



Terms and Conditions Apply

- 1) Enterprise Mobile Protect (“Service”) is a mobile add-on which provides protection against security threats at the 5G mobile network level.
- 2) This Service is only available for detection in Singapore and is not valid if your End-User is travelling. For the purposes of this T&Cs, End-User shall mean the Customer’s employee.
- 3) Eligibility. This Service is exclusively for Singtel Mobile Enterprise Customers with 5G Access on a 5G SIM card with 5G-compatible mobile device. Subscribers of MobileShare Plus are required to purchase an EMP Service for each individual End-User line. Subscribers of Singtel 4G Mobile Broadband and Enterprise Local Data Pool are not eligible for the EMP Service.
- 4) Termination. If Customer terminates the Service, the benefits shall immediately cease, and Customer agrees to cease all use of the Enterprise Mobile Protect services.
- 5) Sharing of data. Customer acknowledges that Singtel, its affiliates and/or their third-party service providers may receive information about Customer and/or its End-User’s use of the Service, including without limitation, the sites that End-User visits (for example, Singtel may receive a notification if an End-User visits a website that contains malicious links). If Customer do not wish for Singtel, its affiliates and/or their third-party service providers to receive this information, do not use the Service.
- 6) SMS Notification Alert for Non-URL threats. Singtel have the right to specify or vary the scope and extent of (or otherwise discontinue) the SMS notifications from time to time without prior notice, and without being liable to Customer.
- 7) Security of Data. The Customer shall be solely responsible for all content and applications (“Data”) stored in its End-User’s devices. Singtel shall have no liability whatsoever for any loss of Data while providing the Service and Customer agrees to be responsible for ensuring that its End-User backing up all customer data.
- 8) Availability of the Service. While Singtel aim for the Service to be highly reliable and available, Customer acknowledges that it may not be available 100% of the time. The Service is subject to sporadic interruptions and failures for a variety of reasons beyond our control, including delayed security data feeds from 3rd party partners. Customer acknowledges these limitations and agree that Singtel is not responsible for any damages allegedly caused by the failure or delay of the Service.



- 9) Automatic Updates. Singtel may from time to time develop updates, patches, bug fixes, and other modifications to the Service (“Updates”) at no cost to Customer. Updates may be automatically installed without providing any additional notice or receiving any additional consent from Customer. By accessing or using the Service, Customer consents to automatic Updates.

- 10) Warranty. Singtel will use commercially reasonable efforts to provide the Service and maintain its effectiveness. However, the Service is provided “as is” and without warranties of any kind, express or implied. Singtel does not represent or warrant that the Service is accurate, complete, reliable, uninterrupted, current or error-free. While Singtel attempts to block malicious sites and phishing sites and mitigate online security threats under the Service, Singtel cannot and do not represent or warrant that the security protection is 100% accurate or complete. Customer acknowledges that Singtel is not responsible if certain malicious sites, phishing sites, botnets and/or other security threats on Customer End-User’s Singtel mobile is not appropriately blocked. In addition, the Customer remains responsible for practicing safe cybersecurity habits.

- 11) Liability. Singtel shall not be liable to Customer or End-User or any other third party for any damages, loss or liability (whether direct or indirect) in connection with the provision and/or use of the Service.

- 12) Customer agrees to Singtel’s collection, holding, storage, use, processing, transfer, and disclosure to any relevant third party, of its End-User’s personal data and/or other information provided to Singtel, for (i) the purposes of the provision of the Service; and (ii) for one or more of the purposes set out in Singtel’s Data Protection Policy (available at <https://www.singtel.com/data-protection>). For the avoidance of doubt, Customer must ensure that it complies with the relevant Personal Data Protection Act by ensuring that it obtains the consent of its End-Users for Singtel to collect, use and disclose the End-User’s personal data for the provision of the Service.

- 13) Singtel reserves the right at any time, in our sole discretion, to make enhancements to, replace, modify, or add to the Service, including revisions to any and all specifications for the Service with or without prior notice, and without liability. In the event of Service discontinuation, Singtel will use reasonable commercial effort to provide Customer with advance notice.



- 14) All of Singtel's general enterprise terms and conditions and specific product terms and conditions (available at <https://www.singtel.com/terms-general-enterprise>), Singtel's enterprise mobile terms and conditions (available at <https://www.singtel.com/enterprise-mobile-terms-and-conditions>) and Singtel's Data Protection Policy (available at <https://www.singtel.com/data-protection>) continue to apply with full force and effect.

- 15) These terms and conditions shall be governed by the laws of Singapore and each Customer agrees to submit to the exclusive jurisdiction of the courts of Singapore.

5 November 2024