

Singtel Specific TV Terms and Conditions

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1. About these Specific TV Terms

- 1.1 These Specific TV Terms and Conditions (“**TV Terms**”) apply to Residential Customers who have subscribed to our TV services, and sets out all our TV services (“**Singtel TV Services**”). For the avoidance of doubt, these Specific TV Terms do not apply to enterprise customers, which are governed by separate terms and conditions. Please note that terms and conditions for certain short-term promotions may only be found on the relevant product page instead of in these Specific TV Terms.
- 1.2 **Definitions and Capitalised Terms.** Unless the context otherwise requires, capitalised words and expression not defined in these TV Terms (including the definitions set out below in Section D), shall have their meanings set out in the Consumer General Terms.
- 1.3 **Our Agreement with you.** These TV Terms, together with the General Consumer Terms and any other terms which we may agree with you from time to time, form the terms of the contract between you and Singtel (collectively, “**Service Agreement**”). You agree to be bound by and shall comply with all the terms of your Service Agreement with us. These TV Terms are without prejudice to and shall not limit in any way the rights and protections conferred on us and the obligations and liabilities imposed on you under the General Consumer Terms and such other terms and conditions as may be accepted by you in connection with your access and use of the Singtel TV Services.
- 1.4 These TV Terms are set out as follows:
- (a) Section A covers general Singtel TV Services and where applicable, generally apply to all users of Singtel TV Services;
 - (b) Section B covers the Content and Packages offered as part of Singtel TV Services;
 - (c) Section C cover the value-added services which you may subscribe to in addition to Singtel TV Services; and
 - (d) Section D sets out definitions applicable to these TV Terms.
- 1.5 Section A of these TV Terms shall, where applicable, generally apply to all subscribers of our Singtel TV Services. If there is any conflict or inconsistency between (i) Section A and (ii) Section B or Section C of these TV Terms, the terms in Section B or Section C shall prevail over Section A to the extent of such conflict or inconsistency.

(A) General Terms Regarding Singtel TV Services

1. General Provisions on TV Services and Usage

1.1 **Eligibility.** You acknowledge and agree that the TV Services are only available to you if you satisfy all criteria set forth:

- (a) you are no less than twenty-one (21) years of age;
- (b) you are either a citizen of Singapore or a Qualified Foreigner;
- (c) you shall at all times not be in arrears of any payments due to us in respect of any Service (including the Singtel TV Service);
- (d) you must have at least a TV Select subscription; and
- (e) you may subscribe to multiple Services in addition to the Singtel TV Service. In the event you breach the terms and conditions applicable to any one or more Services, we shall have the right to suspend and/or terminate the Singtel TV Service pursuant to the termination clauses herein and any or all of the other Services may be suspended or terminated by us, as the case may be (subject to Applicable Laws).

1.2 **Modes of Delivery**

- (a) The mode of delivery for Singtel TV Services will be as follows:
 - (i) via the Singtel TV Equipment (which includes the set-top box and peripherals) at the Premises;
 - (ii) via a CAST App; or
 - (iii) via third party Apps.
- (b) For each Content subscription, you may download and watch the Content via CAST App on only one stream at any device at a time.
- (c) For existing TV Go Plan customers on TV Go Plans, after August 2024 you are entitled to the following:

S/No.	Plan Name	Streams
1.	TV Go Plan 1	One stream
2.	TV Go Plan 2	Two concurrent streams

- (d) If you recontract with Singtel TV Service, you may watch your new Content Subscription on the Singtel TV Equipment or via CAST App.
- (e) Existing Customers may continue to watch their existing Content via Singtel TV Equipment (which includes the set-top box). It is optional to access Singtel TV Service through Singtel TV Equipment.
- (f) For terms and conditions regarding the usage of the CAST App, you may refer to the CAST Terms at <https://www.singtel.com/personal/terms/cast-terms>.

