FIBRE BROADBAND PROMOTIONS TERMS & CONDITIONS

Terms and Conditions - Offers and premiums are valid to 30 October 2026, unless stated otherwise and while stocks last. Terms and conditions apply. Singapore Telecommunication Ltd ('Singtel') reserves the right to change the prices and models of premiums/ devices offered at Singtel.com/shop due to stock availability without any prior notification. All prices stated are inclusive of GST calculated at the prevailing GST rate. Prices will be adjusted according to any changes to prevailing GST rates. For full Fibre Broadband Terms and Conditions, please visit https://www.singtel.com/fibre-broadband-terms. Please refer here for other related T&Cs bundled with Singtel Fibre Broadband.

Please visit www.singtel.com/personal/support/broadband/typical-download-speeds for typical local download speed range for Singtel Broadband plans.

Fibre Broadband: A 24-month contract applies. A registration fee of $54.50 for new fibre broadband signups will be waived. All NEW fibre signup comes with a Singtel WiFi device and home line. Please note that any monthly bill rebate/discounts that was given as part of the previous Fibre Broadband contract will be removed should the Fibre subscription be terminated/ recontracted.

Please refer here for other related T&Cs bundled with Singtel Fibre Broadband.

Islandwide Grocery Voucher campaign (25 July – till further notice)

Eligible plans for FREE Grocery vouchers (New sign-ups only):

- 5Gbps Mesh $49.70 – **$70 NTUC FairPrice voucher**
- 10Gbps Ethnic Bundle $59.88 – **$120 NTUC FairPrice voucher**

Grocery Voucher Terms & Conditions:

1. This promotion is applicable only to selected Singtel Broadband plans that come with FREE NTUC FairPrice vouchers.
2. Customers who successfully sign up and complete the installation of an eligible Singtel Broadband plan will receive up to $120 in NTUC FairPrice vouchers, depending on the plan selected.
3. Broadband sign-up must be completed within the applicable promotional period:
   Islandwide Grocery Voucher Campaign: During the campaign period.
4. Broadband installation must be successfully completed by **15 November 2026**.
5. NTUC FairPrice vouchers can only be redeemed after the Broadband service has been successfully installed.
6. To redeem the vouchers, customers must visit the Singtel Exclusive Retailer located at City Square Mall, #B2-23, and present the following documents:
   - The customer's NRIC; and
   - The relevant Service Agreement form.
   - The vouchers must be redeemed within three months from the date of successful Broadband service installation.
7. NTUC FairPrice vouchers must be redeemed within three (3) months from the date of successful Broadband installation.
8. Any vouchers not redeemed within the three-month redemption period will be forfeited. No extension, replacement or alternative compensation will be provided.

Promotional Broadband offers with vouchers/ gifts: For the purpose of redeeming the promotional vouchers/ gifts, eligible customers shall be contacted within 10 – 12 weeks after successful installation of the Singtel broadband and/or Singtel TV service(s). The eligible customers shall/ maybe be contacted via, but not limited to, SMS, e-mail, phone call,

or direct mail. The eligible customers must also keep a record of the sales agreement(s) and/or other supporting document that we may require for us to identify the campaign and/or eligibility.

[Online only] Handset discount campaign (22 August – 30 November 2026)

Promo is for the following plans – for new signups only:

- 10Gbps $39.90/mth + $150 off handset
- 10Gbps Mesh $49.70/mth + $150 off handset
- 10Gbps Ethnic Bundle $59.88/mth + $150 off handset
- 5Gbps $39.90/mth + $50 off handset
- 5Gbps Mesh $49.70/mth + $50 off handset
- 5Gbps Ethnic Bundle $49.88/mth + $100 off handset

Handset discount Terms & Conditions:

1. This discount is available to customers who sign up for an eligible new 5Gbps or 10Gbps Broadband plan and may only be used to offset the price of the any handset upon a new sign-up or recontract to a 2-year 5G+ UNLIMITED mobile plan and regular retail price handset.
2. The promotion is valid for residential customers only and is not applicable to CIS customers. Limited to one (1) discount per eligible broadband transaction.
3. The discount is non-transferable and non-refundable, and any unused value will not be refunded or exchanged.
4. For transactions completed on singtel.com, a unique discount code will be sent via email upon successful sign-up and must be redeemed within 4 weeks of receipt. Other terms and conditions apply.

5Gbps Broadband Plans:

(For New Signups) 5Gbps Enhanced Fibre Broadband at $39.90/mth (U.P. $70.90/mth): Applicable only when customer signs up to a new 24-month plan. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router and 1 unit of Singtel WiFi 7 HB611 (BE11000) router. Usual price of $70.90/mth will apply after the 24-month contract. No refund is permitted. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

(For New Signups) 5Gbps Enhanced Mesh Plan $49.70/mth (U.P. $88.90/mth) + $70 Grocery voucher: Sign up between 25 July – 23 August 2026 and get a $70 grocery voucher. Broadband to be installed by 31 August 2026. Applicable only when customer signs up to a new 24-month plan. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router, 1 unit of Singtel WiFi 7 HB611 (BE11000) router and 1 unit of Singtel WiFi 7 HB611 (BE11000) mesh router. Usual price of $70.90/mth will apply after the 24month contract. No refund is permitted. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

