the hi!Data SIM Card account; before or after usage, upon expiry or termination of account or if the SIM card is blocked.
3. Unless expressly stated herein, SingTel Mobile's Specific Terms and Conditions of Service, and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), shall apply in addition to the above terms and conditions.
4. The Customer agrees that SingTel Mobile shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel Mobile from time to time.
5. The \$20 hi!Data SIM Card is preloaded with 5GB of local data valid for 7 days. hi!Data SIM Card shall expire within thirty (30) days from the date of issue unless a fresh top-up is made within the 30-day period.
6. Availability of mobile data service 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 SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the Service is requested or delivered.

Specific Terms And Conditions ('hi!Data Pack')

1. Definitions

1.1 In these hi!Data Pack Terms and Conditions, the following words and expressions shall have the following meanings:

"Day" means a minimum period of 24 hours from the time of activation of the Hi!Data Pack. Where reference is made to more than 1 Day, the time shall run on a consecutive basis.

"Services" refers to the hi!Data Pack services offered by SingTel Mobile.

"hi!Data Pack" refers to the various SingTel Mobile Prepaid Data packages described in clause 2 below.

"hi!Data Account" refers to the sub-account that holds the credit of the Day(s) upon purchase of the hi!Data Pack by the User which shall expire automatically with each passing Day regardless of usage by the User.

"General Terms" refers to Singapore Telecommunications Limited's General Terms and Conditions of Service.

"MaxLimit" refers to a maximum of 21 Days and 56 GB that a User is allowed to hold in the hi!Data Account at any point of time.

"SingTel Mobile" refers to SingTel Mobile Singapore Pte Ltd (CRN: 201012456C).

“User” refers to a customer who holds a pre-paid account with SingTel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

1.2 The words and expressions used in these hi!Data Pack Terms and Conditions shall have the same meanings as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

1.3 The headings or titles to the clauses in these hi!Data Pack Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these hi!Data Pack Terms and Conditions.

2 Hi!Data Pack

2.1 hi!Data Pack means any of the following 3 options subject to the MaxLimit:-

- (i) Day \$6 2GB hi!Data Pack (which can be purchased by deducting \$6 from the User's credit/debit card) provides 2GB local data usage for 1 Day from time of activation;
- (ii) 3-Day \$15 6GB hi!Data Pack (which can be purchased by deducting \$15 from the User's credit/debit card) provides 6GB local data usage for 3 Days from time of activation;
- (iii) 7-Day \$25 14GB hi!Data Pack (which can be purchased by deducting \$25 from the User's credit/debit card) provides 14GB local data usage for 7 Days from time of activation;

If a User purchases an hi!Data Pack while there is remaining credit Days in the User's Hi!Data Account, the Days purchased will be added to the Hi!Data Account on a consecutive basis subject to the MaxLimit.

2.2 The Customer will not be allowed to suspend usage of the Service or obtain a refund from SingTel Mobile once the Service has been activated. In the event that the Service is disrupted, suspended or terminated for whatever reasons after activation, the remaining credit, if any, in the Hi!Data Account shall automatically expire upon the passing of each Day.

2.3 Data value in the Hi!Data Account can only be used by the User for local data.

3 Service Limitations and Exclusion of Liability

3.1 The User acknowledges that the availability and/or performance of Hi!Data Pack are subject to:

- a. availability of a Mobile SIM Card;
- b. availability of a suitable type of Mobile Device and/or Mobile Equipment;
- c. availability of resources including, without limitation, availability of a suitable network infrastructure at the time when the Service is requested or delivered; and
- d. geographic and technical capability of the SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the Service is requested or delivered.

3.2 The User accepts that SingTel Mobile shall not be responsible to the User for any loss, damage, claim or compensation of whatever nature arising from or related to the Service including but not limited to disruptions, errors or unavailability of Service, loss of data or damage to any Mobile Equipment or any Mobile Device. SingTel Mobile does not make any warranty on the performance and capability of any software or hardware used with the Hi!Data Pack. Download/Upload speed is dependent on the device/equipment used and network traffic at the time of use or any application accessed by the User using the Hi!Data Pack.