2. **Contract Periods and Termination**

2.1 **Minimum Subscription Period.** Your Singtel TV Service will depend on the minimum subscription period of your Content Subscription ("**Minimum Subscription Period**"), which will be as stipulated at the time you sign up for such Content or Package or in these TV Terms. If your Singtel TV Service is terminated before the expiry of the Minimum Subscription Period for any reason, you shall pay an Early Termination Charge calculated as follows:

Monthly Fee for the Singtel TV Service x number of remaining months in the

Minimum Subscription Period

- 2.2 **Termination with Notice.** Subject to this Applicable Laws, this Clause and Clause 2.1 above, you may terminate a Singtel TV Service by giving us not less than seven (7) working days' prior written notice (or such other period as we may stipulate from time to time). For the avoidance of doubt, such termination is effective seven (7) working days after the date of the notice of termination.
- 2.3 **Post-termination Subscription:** Following the termination of any Content Subscription, any subscription for the same Content Subscription shall be regarded as a new Content Subscription.
- 2.4 **Expiry.** Even if your Minimum Subscription Period expires, your Singtel TV Service shall continue in force until terminated by you or us. Where your TV Service is terminated after the expiry of the Minimum Subscription Period, no Early Termination Charge will apply.
- 2.5 **No Proration.** Unless otherwise stated by us, there will be no proration of charges upon termination of any of your Singtel TV Services (i.e. you will be required to pay the full fees of the billing cycle in which termination occurs and no refunds will be made for any unused portion).
- 2.6 **Termination by return of Singtel TV Equipment.** You may terminate the Singtel TV Service by returning all Singtel TV Equipment (except the cabling infrastructure) to such location as may be specified by us and by signing such acknowledgement of service termination as may be required by us, following which the Singtel TV Service, and all Content Subscriptions (if any) shall be deemed to have been terminated by you. We shall be under no obligation to remove or retrieve any Singtel TV Equipment.
- 2.7 Regardless of how you terminate your Singtel TV Service, whether it is by return of Singtel TV Equipment or by provision of notice to us, you would be required to return all Singtel TV Equipment to us. In the case of termination via notice per Clause 2.2. above, you would be required to return all Singtel TV Equipment within seven (7) working days of the date of notice of termination at such location as may be specified by us. We reserve the right to charge for any non-return of Singtel TV Equipment, and you will compensate us for any damages or losses we may suffer because of the non-return of any Singtel TV Equipment or part thereof.
- 2.8 **Return of Singtel TV Equipment:** Where you request us to remove the Singtel TV Equipment from the Premises, and we accept such request:
- (a) you shall allow us and/or any of our Authorised Persons reasonable access to the Premises for such purpose;
 - (b) we may charge you a fee for such removal or retrieval; and
 - (c) you shall be deemed to have terminated the Singtel TV Service and all Content Subscription (if any) on the date that we and/or any of our Authorised Person removes the Singtel TV Equipment from the Premises and you shall be liable to pay all Service Fees calculated up to and including such date and all Early Termination Charges (if any).
- 2.9 **Charges for Singtel TV Equipment upon Termination.** The following charges are applicable if any Singtel TV Equipment is not returned within seven (7) working days of the date notice of termination, or if the Singtel TV Equipment was damaged upon receipt, you will need to pay for the Singtel TV Equipment as follows:

Per Item	Charges (with GST)
High Definition Set-Top Box	\$122.24
Android TV Set-Top Box	\$224.11
High Definition Digital Video Recording Set-Top Box	\$224.11
4K DVR Set-Top Box Record (Gen 3)	\$254.67
Additional 4K Set-Top Box (Gen 3)	\$254.67
Power Adaptor	\$21.80
Remote Control	\$10.19