(For New Signups) 5Gbps Plan + Singtel TV Ethnic Pack at $49.88/mth (U.P $107.90/mth): Applicable only when customer signs up to a new 24-month plan for broadband and a new 24-month plan for TV. If either one of the services is terminated, the corresponding service will also be terminated, and any applicable early termination charges shall apply. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router and 1 unit of Singtel WiFi 7 HB611 (BE11000) router. Usual price of $70.90/mth will apply for the 5Gbps broadband plan after the 24-month contract or when the bundle is terminated prematurely. No refund is permitted. This promotional plan also includes a choice of 1 Singtel TV Ethnic Pack (choose from Chinese, Malay or Tamil Pack) at $10.98/mth and Free 24 months Singtel

TV Box. Usual price of $30.98/mth for the selected Singtel TV Ethnic Pack and $6.02/mth for Singtel TV Box will apply after the 24-month contract, or when the bundle is terminated prematurely. Other Singtel TV terms and conditions apply. For full Fibre Broadband Terms and Conditions, please visit https://www.singtel.com/fibrebroadband-terms. For full Singtel TV Terms and Conditions, please visit https://www.singtel.com/personal/terms/singtel-tv-terms. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

5Gbps Mesh Lifestyle Bundle at $69.90/mth

(Online Exclusive) 5Gbps Enhanced Mesh Plan with Samsung U8000H LED 4K TV 50" at $69.83/mth (U.P. $110.83/mth): Applicable only when customer recontracts to a new 24-month plan. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router, 2 units of Singtel WiFi 7 HB611 (BE11000) routers and 1 set of Samsung U8000H LED 4K TV 50". Usual price of $70.90/mth will apply after the 24-month contract. No refund is permitted. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

(Online Exclusive) 5Gbps Enhanced Mesh Plan with Dyson Supersonic (Black) at $69.49/mth (U.P. $102.49/mth): Applicable only when customer recontracts to a new 24-month plan. This promotional plan includes the following equipment: 2 units of Singtel XGS-PON Optical Network Router, 1 unit of Singtel WiFi 7 HB611 (BE11000) router and 1 unit of Dyson Supersonic (Black) at $20.79/mth. Usual price of $70.90/mth will apply after the 24-month contract. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. No refund is permitted. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Broadband Plan

(For New Signups) 10Gbps Enhanced Fibre Broadband at $39.90/mth (U.P. $89.90/mth): Applicable only when customer signs up to a new 24-month plan. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router and 1 unit of TP-Link WiFi 7 HB810 (BE22000) router. Usual price of $89.90/mth will apply after the 24-month contract. No refund is permitted. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

(For New Signups) 10Gbps Enhanced Mesh Fibre Broadband at $49.70/mth (U.P. $107.90/mth): Applicable only when customer signs up to a new 24-month plan. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router, 1 unit of TP-Link WiFi 7 HB810 (BE22000) router and 1 unit of Singtel WiFi 7 HB611 (BE1000) mesh router. Usual price of $89.90/mth for the 10Gbps plan will apply after the 24month contract. No refund is permitted. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

(For New Signups) 10Gbps Plan + Singtel TV Ethnic Pack at $59.88/mth (U.P $144.90/mth) + $120 Grocery voucher: Applicable only when customer signs up to a new 24-month plan for broadband and a new 24-month plan for TV. If either one of the services is terminated, the corresponding service will also be terminated, and any applicable early termination charges shall apply. This promotional plan includes the following equipment: 1 unit of Singtel XGS-PON Optical Network Router and 1 unit of TP-Link WiFi 7 HB810 (BE22000) router. Usual price of $89.90/mth will apply for the 10Gbps broadband plan after the 24-month contract or when the bundle is terminated prematurely. No refund is permitted. This promotional plan also includes a choice of 1 Singtel TV Ethnic Pack (choose from Chinese, Malay or Tamil Pack) at $10.98/mth and Free

24 months Singtel TV Box. Usual price of $30.98/mth for the selected Singtel TV Ethnic Pack and $6.02/mth for Singtel TV Box will apply after the 24-month contract, or when the bundle is terminated prematurely. Other Singtel TV terms and conditions apply. For full Fibre Broadband Terms and Conditions, please visit https://www.singtel.com/fibrebroadband-terms. For full Singtel TV Terms and Conditions, please visit https://www.singtel.com/personal/terms/singtel-tv-terms. SingNet reserves the right to replace the WiFi router with other router models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Mesh Lifestyle Bundle at $79/mth

