



Specific Terms And Conditions For Singtel Shield Mobile Threat Defense Service (“Specific Terms”)

1. Definitions and Application

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

"Customer" means any person(s) or entity(s) who applies or subscribes for the Service.

"Customer Agreement" has the same meaning as the General Terms or any equivalent agreement which may be entered into between Singtel Mobile and Customer;

"General Terms" means Singtel Mobile Singapore Pte. Ltd's General Terms and Conditions of Service which may be found at <https://www.singtel.com/terms-general-enterprise>

"Mobile Device" means any mobile handset or other communications device through which the Customer will utilise the Mobile Line Service

"Mobile Line" means a telecommunications line for user to make or receive calls, or to send or receive material, from a Mobile Device.

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

"Singtel Group Company" means Singtel Mobile and each related corporation of Singtel within the meaning given in the Companies Act.

"Service" refers to the Singtel Shield Mobile Threat Defense which provides comprehensive security against device, application, network and content risks with endpoint and in-network protection.

"Territory" means Republic of Singapore.

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

1.3. The words and expressions used in these Specific Terms that are defined in the General Terms, but are not defined herein, shall have the same meanings as defined in the General Terms unless the context otherwise requires.

2. Subscription, Commencement of Service and Minimum Subscription Period of the Service

2.1. This Service is open to all post-paid Mobile Lines with an active corporate mobile price plan which are registered to a company or corporate entity. The minimum subscription period for the Service is twelve (12) months.

2.2. The Service is available to all Singtel Mobile Customers subscribed to the following mobile price plans: Enterprise XO Plus Plans, Enterprise S Plans, and SIM only plans except MBB Data-SIM plans.



- 2.3. Customer is only permitted to subscribe to the Service for each Mobile Line which is provisioned with a mobile price plan.
- 2.4. The Service shall commence on the date of service required as stated in the order form or on the date agreed by the parties as the case may be ("Commencement Date").

3. Termination and cancellation

- 3.1. Either party may terminate the Service by giving Singtel Mobile prior written notice of not less than thirty (30) days. Where the termination date is before the expiry of the contract term, the Customer shall be liable for the full amount of fees chargeable for the unfulfilled period of the Contract Term ("Termination Charges").
- 3.2. Customer may not temporarily disconnect or suspend the Services at any time.
- 3.3. The Service must be terminated prior to any transfer of ownership or conversion of scheme of any Mobile Line and shall be treated as a termination of the Service. Termination Charges shall apply.
- 3.4. Upon termination of the Customer Agreement, the Customer acknowledges that all licenses and rights to use the Service shall terminate and agrees to cease any and all use of the Service.
- 3.5. Without prejudice to anything in the General Terms and Specific Terms, Singtel Mobile reserves the right to suspend, restrict, or terminate the Customer's access to the Service for any reason whatsoever. No notice will be required to be given of such action and Singtel Mobile shall not be liable in damages or otherwise for such suspension, restriction or termination.

4. Customer Obligations and Acknowledgement

- 4.1. The Customer agrees not to use and not to allow or permit any other person to use the Service to:
 - (i) 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 the Service;
 - (ii) Violate any laws, policies, guidelines or regulations of the Territory, 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;
 - (iii) 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; and / or
 - (iv) Do any act that may at any time be prohibited by Singtel's Acceptable Use Policy which can be found at <https://www.singtel.com/terms-mobile-aup>



4.2. The Customer acknowledges and agrees that:

- (i) The use of and subscription to the Service shall be deemed as acceptance of these Specific Terms and amendments thereof;
- (ii) The Customer's mobile numbers may be disclosed to Singtel or its business partners for the provision of this Service;
- (iii) The Service is dependent on network availability and coverage.

4.3. By subscribing to the Service, the Customer agrees that Singtel Mobile shall be entitled to disclose or use any information or data disclosed by the Customer in accordance with clause 15 of the General Terms.

5. Use of the Service

5.1. The Customer is required to download and install the Mobile Threat Defense Application ("**App**") onto the Mobile Device for the Service.

5.2. Standard data charges of Singtel Mobile, as may be amended from time to time, shall apply unless otherwise stated.

5.3. The Service can only be activated for each Mobile Line. If Customer changes Mobile Devices, a new App should be downloaded and the App on the old Mobile Device will expire.

5.4. Mobile Devices must be installed with an operating system of iOS 11.4 and Android 7 or higher, failing which the App will not function. Singtel Mobile will not be liable in situations where the App is not properly activated or enabled.

6. Disclaimers

6.1. The Customer accepts and agrees that Singtel Mobile does not warrant the Service will be provided uninterrupted or free from errors or that any identified defect will be corrected; further, no such warranty is given that the Service is free from any virus or other malicious, destructive or corrupting code or program.

6.2. The Customer accepts and agrees that no security is 100% accurate and Singtel Mobile makes no warranty of this accuracy.



6.3. The Customer further acknowledges and agrees that Singtel Mobile:

- (i) 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 the Service; and
- (ii) 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 the Service.

7. General

- 7.1. Singtel Mobile reserves the right in its absolute discretion to discontinue and/or suspend the Service without any liability whatsoever to the Customer.
- 7.2. Singtel Mobile reserves the right to alter, modify, add to or otherwise vary these Specific 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.