- 2.10 Upon termination of the Singtel TV Service for any reason, we shall not be obliged to restore or reconfigure your Premises, hardware, equipment and/or software and you shall be responsible for reconnecting and/or reconfiguring any of your Premises, hardware, equipment and/or software after termination. If you request us to undertake any such services, and if we accept such request, we may levy, and you will be obliged to pay, such charge(s) as may be determined by in accordance with its prevailing rates including charges for the removal of any Singtel TV Equipment.
- 2.11 **Manner of Termination.** In addition to any other rights of termination which we may have under General Consumer Terms, any other provision in these TV Terms or otherwise, subject to Applicable Laws, we may forthwith terminate the Singtel TV Service without notice to you in the event of:
- (a) any unauthorised act of yours which results in any damage, impairment or interference to any Service provided or otherwise transmitted by us and/or any third party;
 - (b) any unauthorised act of yours which may potentially result in any damage, impairment or interference to our networks and/or any third party;
 - (c) any investigation or prosecution of you by the relevant law enforcement agency for an offence under the Betting Act (Cap. 21), the Common Gaming Houses Act (Cap. 49), section 48 of the Broadcasting Act (Cap. 28) or the Copyright (Network Service Provider) Regulations 2005, involving the your use of any broadcasting service provided or otherwise transmitted by us;
 - (d) you provide any incorrect, false or misleading information in applying for or in receiving the Singtel TV Service;
 - (e) you become (or threatened to become) bankrupt or insolvent, or you are going into liquidation, judicial management, winding-up, or the appointment of a receiver, trustee, judicial manager or administrator over any of your assets;
 - (f) you caused genuine distress to our employees;
 - (g) any of the following situations where it becomes impractical for us to serve you:
 - (i) the Premises have been demolished;
 - (ii) in the event of your demise;
 - (iii) you have changed address and failed to inform us of your intention to terminate the Singtel TV Service;
 - (iv) we are unable to contact you following your instruction to temporarily suspend the Singtel TV Service; or
 - (v) we are unable to contact you following your migration overseas.
- 2.12 **Our right to terminate.** For the avoidance of doubt, our right of termination hereunder shall be to the maximum extent permissible by Applicable Laws and/or as required by terms and conditions with any third party content provider and in which event, you shall also be liable to pay Early Termination Charges. Subject to Applicable Laws, we reserve the right to discontinue any Singtel TV Service at any time with no liability to refund or compensate you in respect of such discontinuation. We will endeavour to provide at least three (3) months' prior notice to you of such discontinuation or termination. Upon termination of the Singtel TV Service by us for any reason, you shall return all Singtel TV Equipment (except the cabling infrastructure) to such location as may be specified by us, failing which we may, without prejudice to our rights and remedies at law or in equity, either collect the Singtel TV Equipment and charge you a collection fee (and in which case you shall allow us and/or any Authorised Persons reasonable access to the Premises for such purpose) or we may charge a replacement fee in accordance with our prevailing rates.

- 2.13 Subject to Applicable Laws, we may at any time suspend the Singtel TV Service or part(s) thereof, upon the provision of notice to you. For the avoidance of doubt, such notice may contain certain terms and conditions with which you may then be required to comply with before the provision of the Singtel TV Service.

3. Change in Content

- 3.1 **Existing Content is terminated by us.** Subject to Applicable Laws, if your Content or Package is no longer offered by us and you wish to subscribe to any new Content or Package, you must terminate your existing subscription and enter into a new contract on any of the subscription currently offered by us. In the event that the new subscription is an upgrade from your existing subscription, Early Termination Charges will be waived. Otherwise, if you did not upgrade to a new subscription, Early Termination Charges will be applicable for such termination. Any promotions or discounts previously available on the original subscription will not be applicable to the new subscription.

4. Charges

- 4.1 **Billing.** Your billing period will be as stated in your bill. Unless otherwise stated, for your first bill, we will charge you the pro-rated fees for your first month of subscription and the full fees for the subsequent month of subscription. Services are deemed to be activated and billable from the activation date as stated in your Service Agreement. All prices for the subscriptions listed exclude Singtel TV Equipment rental costs. Nonetheless, you will be charged for Singtel TV equipment rental and installation costs.
- 4.2 **Commencement of Billing.** You will be billed from the date that the Content or Package subscribed for is activated.
- 4.3 **Promotional Rates.** After the end of any promotional subscription rate periods, prevailing subscription charges shall apply for the remainder of the contract term.
- 4.4 **GST.** Unless otherwise stipulated by us, all charges under these TV Terms are inclusive of GST. Prices will be adjusted according to the prevailing GST rates.