10Gbps Enhanced Mesh Plan with Dyson V12 Origin Submarine at $79.36/mth (U.P $146.16/mth): Promotion is applicable to new Singtel Broadband customers signing up to a new or recontract to a 24-month 10Gbps Enhanced Mesh Plan WiFi 7 with Dyson V12 Origin Submarine. This plan consists of 10Gbps Enhanced Plan bundled with 1 x TP Link HB810, 1 x TP Link HB611 and Nintendo Switch 2 Mario Kart World Bundle at $32.04/mth. Usual price of $89.90/mth for 10Gbps Enhanced Plan will apply after the 24 months contract period. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. SingNet reserves the right to replace the model of the device(s) with other models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Enhanced Mesh Plan with PRISM Q43QE Google TV at $79.19/mth (U.P $135.99/mth): Promotion is applicable to new Singtel Broadband customers signing up to a new or recontract to a 24month 10Gbps Enhanced Plan (WiFi 7 with PRISM Q43QE Google TV. This plan consists of 10Gbps Enhanced Plan bundled with 1 x TP Link HB810, 1 x TP Link HB611 and PRISM Q43QE Google TV at $27.29/mth. Usual price of $89.90/mth for 10Gbps Enhanced Plan will apply after the 24 months contract period. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. SingNet reserves the right to replace the model of the device(s) with other models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Enhanced Mesh Plan with Apple iPad (A16 WiFi 128GB) at $78.94/mth (U.P $135.74/mth): Promotion is applicable to new Singtel Broadband customers signing up to a new or recontract to a 24-month 10Gbps Enhanced Plan (WiFi 7) with Apple iPad (A16 WiFi 128GB). This plan consists of 10Gbps Enhanced Plan bundled with 1 x TP Link HB810, 1 x TP Link HB611 and Apple iPad (A16 WiFi 128GB) at $27.04/mth. Usual price of $89.90/mth for 10Gbps Enhanced Plan will apply after the 24 months contract period. Apple iPad (A16 WiFi 128GB) is available in Blue, Silver and Yellow only. Subjected to availability of colors. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. SingNet reserves the right to replace the model of the device(s) with other models without prior notice This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Enhanced Mesh Plan with Samsung U8000H LED 4K TV 50" at $79.03/mth (U.P $137.83/mth): Promotion is applicable to new Singtel Broadband customers signing up to a new or recontract to a 24-month 10Gbps Enhanced Plan (WiFi 7) with Samsung U8000H LED 4K TV 50"**.** This plan consists of 10Gbps Enhanced Plan bundled with 1 x TP Link HB810, 1 x TP Link HB611 and Samsung U8000H LED 4K TV 50" at $29.13/mth. Usual price of $89.90/mth for 10Gbps Enhanced Plan will apply after the 24 months contract period. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. SingNet reserves the right to replace the model of the device(s) with other models without prior notice This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. This promotion is not applicable with

other promotions unless otherwise stated. No refund is permitted. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Enhanced Mesh Plan with Dyson Supersonic (Black) at $79.69/mth (U.P $129.49/mth): Promotion is applicable to new Singtel Broadband customers signing up to a new or recontract to a 24-month 10Gbps Enhanced Plan (WiFi 7) with Samsung U8000H LED 4K TV 50"**.** This plan consists of 10Gbps Enhanced Plan bundled with 1 x TP Link HB810, 1 x TP Link HB611 and Dyson Supersonic (Black) at $20.79/mth. Usual price of $89.90/mth for 10Gbps Enhanced Plan will apply after the 24 months contract period. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. SingNet reserves the right to replace the model of the device(s) with other models without prior notice This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode".

10Gbps Enhanced Mesh Plan with Smart Home Automation Basic Package at $79.86/mth (U.P. $131.66/mth): Promotion is applicable to new Singtel Broadband customers signing up to a new or recontract to a 24month 10Gbps Enhanced Plan (WiFi 7) with Smart Home Automation Basic Package. This plan consists of 10Gbps Enhanced Plan bundled with 1 x TP Link HB810, 1 x TP Link HB611 and Smart Home Automation Basic Package at $24.96/mth. Usual price of $89.90/mth for 10Gbps Enhanced Plan will apply after the 24month contract. In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full. This promotion is not applicable with other promotions unless otherwise stated. No refund is permitted. SingNet reserves the right to replace the mesh devices with other models without prior notice. Bridge Mode" is temporarily not supported on this plan and there can be no reversion to previous plans that offered "Bridge Mode. Bundled Device: The bundled Device have been tested on SingNet's routers only; there is no guarantee of Mesh Devices' performance on third party router. Customers will be contacted by Möwe for installation of the Smart Home Package 7 working days after any Fibre installation is complete. This promotion is not applicable with other promotions unless otherwise stated. For full T&Cs, please refer to www.singtel.com/smarthome.

Broadband + TV Bundles

(For New Signups) Free 2 years 5Gbps Broadband Plan with Singtel TV bundle at $64.81/mth (U.P. $157.80/mth): A 24-month contract applies for this bundle. Promotion is only applicable for new Singtel Broadband and new Singtel TV customers only. In the event that either one of the services is terminated, the corresponding service will also be terminated, and any applicable early termination charges shall apply. This bundle includes Free 2 years of 5Gbps Enhanced Plan bundled with 1 unit of Singtel WiFi 7 HB611 (BE11000) router, 1 x Local Language Pack at $30.98/mth for 24 months, Education Pack at $9.98/mth, Entertainment Pack at $9.98/mth, Kids Pack at $9.98/mth, Lifestyle Pack at $9.98/mth, News Pack at $9.98/mth with Singtel TV multi-pack 15% discount and $10/mth bill rebate for 24 months. Singtel TV set top box rental is also chargeable at $6.02/mth throughout the 24 months contract. Usual price for the Fibre Broadband service as well as all TV packs in this bundle will apply after 24 months of this contract ends. Local Language pack refers to selection of Chinese pack, Malay pack, Tamil pack, and Hindi pack. No refund is permitted. SingNet reserves the right to replace the default device with other device models without prior notice.