3.3 The User accepts and acknowledges that SingTel Mobile may suspend, terminate and/or discontinue the Hi!Data Pack and/or access of any Customer to the Hi!Data Pack or any part thereof at any time in its sole and absolute discretion without prior notice and without any liability whatsoever to the User

4 Others

4.1 SingTel Mobile will not, in any circumstances, entertain any claim for a refund of the balance remaining in any Hi!Data Pack Account.

4.2 Users are fully responsible for their use of the Services, and in no circumstances shall SingTel Mobile be held liable for any loss, expense or damage that Users may suffer.

4.3 Unless expressly stated herein, the Specific Terms and the General Terms, both as may be amended from time to time and which are available for inspection at www.singtel.com.sg, shall apply in addition to these Hi!Data Pack Terms and Conditions.

4.4 The User agrees that SingTel Mobile shall be entitled to use or disclose any information or data disclosed by the User in accordance with Clause 15 of the General Terms. The User is entitled to withdraw such consent in the procedure as prescribed by SingTel Mobile from time to time.

4.5 SingTel Mobile reserves the right in its sole discretion to amend, terminate, and suspend in whole or in part the Hi!Data Pack without prior notice and without any liability.

4.6 Use of Hi!Data Pack will constitute acceptance of these Hi!Data Pack Terms and Conditions and the amendments thereof.

4.7 In addition to these terms and conditions, this Hi!Data Pack is further subject to SingTel Mobile's Specific Terms and Conditions of Service (the "Specific Terms and Conditions") and Singapore Telecommunications Limited's General Terms and Conditions (the "General Terms and Conditions"), available at: www.singtel.com. SingTel Mobile reserves the right to vary any part of these terms and conditions without prior notice and shall have the final decision in any dispute arising from this Service.

Specific Terms And Conditions for 'hi!Tourist SIM Card'

1. Definitions

"General Terms" refers to Singapore Telecommunications Limited's Terms and Conditions of Service – General, as may be amended from time to time, and which is available for inspection at <http://www1.singtel.com/terms-general.html>.

"Main Card" refers to the SIM card designated as the Main Card in the hi!Tourist Twin Pack.

“Specific Terms” refers to the Specific Terms and Conditions for Singtel Mobile, as may be amended from time to time, and which is available for inspection at <http://info.singtel.com/terms-Mobile>.

“Singtel Mobile” refers to Singtel Mobile Singapore Pte Ltd (CRN: 201012456C).

“Supplementary Card” refers to the SIM card designated as the Supplementary Card in the hi!Tourist Twin Pack.

“User” refers to a customer who holds a pre-paid account with Singtel Mobile subject to the relevant terms and conditions of use of the applicable pre-paid card.

Reference to a “hi!Tourist SIM Card” in these terms and conditions include a reference to a Main Card and/or a Supplementary Card unless the context otherwise requires.

Words and expressions used in this hi!Tourist SIM Card special Terms and Conditions shall have the same meaning as defined in the General Terms and/or the Specific Terms unless the context otherwise requires.

The headings or titles to the clauses in this hi!Tourist SIM Card special Terms and Conditions are for reference only and shall not be referred to or relied upon in the construction of any provision of these hi!Tourist SIM Card special Terms and Conditions.

2. hi!Tourist SIM Card

- 2.1 The hi!Tourist SIM Card and top-up once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.
- 2.2 You are responsible for the safe-keeping and usage of your hi!Tourist SIM Card. SingTel Mobile shall not be liable to you for any loss, theft, misuse or damage of your hi!Tourist SIM Card.
- 2.3 Unless expressly stated herein, the General Terms and the Specific Terms shall apply in addition to these terms and conditions. Use of hi!Tourist SIM Card will constitute acceptance of these terms and conditions for hi!Tourist SIM Card, the General Terms and the Specific Terms and any amendments thereof. In the event of any conflict or inconsistency between the General Terms and any provision of these terms and conditions, such conflict or inconsistency shall be resolved in accordance with the provisions of the General Terms. In the event of any conflict or inconsistency between the Specific Terms and any provision of these terms and conditions, these terms and conditions shall prevail over the Specific Terms.
- 2.4 SingTel Mobile reserves the right to vary any part of these terms and conditions, the General Terms and/or the Specific Terms without prior notice and shall have the final decision in any dispute arising from use of the hi!Tourist SIM Card.
- 2.5 Singtel Mobile may at its discretion and/or terminate, suspend in whole or in part any hi!Tourist SIM Card without prior notice and without any liability.
- 2.6 1900/15xx/1xxx calls and selected mobile data/content access via *SEND or 5-digit short codes may not be available for prepaid services.
- 2.7 All hi!Tourist SIM Cards are pre-activated with local voice call, local SMS, international voice call and local data for immediate use without requiring further activation. Availability of the mobile data service 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 SingTel Mobile network and of SingTel Mobile's delivery systems at the time and location when the service is requested or delivered.