5. Charges for Singtel TV Equipment

- 5.1 Depending on your Content Subscription, rental of set-top box is optional. You may rent a set-top box at any time.
- 5.2 You shall be limited to a maximum of four (4) set-top boxes for each Singtel TV Service you have signed up for.
- 5.3 Depending on your Content Subscription, you may switch between a Android TV Set-Top Box, High Definition Set-Top Box, High Definition DVR Set-Top Box or 4K DVR Set-Top Box at any time during your subscription period. Prevailing swap box fee and installation charges may apply for any switching of set-top box(s) and/or any other Singtel TV Equipment.
- 5.4 After the end of any promotional set-top box subscription rate period, the following prevailing subscription charges of your first set-top box and additional set-top box(s) shall apply thereafter:

Set-Top Box	Subscription Charges (with GST)
First Set-Top Box	
Android TV Set-Top Box	\$6.02/month
High Definition Set-Top Box	\$6.02/month
High Definition Digital Video Recording Set-Top Box	\$13.15/month
4K DVR Set-Top Box (Gen 3)	\$15.17/month
Additional Set-Top Box	

Android TV Set-Top Box	\$15.17/month
High Definition Set-Top Box	\$15.17/month
4K Set-Top Box (Gen 3)	\$20.27/month

- 5.5 All offers are only applicable to addresses within Singtel TV Service coverage area.
- 5.6 Prevailing installation charges may apply for installation of Singtel TV Equipment.
- 5.7 Prevailing charges may apply for either rescheduling or cancellation of installation appointment, whether due to customer's request or non-availability of customer during scheduled appointment.
- 5.8 **Revision to Charges.** We reserve the right to change the prescribed rates at any time, with prior notice provided in accordance with Applicable Laws.
- 5.9 **Singtel TV Equipment Installation Charges.** You would have to pay general charges relating to: (A) Netlink Trust Installation, (B) SingNet Installation, and (C) other Singtel associated charges for the installation of the Singtel TV equipment. The rates will be found in Fibre Broadband Terms at <https://www.singtel.com/personal/terms/fibre-broadband-terms#sectiona>.

6. Google's terms and conditions

- 6.1 **Terms and conditions and privacy policies.** In addition to these TV Terms, through your use of Singtel TV Equipment for customers with Android TV Set-Top Box, you will be requested to accept and comply the terms and conditions and privacy policies as may be applicable by Google before you can proceed to use Singtel TV Equipment.
- 6.2 **TV Terms shall prevail.** Notwithstanding your acceptance of Google's terms and conditions through your use of Singtel TV Equipment, to the extent that any terms of Google's terms and conditions are inconsistent or in conflict with any provisions in these TV Terms or the General Consumer Terms, the provisions in TV Terms and General Consumer Terms shall prevail and govern your obligations to us.
- 6.3 **Acceptance of Google Voice Search.** If you use Google Voice Search function to search for Content on Singtel TV Equipment, you will be deemed to have accepted and agreed to comply with Google's terms of service governing its Google Voice Search Function.

7. Limitation of Liability

- 7.1 We do not give any assurances or guarantees, either express or implied, in relation to the availability or continuity of the Singtel TV Service at all times in all areas. Availability, delivery methods and pricing may depend on geographical location and a range of other factors, including to poor weather, equipment malfunction or interference, suitability of location for installation of distribution points, which are beyond our control. We shall not be liable to you for any failure, breakdown or disruption of Singtel TV Service.
- 7.2 To the maximum extent permissible by Applicable Laws, we will not be liable for any Damages which you may incur or suffer (whether in contract, tort, including negligence under statute or otherwise) arising out of these TV Terms or by reason of or in connection with the supply or non-supply of the Singtel TV Service, including damage to your equipment.
- 7.3 To the extent permitted by law, we expressly exclude all warranties, rights and remedies (including warranties implied by statute or otherwise) that you would otherwise be entitled to by law.