(For New Signups) Free 2 years 10Gbps Broadband Plan with Singtel TV bundle at $74.81/mth (U.P. $176.80/mth): A 24-month contract applies for this bundle. Promotion is only applicable for new Singtel Broadband and new Singtel TV customers only. In the event that either one of the services is terminated, the corresponding service will also be terminated, and any applicable early termination charges shall apply. This bundle includes Free 2 years of 10Gbps plan bundled with 1 TP-Link WiFi 7 HB810 (BE22000) router (U.P $89.90/mth), 1 x Local Language Pack at $30.98/mth for 24 months, Education Pack at $9.98/mth, Entertainment Pack at $9.98/mth, Kids Pack at $9.98/mth, Lifestyle Pack at $9.98/mth, News Pack at $9.98/mth with Singtel TV multi-pack 15% discount. Usual price for the Fibre Broadband service as well as all TV packs in this bundle will apply after 24 months of this contract ends. Local Language pack refers to selection of Chinese pack, Malay pack, Tamil pack, and Hindi pack. Singtel TV set top box rental is also chargeable at $6.02/mth throughout the 24 months

contract. No refund is permitted. SingNet reserves the right to replace the default device with other device models without prior notice.

(For New Signups only) Free 2 years 10Gbps Broadband Plan with Singtel TV (HBO Max) bundle at $87.12/mth (U.P. $191.28/mth): A 24-month contract applies for this bundle. Promotion is only applicable for new Singtel Broadband and new Singtel TV customers only. In the event that either one of the services is terminated, the corresponding service will also be terminated, and any applicable early termination charges shall apply. This bundle includes Free 2 years of 10Gbps plan bundled with 1 unit of TP-Link WiFi 7 HB810 (BE22000) router (U.P $89.90/mth), 1 x Local Language Pack at $30.98/mth for 24 months, 1 x HBO Pak at $14.98/mth, Education Pack at $9.98/mth, Entertainment Pack at $9.98/mth, Kids Pack at $9.98/mth, Lifestyle Pack at $9.98/mth, News Pack at $9.98/mth with Singtel TV multi-pack 15% discount and $5/mth bill rebate for 24 months. Usual price for the Fibre Broadband service as well as all TV packs in this bundle will apply after 24 months of this contract ends. Local Language pack refers to selection of Chinese pack, Malay pack, Tamil pack, and Hindi pack. 10Gbps (WiFi 7) broadband plan is bundled with 1 unit of TP-Link WiFi 7 HB810 (BE22000) router. Singtel TV set top box rental is also chargeable at $6.02/mth throughout the 24 months contract. No refund is permitted. SingNet reserves the right to replace the default device with other device models without prior notice.

Collection of Singtel Lifestyle Products: Customers are required to self-collect their item (unless otherwise stated) within 30 days of Fibre Broadband activation. Please bring your NRIC and Singtel Fibre Broadband Sales Agreement (SA) Form to Singtel Exclusive Retailer @ City Square Mall (#B2-23) for collection.

Singtel PayLater T&Cs:

- **Singtel PayLater** is an interest-free instalment program that includes device instalment payment options with Singtel bill.
- Singtel PayLater is only applicable to selected equipment purchases with mobile and broadband plans, RRP handsets, premiums and lifestyle products. Not applicable on plan subscription fees, add-ons, top-ups, deposits etc.
- **PayLater with Singtel bill instalments:** Only applicable to Singtel customers who are Singaporeans, PR aged 21 and above and Foreigners with valid pass (please refer below) subscribed to a valid Singtel Fibre Broadband service. Customer must pay the price of the lifestyle products or premiums in 12, 24 or 36 equal monthly instalments (according to the selected Device Repayment duration as stated in the agreement), through their monthly Singtel bill. Each Customer may only register a maximum of 6 Singtel Device Repayment Plan/ instalment payment plans per Customer. In the event that this agreement is terminated or upon conversion to an ineligible plan before the lifestyle products or premiums are fully paid, the remaining unpaid instalments will immediately become payable. Singtel reserves the right to determine a customer's eligibility to take up the Singtel Device Repayment Plan.
- Any discounts or promotions with Singtel PayLater cannot be exchanged for cash or used in conjunction with other promotional programmes, offers, discount cards, vouchers or privileges unless otherwise stated.

Singtel Lifestyle Products T&Cs:

Sale of Lifestyle Products is subjected to availability of stock, while stocks last. Please note that Lifestyle Products sold and delivered are non-refundable. Singapore Telecommunications Ltd ("Singtel") reserves the right to change the prices offered without any prior notification.

All Top-up Lifestyle products are only applicable to existing Singtel Fibre Broadband subscribers or when customer sign up or recontract to a 24-month Fibre Broadband plan and completed a minimum of 6 months of their contract duration capped at a maximum sign-up of six lifestyle products. Subscribers who are not Singaporeans and Permanent Residents must

provide proof of minimum pass validity (please refer below for minimum validity required) and is allowed a maximum sign up of two Lifestyle Products (subject to high value selected premiums i.e., Samsung TV which is restricted to only 1 per NRIC/FIN). In the event there is a cancellation or changes to the contract before the completion of the 24 months contract period, the remaining unpaid instalment amount will be charged in full.