3. Use of hi!Tourist SIM Cards and hi!Tourist Twin Pack SIM Cards

- 3.1 The value in the hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards will expire after the end of the value validity period.
- 3.2 The hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards will expire after the end of the card validity period.
- 3.3 Both the value validity period and the card validity period of a hi!Tourist SIM Card shall be deemed to commence on the date of first use of the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards (i.e. the earlier of either the Main SIM card or the Supplementary SIM card) and may be extended by a valid hi!Tourist Top-up.

hi!Tourist SIM Card	Value Validity Period	Card Validity Period
hi!Tourist \$15 SIM Card	5 days	5 days
hi!Tourist \$30 SIM Card	10 days	10 days
hi!Tourist \$50 Twin Pack SIM Cards	10 days	10 days

- 3.4 Local data is limited to usage in Singapore. Video calls, Global SMS, Local MMS or Prepaid Voice Roaming services are not included in the hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards.
- 3.5 Free Malaysia Data Roaming comprises 100MB of data. When in Malaysia, call *100# to activate for 7 days usage. User must be logged on to Maxis, Singtel's Preferred Operator in Malaysia in order to use the Free Malaysia Data Roaming. Accessibility to data usage when roaming is dependent on Singtel Mobile's roaming partners' support of applicable network technology and functionality. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and other capacity constraints. Singtel Mobile does not guarantee availability, speed and coverage of overseas partners' network.
- 3.6 Fair usage of 1GB per day per hi!Tourist SIM card and hi!Tourist Twin Pack SIM Cards applies for free access to Facebook; WhatsApp; Line; WeChat.

4. Shared Value for hi!Tourist Twin Pack SIM Cards

- 4.1 hi!Tourist Twin Pack SIM Cards consist of a Supplementary SIM card and a Main SIM card. The value of the hi!Tourist Twin Pack SIM Cards will be shared between the Supplementary SIM card and the Main SIM card. Calls and SMS between the Main SIM card and the Supplementary SIM card are free.
- 4.2 Temporary suspension or termination of Main Card is equivalent to temporary suspension or termination of Supplementary Card.

5. hi!Tourist Top-up

- 5.1 You may top up the value of a hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards with hi!Tourist Top-Up.
- 5.2 Both the card validity period and the value validity period of a hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards and its unused value will be extended by the validity period of the hi!Tourist Top-Up,

up to a maximum extension period of 30 days from the expiry of current value validity period and card validity period.

6. Charges

- 6.1 Local and International Calls are charged based on per minute blocks.
- 6.2 v019 promotional/free minutes will not apply to hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards.

7. Abuse

- 7.1 Users shall not abuse, misuse, exhaust or otherwise take unfair advantage of the hi!Tourist SIM Card to the detriment of other Users and/or SingTel Mobile. In particular, Users shall not use or apply short message services under hi!Tourist SIM Card and hi!Tourist Twin Pack SIM Cards for delivering short messages as an aggregator or a gateway; or delivering unsolicited short messages; and shall not resell the short message service to any other persons.
- 7.2 If a User breaches the above condition or if SingTel Mobile in its absolute discretion considers that the use of hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards by the User will unfairly deprive other SingTel Mobile customers of such services or otherwise adversely affects SingTel Mobile's interests, SingTel Mobile may, with or without notice to such User suspend or disconnect the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards in respect of such User and/or restrict the use of the hi!Tourist SIM Card or hi!Tourist Twin Pack SIM Cards by such User.

Updated as of 15 July 2016