8. Service Provisioning

- 8.1 You shall allow us or any Authorised Person to perform any installation of Singtel TV Equipment as we may deem necessary for the provision of the Singtel TV Service. You agree to comply with all our reasonable requirements pertaining to the installation thereof, including requirements concerning the personal safety of any person or protection of any property.
- 8.2 Without prejudice to the generality of Clause 8.1 above, you shall be liable for engaging or procuring at its own cost any third party installation or other professional services which, by virtue of any of your equipment or any equipment or software setting, arrangement, modification or configuration, that we may determine, in our sole and absolute discretion, to be necessary for the proper installation of the Singtel TV Equipment and the provisioning of the Singtel TV Service.
- 8.3 You are responsible for ensuring that all your equipment and systems connected to the Singtel TV Equipment or to which the Singtel TV Equipment is connected meet the minimum requirements as may be stipulated by us and that they are compatible, can properly function and interoperate with the Singtel TV Equipment. You shall be liable for all Damages including those arising out of any Singtel TV Equipment failure or degradation in the performance of our network as may howsoever result from your non-compliance with the above obligation. We make no warranty whatsoever regarding the ability or continued ability of any Singtel TV Equipment to function and/or inter-operate with any of your equipment or system to any extent and specifically disclaim any and all such warranties or representations pertaining thereto whether express or implied. You further acknowledge and accept that unless expressly stated herein or by us at any time, neither the Singtel TV Service nor the Singtel TV Equipment supports the use of nor is compatible with any other hardware, equipment or software.
- 8.4 If we provide a parental control facility or any other features in connection with the use of the Singtel TV Service, it is your responsibility to set up and activate the relevant functionality or feature and keep all access code(s) and/or PIN(s) secure.

9. Fair Usage Policy

- 9.1 You acknowledge and agree that the Singtel TV Service is provided and shall be used only for personal, private and non-commercial viewing within the Premises. You shall not, and shall not allow any other person to, without our prior written authorization:
- (a) split, redirect, redistribute, rebroadcast, or otherwise offer or supply the Singtel TV Service or any Content or part thereof in any manner whatsoever whether within or outside the Premises; or
 - (b) use the Singtel TV Service in any Public Viewing Area, connect to any television or monitor in a Public Viewing Area (whether directly or indirectly by means of any device or otherwise) or permit any Content to be visible from a Public Viewing Area.
- 9.2 You acknowledge that the Content and Singtel TV Service are the subject of various intellectual property rights belonging to us or third parties. Except as expressly set out in this Agreement, you have no rights in and/or over any aspect of the Singtel TV Service or Content including the intellectual property rights related thereto. You shall not, and shall not allow any other person to, copy, reproduce, distribute or create derivative works of any Content without the prior written authorization of us or the lawful owner of the relevant intellectual property rights.
- 9.3 You must not disclose any usernames, passwords (including PIN numbers) or account information relating to the Singtel TV Service to any third parties. You shall immediately notify us in the event of any unauthorised disclosure or use of any username, password, account information or PIN number. Until we are notified and for 7 working days thereafter (or such other period as we may notify you) as we may require to remedy the situation, you shall be responsible for any and all consequences arising out of the unauthorised use of the Singtel TV Service.

- 9.4 You warrant that all necessary consents, permits and/or licences of the owner or owners of the Premises or any hardware, equipment and/or software that is not owned by you and are howsoever directly or indirectly used or to be used by you in conjunction or connection with the Singtel TV Service have been obtained, prior to the installation and use of the Singtel TV Service.
- 9.5 You acknowledge that we may, from time to time, be under a legal obligation to implement certain terms and/or conditions and/or measures to combat intellectual property rights infringement whereupon you shall comply with any such terms and/or conditions and/or our directions in relation thereto.
- 9.6 Subject to Applicable Laws, we reserve the right to immediately terminate the provision of the Singtel TV Service to you in the event of any breach of this Clause 9, whether actual, perceived, anticipated or otherwise without prejudice to any of our rights at law or in equity.