- Types of Foreigner Pass with minimum 12 months validity required: Work Permit (WP)/ Social Visit Pass - LongTerm Visit Pass (LTVP+)/ Student Pass (SP)/ Entrepass / Training Work Permit/Training Employment Pass (TEP /
TVE)/ Applicants for Permanent Residents (PR) and not yet approved/ Dependent Pass

- Types of Foreigner Pass with minimum 6 months validity required: Employment Pass, S-Pass, US Navy Personnel with Exemption Order & Supporting documents

- Foreigner Pass which does not fall within the above categories: are not permitted to sign up for Lifestyle products.

Top-up from $10.80/mth (U.P $18/mth) for Singtel WiFi 7 Router (HB611) BE11000: This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Singtel WiFi 7 Router (HB611) BE11000 at $10.80/mth for 24 months.

Top-up $20.79/mth for iPad A16 Wi-Fi 128GB (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy iPad A16 Wi-Fi 128GB at $20.79/mth for 24 months. This premium is only available in Silver, Blue & Yellow only.

Top-up $20.79/mth for Dyson Supersonic™ (Black) (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Dyson Supersonic™ (Black) at $20.79/mth for 24 months. For any assistance with regards to the Dyson Supersonic™, please visit Help and support | Dyson SG.

Top-up 37.46/mth for Dyson V12 Origin Submarine (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Dyson V12 Origin Submarine at $37.46/mth for 24 months. For any assistance with regards to the Dyson V12 Origin Submarine, please visit Help and support | Dyson SG.

Top-up from $27.04/mth for Samsung U80000H LED 4K TV 43": This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Samsung U80000H LED 4K TV 43" at $27.04/mth for 24 months. Customers will be contacted by Samsung/3PL for delivery and installation of the TV.

Top-up from $29.13/mth for Samsung U80000H LED 4K TV 50": This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Samsung U80000H LED 4K TV 50" at $29.13/mth for 24 months. Customers will be contacted by Samsung/3PL for delivery and installation of the TV.

Top-up from $33.29/mth for Samsung U80000H LED 4K TV 55": This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Samsung U80000H LED 4K TV 55" at $33.29/mth for 24 months. Customers will be contacted by Samsung/3PL for delivery and installation of the TV.

Top-up from $43.71/mth for Samsung U80000H LED 4K TV 65": This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Samsung U80000H LED 4K TV 65" at $43.71/mth for 24 months. Customers will be contacted by Samsung/3PL for delivery and installation of the TV.

Top-up from $28.29/mth for Secretlab TITAN Evo 2022 Series (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Secretlab TITAN Evo 2022 Series from $28.29/mth for 24 months. Available upholstery options are NEO™ Hybrid Leatherette at $28.29/mth for 24 months and SoftWeave® Plus Fabric at $29.13/mth for 24 months. Only Small and Regular sizes are available for both upholstery options. A redemption email with a promotion

code will be sent to customers within 7 days after Fibre Broadband installation complete/order close, customer will select their preferred gaming chair and arrange for delivery. For any assistance with regards to the redemption of Secretlab Gaming Chair, please visit https://secretlab.sg/pages/contact.

Top-up $41.58/mth for Secretlab MAGNUS Pro 1.5M Signature MagPad (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Secretlab MAGNUS Pro 1.5M Signature MagPad at $41.58/mth for 24 months. Available only in Black and 1500mm(L) x 700mm(W) size. A redemption email with a promotion code will be sent to customers within one month of successful Fibre Broadband sign-up. For any assistance with regards to the redemption of Secretlab MAGNUS Pro 1.5M Signature MagPad, please visit https://secretlab.sg/pages/contact.

Top-up $11.63/mth for Secretlab MAGNUS Monitor Arm Dual (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Secretlab MAGNUS Monitor Arm Dual at $11.63/mth for 24 months. A redemption email with a promotion code will be sent to customers within one month of successful Fibre Broadband sign-up. For any assistance with regards to the redemption of Secretlab MAGNUS Monitor Arm Dual, please visit https://secretlab.sg/pages/contact.

Top-up from $29.96/mth for Nintendo Switch 2 Console: This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Nintendo Switch 2 Console at $29.96/mth for 24 months.

Top-up from $15.94/mth for Xiaomi Robot Vacuum S10: This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Xiaomi Robot Vacuum S10 at $15.94/mth for 24 months.

Top-up $18.04/mth for Apple HomePod (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Apple HomePod at $18.04/mth for 24 months. Available in White.

Top-up $11.42/mth for Apple AirPods (3rd Generation) (24mths contract): This top-up is only applicable to existing Singtel Fibre Broadband customers. Enjoy Apple AirPods (3rd Generation) at $11.42/mth for 24 months.

Top-up $54.13/mth for Smart Home Automation Standard Package (24mths contract): Enjoy Smart Home Automation Standard Package at $54.13/mth for 24 months (worth $1,299). Customers will be contacted by Möwe for installation of the Smart Home Package 7 working days after any Fibre installation is complete. This promotion is not applicable with other promotions unless otherwise stated. For full T&Cs, please refer to www.singtel.com/smarthome.

Top-up $70.80 /mth for Smart Home Automation Value Package (24mths contract): Enjoy Smart Home Automation Value Package at $70.80/mth for 24 months (worth $1,699). Customers will be contacted by Möwe for installation of the Smart Home Package 7 working days after any Fibre installation is complete. This promotion is not applicable with other promotions unless otherwise stated. For full T&Cs, please refer to www.singtel.com/smarthome.

Top-up $124.96 /mth for Smart Home Automation Plus Package (24mths contract): Enjoy Smart Home Automation Plus Package at $124.96/mth for 24 months (worth $2,999). Customers will be contacted by Möwe for installation of the Smart Home Package 7 working days after any Fibre installation is complete. This promotion is not applicable with other promotions unless otherwise stated. For full T&Cs, please refer to www.singtel.com/smarthome.

Singtel Extended Warranty T&Cs

Singtel Extended Warranty Programme is valid for all Singtel Mobile and Broadband customers that purchase Lifestyle product from Singtel. Extended Warranty will only start upon the expiry of the manufacturer's warranty. The duration of Extended Warranty coverage will be determined by the number of years for which the customer has signed up, with a maximum limit of 3 years. For the full terms and conditions of the Singtel Extended Warranty Programme, please click here https://www.singtel.com/content/dam/singtel/personal/products-services/lifestyle-services/extended-warranty/pdfs/singtel-extended-warranty-tnc.pdf

Home Priority Plan/Home Priority Plus Plans: The Home Priority Plan comprises 2 pairs of the WiFi 6 Mesh Ask (Dual Pack), totalling 4 units of the WiFi 6 Mesh Ask. In the case of the Home Priority (Orbi) Plan and Home Priority Plus Plan, the Singtelbranded Wi-Fi mesh may be replaced with 4 units of 3rd party-branded Wi-Fi mesh. Subscribers of the Home Priority Plan/Home Priority Plus Plan are entitled to dedicated customer care benefits as listed on our website. Subscriber is eligible for same-day on-site support after phone-in troubleshooting with Singtel Customer Care. This support is on a best-effort basis and not guaranteed. Factors like traffic, technician availability, and unforeseen issues can impact service times. To the maximum extent permitted by Applicable Laws, Singtel is not held liable for any direct or indirect losses regardless of whether they arise in contract, tort (including negligence) or under statute or otherwise, by reason of or in connection with our inability to meet the same-day on-site support commitment. Singtel reserves the right to amend.

Promotional Home Priority Plan with Apple iPad (11th Gen) Wi-Fi 128GB at $89.43/mth: Promotion is applicable when recontract or sign up to a 24-month Home Priority Plan. This plan consists of Home Priority Plan at a promotional price of $61.64/mth with Apple iPad (11th Gen) Wi-Fi 128GB at $20.79/mth. A $21 monthly discount (across 24 months) will be applied on the fibre broadband plan. Usual price of $89.64/mth for Home Priority Plan will apply after the 24-month contract. In the event there is a cancellation or changes to the contract before the completion of the 24 months minimum subscription contract period, the remaining unpaid instalment amount will be charged in full. NLT SAC will be chargeable for this promotion. Recontract eligibility will only apply for customers who are not currently on any Home Priority Plans.

Promotional FibreEverywhere Bundle starting from $79.90/mth (U.P. from $129.90/mth). This promotion is applicable only when customers sign up or recontract to a NEW 24-month FibreEverywhere Bundle starting with 1 FibreEverywhere Main Room Add-On and 1 FibreEverywhere Additional Room Add-On. This bundle consists of a 10Gbps Enhanced Fibre plan at a promotional price of $59.90/mth, a FibreEverywhere Main Room Add-On at a promotional price of $10/mth (U.P. $20/mth), and a FibreEverywhere Additional Room Add-On at a promotional price of $10/mth (U.P. $20/mth). XGSPON ONR and WiFi Router in the 10Gbps Enhanced Plan will not be given. Instead, FTTR Router and Mesh will be provided instead. Customers can choose to add on more FibreEverywhere Additional Room Add-Ons at a promotional price of $10/mth (U.P. $20/mth) each as well. A $30 monthly discount (across 24 months) will be applied on the Fibre broadband plan. Usual price of $89.90/mth for the 10Gbps Enhanced Plan will apply after the 24-month contract. The bundle also comes with 12 months Amazon Prime (U.P. $4.99/mth applies thereafter), 12 months of Disney+ Premium (U.P. $18.98/mth applies thereafter), 3 FREE months of Microsoft 365 Personal subscription (U.P. $14.80/mth applies thereafter), 12 FREE months of Broadband Protect (U.P. $3/mth applies thereafter) and 1 FREE month of Parental Control Pass (U.P. $6.01/mth applies thereafter). No refund is permitted. “Bridge Mode” is not supported on this plan and there can be no reversion to previous plans that offered “Bridge Mode”.

FibreEverywhere Bundle. The FibreEverywhere Bundle comes with a minimum subscription period of 24-months (“Minimum Subscription Period”) and service will start from the installation date, where you will be provisioned both (A) only a 10Gbps bandwidth from the 10Gbps Enhanced Plan and (B) FibreEverywhere Add-Ons. For avoidance of doubt, this 10Gbps Enhanced Plan (stated in (A)) provided with FibreEverywhere Bundle is distinct and different from the “10Gbps Enhanced Fibre Home Bundle”, and you will not be provisioned with the XGSPON ONR and the WiFi router that are provided only in the “10Gbps Enhanced Fibre Home Bundle”. 10Gbps Enhanced Plan with FibreEverywhere Add-Ons provides for a maximum total bandwidth of up to 6.5Gbps where all aggregated download or upload speeds will be up to 6.5Gbps.