10. **Disclaimer**

10.1 You acknowledge and agree that:

- (a) all descriptions and information relating to the Content are provided for convenience only, and we do not guarantee their accuracy or completeness;
- (b) all Content is licensed and not sold to you (notwithstanding any indications to the contrary in the Singtel TV Services or otherwise);
- (c) the licence in respect of any Content that you access through the Singtel TV Services is subject to the rights of the relevant service providers of Third Party Content and/or Third Party Sites, and is limited in scope to a non-exclusive, non-transferable licence for you (and not a third party) to access such Content via the Singtel TV Services, in Singapore for your personal and non-commercial use, and such licence confers no title or ownership;
- (d) any unauthorized reproduction or distribution of the Content is expressly prohibited and may violate applicable law;
- (e) you shall comply with the restrictions in respect of the Fair Usage Policy (Clause 9) in, to or over the Content;
- (f) your access to or use of the Content may be subject to additional restrictions which we may impose from time to time; and
- (g) you shall not transfer the Content from any wireless electronic device, including devices such as personal or portable computers, mobile telephone handsets, personal digital assistants and the like.

10.2 **Third Party Service Providers' Rights.** You acknowledge and agree that certain third party service providers shall have the right to enforce our rights in respect of your access to and use of the Content.

10.3 Your access to and use of the Content (including content relating to third parties provided by third parties or provided on behalf of third parties) shall be solely at your own risk.

10.4 Without limitation, if you choose to access and/or use any Third Party Sites and/or Third Party Content, you acknowledge and agree that your access and/or use shall be subject to, and you shall review, accept and comply with, such terms and conditions (including any end user licence agreements) as may be applicable to such Third Party Sites and/or Third Party Content. You shall be solely responsible for any provision or submission of information by or on behalf of you on or through any Third Party Site.

11. Singtel TV Equipment

- 11.1 We retain the legal and beneficial ownership in and to all Singtel TV Equipment (excluding Singtel TV Equipment purchased by you) save as expressly otherwise stated in writing. You shall not remove any marking(s), labels or logos (whether of ours or any third party) on any Singtel TV Equipment, including any marking(s), labels or logos which may identify such Singtel TV Equipment as belonging to us. You shall be responsible for providing a suitable place for the Singtel TV Equipment including all necessary electrical points. You shall not do anything inconsistent with our ownership rights in and to the Singtel TV Equipment including offering Singtel TV Equipment for sale, renting or creating or allowing a security interest to be created over Singtel TV Equipment, parting with possession of Singtel TV Equipment or removing Singtel TV Equipment from the Premises, except as permitted by us in writing or as expressly permitted under these Specific Terms and Conditions.
- 11.2 The following services do not form part of the Singtel TV Service and we are under no obligation to provide any of the same:
- (a) connection of Singtel TV Equipment to any third party devices including any amplifier or home theatre systems;
 - (b) the dismantling and/or re-installation of any television set including a wall-mount or ceiling mount television set;
 - (c) connection of Singtel TV Equipment to or any other equipment relating to home networking solutions, including wireless bridges and power line adapters; and
 - (d) cabling services including pertaining to LAN cables, RCA cables, electrical cables and the like.
- 11.3 By signing the Service Delivery Order, you acknowledge that all work and all Singtel TV Equipment installation howsoever provided by us whether or not detailed on the Service Delivery Order was carried out to your satisfaction and that Singtel TV Equipment was in good working order at the date of installation and that the Customer approves the quality and reception of the Singtel TV Service. You also acknowledge that you have accepted the provisioning of the Singtel TV Service and we shall be entitled to commence charging the Service Fee.
- 11.4 You will be responsible for any damage to, or loss or non-return of, Singtel TV Equipment caused by any reason whatsoever, including wilfulness or negligence of yours or any third party, Force Majeure Events, natural disaster, fluctuations in power supply or any error or act or omission of yours or any third party. You shall pay all repair or replacement charges, based on our prevailing rates.
- 11.5 We may at any time alter or substitute Singtel TV Equipment or any part(s) thereof at our sole and absolute discretion. Any and all removal, relocation, maintenance or connections to Singtel TV Equipment by you shall only be carried out with our prior written authorization. You shall be liable to pay our call-out fee (at our then prevailing rates) where any service fault is incorrectly reported or was found not to be due to any fault with Singtel TV Equipment. Without prejudice to the generality of the foregoing, you shall be liable to pay for any work done by us (including labour and spare parts charges) that was required in order to find any fault and/or repair it.
- 11.6 We shall be entitled at all reasonable hours to access your Premises to perform any work on Singtel TV Equipment and/or the software embedded therein, including for the purposes of performing any equipment and/or software or firmware upgrade. You shall comply with all of our instructions in relation to the operation and maintenance of Singtel TV Equipment and/or the software or firmware embedded therein, including instructions to turn off and on Singtel TV Equipment.