FibreEverywhere Add-Ons. The FibreEverywhere Add-Ons consists of (i) FibreEverywhere Main Room Add-On, and (ii) FibreEverywhere Additional Room Add-Ons. The Add-Ons provide WiFi coverage of up to 20m^2 per room subscribed, provided there is no obstruction from the FibreEverywhere Add-On to the end-users’ device. You will need to minimally have at least one (1) FibreEverywhere Main Room Add-On, and one (1) FibreEverywhere Additional Room Add-Ons as part of your FibreEverywhere Bundle.

FibreEverywhere Main Room Add-On. The FibreEverywhere Main Room Add-On consists of four Gigabit Ethernet LAN network ports which provide a maximum throughput of 1Gbps per port. It also consists of one optical port which provides a maximum throughput of 2.5Gbps to the FibreEverywhere Additional Room Add-Ons.

FibreEverywhere Additional Room Add-On. The FibreEverywhere Additional Room Add-On consists of one Gigabit Ethernet LAN network ports which provides a maximum throughput of 1Gbps, and one 2.5 Gigabit Ethernet LAN port which provides a maximum throughput of 2.5Gbps.

Minimum Subscription Period. The Minimum Subscription Period for the FibreEverywhere Bundle is twenty-four (24) months, inclusive both the 10Gbps Enhanced Plan and FibreEverywhere Add-Ons (or such other period as we may stipulate from time to time). Usual price of $89.90/mth for 10Gbps Enhanced Plan and $20/mth for each FibreEverywhere Add-On will apply after the Minimum Subscription Period and shall carry on in effect unless terminated by either you or us. If you have subscribed to additional FibreEverywhere Add-Ons after the effective date of your initial FibreEverywhere Bundle's subscription, the additional FibreEverywhere Add-Ons Minimum Subscription Period will commence on the date its subscription, and their minimum subscription period(s) will differ from the main FibreEverywhere Bundle's Minimum Subscription Period. All FibreEverywhere Add-Ons will be subject to Early Termination Charge as stated in Clause 2 (Contract Periods and Termination) in these Fibre Broadband Terms.

Expiry of Minimum Subscription Period. As per Clause 2.5 (Expiry of Minimum Subscription Period) in the general terms, you will not be able to change (whether upgrading or downgrading) your FibreEverywhere Bundle until you have completed your Minimum Subscription Period. If you do, Early Termination Charges shall apply for both the 10Gbps Enhanced Plan and the FibreEverywhere Add-Ons. Downgrade penalties will apply if applicable.

Minimum Specifications Requirement

Networking Specifications	**Minimum Requirement – Apple Macs**	**Minimum Requirement – Windows PC/Laptop**
Processor	Apple M1 chip with 8-core CPU, 7-core GPU, 16-core Neural Engine or better	Intel i5-7600 Quad Core 3.5 GHz CPU System or better
System Memory	16GB RAM Minimum	
Hard Disk	256GB SSD minimum	
OS	MacOS 13 minimum	Windows 11 minimum
WiFi Requirements	802.11ax 2.4G + 5GHz (WiFi 6) and above HE160 (160Mhz) and above MIMO 2x2 minimum 1024-QAM	
Cable for LAN connectivity	Cat 6/6a minimum	
Required Connection Port	2.5Gigabit Ethernet Port (2.5G Base-T) network card 2.5GBASE-T PCIe Network Card	

Conditions required for achieving over 1Gbps WiFi Speeds during speed tests	**You acknowledge and accept that as with any networks, actual data transfer speed experienced by you when using the FibreEverywhere Bundle may be affected by many factors, which includes whether you have complied with the following, amongst other factors:** 1) quit applications running on your computer that are taking up bandwidth for downloading;
	2) limit the number of computers/devices concurrently connected. For best performance to achieve more than 1Gbps WiFi speeds, ensure no other devices are hogging your bandwidth which could affect speeds; 3) 1Gbps and above WiFi speeds per room are tested on a single-device, singleuse basis with unobstructed, clear line of sight (e.g., no objects like doors/walls/furniture) below 1 metre distance from the WiFi device to test client device*; 4) Internet speeds are dependent on network usage demands, number of devices connected, device capability, distance from router/mesh, architectural layout, environmental factors and the end-client server connected; 5) ensure device is connected minimally to 5Ghz Wifi6 SSID and operating @160Mhz to achieve more than 1Gbps WiFi speeds; 6) if you are using Mobile handset for testing, ensure that your handset support Wifi6 with 2x2 5Ghz MIMO 160Mhz Channel Bandwidth; and 7) speed test should be using Singtel designated local Ookla servers. *1Gbps and above WiFi speeds per room are achieved 70% of the time with a minimum of 10 tests, conducted with Samsung S24 in a congested environment. Performance may vary depending on the device use, test environment and factors stated above.

FibreEverywhere Site. FibreEverywhere shall be provided only at the place of residence provided in the Service Agreement. If you have a change of residence while still in contract, please apply for relocation to shift your FibreEverywhere service to your new residence. Do note that separate installation charges and relocation charges may apply at your new residence for the setup of FibreEverywhere.