12. Fees and Registration

- 12.1 If you are a Qualified Foreigner, you shall provide (in cash or by such other method as we may agree) an amount, based on our prevailing rates, as a security deposit for Singtel TV Equipment. You cannot apply this deposit towards the payment of any Service Fee. However, we may, at our sole and absolute discretion, apply this deposit, as we deem appropriate, to offset any outstanding Service Fee and/or any amount(s) or debt(s) due under any of your account or any Damages incurred by us as a result of your breach or anticipated breach of any of these TV Terms or any other applicable terms and conditions. Any remaining balance shall be refunded without interest only after the Singtel TV Service has been terminated, all Singtel TV Equipment have been returned and all outstanding amounts due, accruing or payable to us or SingNet, have been paid and all of your obligations under these TV Terms have been performed to our satisfaction.
- 12.2 We shall be entitled to impose a "minimum spend sum" for the Singtel TV Service, i.e. regardless of whether the Content or Packages which you subscribe for (if any), you shall be billed and shall be obliged to pay such a sum each month provided that any Service Fees payable by you during such month for any Content or Packages which you have subscribed for shall be set-off against such sum.

13. **Other Legal Terms**

- 13.1 **Variation of TV Terms.** Subject to Applicable Laws, we reserve the right to amend these TV Terms (including any fees and charges for any of the Singtel TV Services) at any time without prior notice to you. You shall be bound by the amended TV Terms, and your continued usage shall constitute your deemed acceptance of the amended TV Terms.
- 13.2 **Our Rights.** For the avoidance of doubt, these Singtel TV Terms shall not, unless otherwise specified by us, be deemed to affect or prejudice any of our other obligations or any rights of ours, under any other Agreements with you or in respect of any other Services whatsoever. For the avoidance of doubt, such obligations and rights shall, unless otherwise specified by us, be several and cumulative in nature.
- 13.3 **Singtel Data Protection Policy.** You agree that we shall be entitled to collect, use or disclose any information or data disclosed by you in using our Singtel TV Services in accordance with our General Consumer Terms and Singtel Data Protection Policy. You are entitled to withdraw such consent in the procedure as prescribed by us under the Singtel Data Protection Policy from time to time.
- 13.4 **Compliance with Laws.** You agree to use the Singtel TV Services, and shall procure that any party you allow to use the Singtel TV Services, will use the Singtel TV Services in compliance with Applicable Laws and such other guidelines and requirements issued by any applicable regulatory authority or law enforcement body from time to time.
- 13.5 **Content/Packages.** All Singtel TV Services, Content and Packages provided to you, including complimentary channels, is subject to change, removal, replacement or addition from time to time at our sole discretion. You may not request for any changes to the Content or Packages.

(B) Content and/or Packages

1. Overview of the Packages

1.1 We offer the following Packages (as may be updated by us from time to time):

S/No.	Category	Types of Packs
1.	Basic Packs	refers to "Education Pack", "Entertainment Pack", "Kids Pack", "Lifestyle Pack", "News Pack", "HBO Pak", "Chinese Pack", "Malay Pack", "Tamil Pack", "Hindi Pack", "Sports Pack", "Cricket Pack", "Premier Sports Pack" and "International Pack".
2.	Add-on Packs	refers to "Hong Kong Pack", "Chinese Entertainment Pack", "BBC Player", "beIN SPORTS CONNECT", "iQIYI", "TVBAnywhere+", "Viu Premium" and "Chinese Plus".
3.	Singtel TV Select	Refers to free-to-air channels and selected channels which we may change from time to time.