FibreEverywhere Equipment. We may provide you with a Fibre to the Room ("FTTR") Router, Mesh, Access Terminal Box ("ATB"), splitter, and fibre wire amongst others (collectively termed the "FibreEverywhere Equipment") as part of the FibreEverywhere Add-On service. Do note that FibreEverywhere Equipment will not be able to work with your existing WiFi equipment to form a single mesh network. The FibreEverywhere Equipment remains our property and must be returned to us at any location notified by us upon termination of the Fibre Broadband Service. If the FibreEverywhere Equipment are not returned within seven (7) days of termination, you will be charged as follows:

Equipment (charged per device not returned)	**Price ($) (subject to prevailing GST)**

XGS FTTR Router	$149.99 (GST included)
XGS FTTR Mesh	$149.99 (GST included)

FibreEverywhere Equipment. The FibreEverywhere Equipment remain our property and must be returned to us upon termination of your FibreEverywhere Bundle at any location stipulated by us. You will be responsible for any damage to, or loss or non-return of, the FibreEverywhere Equipment caused by any reason whatsoever, including wilfulness or negligence by you or any third party, acts of Force Majeure, natural disaster, fluctuations in power supply or any error or act or omission by you or any third party. All repair or replacement charges, based on our prevailing rates, shall be paid by you. We may at our sole discretion waive such repair or replacement charges during the effective period of your FibreEverywhere Bundle subscription.

Installation of FibreEverywhere Equipment. In addition to any general terms stated in Clause 9 (Installation of Singtel Fibre Broadband Equipment), as may be applicable, these additional terms of installation for FibreEverywhere shall apply. We will only install equipment issued by us and installation covers FibreEverywhere Equipment. Installation charges may apply depending on the complexity of the FibreEverywhere setup. We reserve the right to replace any equipment with a model of our choice. If you have existing ONTs or ONRs, and you recontract with us, you will receive new FibreEverywhere Equipment. Installation charges are as per the table below:

FibreEverywhere Installation Charges	**Price ($) (Subject to prevailing GST)**
FibreEverywhere Installation Charge (High Rise Single-storey)	$300.00
FibreEverywhere Installation Charge (High Rise Single-storey) - Additional Room	$50.00
FibreEverywhere Installation Charge (High Rise Single-storey) - Additional Level	$50.00
FibreEverywhere Installation Charge (Multi-storey/Landed)	$500.00
FibreEverywhere Installation Charge (Multi-storey/Landed) - Additional Room	$50.00
FibreEverywhere Installation Charge (Multi-storey/Landed) - Additional Level	$50.00

Time Required for Installation. Installation may take up to one (1) hour per every room requested for in the FibreEverywhere Add-On. However, depending on the complexity of the layout, installation times may vary beyond the one (1) hour per room. You or your authorized representative will be required to be present during the installation. In the event that our installers have gone down and there is no access to the premises for the installation appointment/ are required to return on a separate day not due to our fault, we reserve the right to charge for additional installation fees.

On-Site Installation. You acknowledge and is aware that the on-site assessment, installation, maintenance and dismantling of FibreEverywhere Equipment ("Installation of FibreEverywhere Add-On") may cause damage to your property, furniture and fixtures during the on-site Installation of FibreEverywhere Add-On. We are not liable to you for any costs, loss, liability or damage (whether direct, indirect or consequential) arising out of these Terms and Conditions or the Installation of

FibreEverywhere Add-On, including damage to your property, arising in any way, including in tort, negligence, breach of statutory duty or in contract.

FibreEverywhere Maintenance. You acknowledge and is aware that the Installation of FibreEverywhere Add-On may cause damage to your property, furniture and fixtures during the on-site Installation of FibreEverywhere Add-On. We are not liable to you for any costs, loss, liability or damage (whether direct, indirect or consequential) arising out of these Terms and Conditions or the Installation of FibreEverywhere Add-On, including damage to your property, arising in any way, including in tort, negligence, breach of statutory duty or in contract.

FibreEverywhere Termination. After termination of FibreEverywhere Bundle/Add-On services, FibreEverywhere Equipment must be returned at the end of the service to us. Failure to return FibreEverywhere equipment will result in a "lost equipment" charge levied on the final bill. Charges will only be reversed once equipment is returned and accounted for. Once you have terminated the FibreEverywhere Add-On service and does not have further services with us, dismantling services will not be available to you. If you terminate your 10Gbps Enhanced Plan, your FibreEverywhere Add-On Service shall automatically be terminated.

FibreEverywhere Dismantling. We do not offer dismantling service of any FibreEverywhere infrastructure during and/or after the service. We will not be liable for any damages done in the process of any fibre dismantling services called upon by you. You would have to find your own personal contractors to repair any residue left or damage that results from the dismantling of the fibre line.

Promotional Broadband offers with vouchers/ gifts: For the purpose of redeeming the promotional vouchers/ gifts, eligible customers shall be contacted within 10 – 12 weeks after successful installation of the Singtel broadband and/or Singtel TV service(s). The eligible customers shall be contacted via, but not limited to, SMS, e-mail, phone call, or direct mail. The eligible customers must also keep a record of the sales agreement(s) and/or other supporting document that we may require for us to identify the campaign and/or eligibility.

Singtel reserves the right to amend, change or withdraw any terms and conditions without prior notice. All prices are inclusive of 9% GST and information is correct at the time of printing. For full Fibre Broadband Terms and Conditions, please visit https://www.singtel.com/fibre-broadband-terms

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