(C) Value- Added Services ("VAS")

1. General Terms about VASes

1.1 **Eligibility.** Subscription to or purchase of a VAS is only eligible for subscribers to Singtel TV Service.

1.2 **Usage of VASes.** VASes are sold or provided solely for your personal use.

1.3 We reserve the right to amend the scope and specifications of any VAS from time to time, including but not limited to introducing new applications or modifying user interface for VASes, and will use reasonable endeavours to give you notice of any change to any VAS.

1.4 All VASes are provided on an 'as is' basis without any warranty of any kind. All warranties, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a purpose are excluded to the fullest extent permitted by Applicable Law.

1.5 You agree to assume all risks (including inherent risks) associated with the VAS(es) you've subscribed to and accept that we shall not be liable for any Loss caused to you by the use of the VAS(es).

1.6 You shall comply with all Applicable Laws including but not limited to copyright laws when using any VAS, and ensure that no copyright or other unauthorised material or content is obtained, stored, copied, distributed, used or misused in any manner without the consent of the lawful owner. You shall bear the sole responsibility for use of any VAS and all material or content stored through use of the VAS.

1.7 You agree to indemnify us at all times from and against any and all Damages arising out of any of your act or omission, breach of any terms and conditions applicable to you, including but not limited to any libel, slander, or infringement of intellectual property rights in connection with your use of the VAS.

1.8 **Billing for VAS.** Your purchase of or subscription to a VAS will be billed together with your Singtel TV subscription.

1.9 **Termination of VAS.** Unless otherwise stated and subject to payment of any applicable Early Termination Charge, you may terminate your subscription to a VAS at any time with prior written notice to us. The date of notice of termination herein stated shall be the date of receipt of the notice by us. All outstanding charges or Early Termination Charges (if applicable) shall be payable by you for VAS consumed up to and including the last day of service.

2. **Singtel TV Select**

- 2.1 Singtel TV Select is applicable to all customers. For customers who want to use the set-top box/Singtel TV Equipment to view Singtel TV Select, you would have to have a Fibre Broadband Plan.
- 2.2 Each subscription of "Singtel TV Select" is limited to one per service address and one (1) set-top box.
- 2.3 Singtel TV Select which is viewed with Singtel TV Equipment must be subscribed under the same account and service address as the Fibre Broadband Plan. Accordingly, Singtel TV Select will be terminated should the Fibre Home Bundle be terminated.
- 2.4 You will not be entitled to any free preview of other Content or Packages or bundle benefits unless otherwise provided by us at our sole discretion from time to time.
- 2.5 You will be charged monthly recurring charges for Singtel TV Equipment rental, if applicable.
- 2.6 Prevailing Fibre Broadband Plan installation charges apply for installation of both Fibre Broadband Plan and Singtel TV Select under the same account, installation address and fibre network in one installation. For installation of Singtel TV Select only, prevailing installation charges for Singtel TV Select will apply.

3. **Cloud Recording**

- 3.1 **What is Cloud Recording?** We provide cloud recording for you to record live Content through cloud storage.
- 3.2 You can subscribe to Cloud Recording only if you have the Android TV Set-Top Box.
- 3.3 Recordings in the cloud will be automatically deleted after six (6) months. You will lose all recordings in the cloud and your Content cannot be recovered in the following scenarios:
 - (a) upon termination of Cloud Recording; or
 - (b) suspension or termination of Singtel TV Service.

4. **Additional Stream for CAST**

- 4.1 For each Singtel TV Service subscribed to any Package listed in Section B, you will be entitled to one (1) stream of your Content Subscription on the CAST App.
- 4.2 For you to enjoy two (2) concurrent streams of your Content Subscription on the CAST App, you have to pay an additional fee of \$6.98 per month.

5. **TVOD Services**

- 5.1 **Charges:** We will charge for each video rented by you and charges are inclusive of the prevailing GST rates.
- 5.2 **No cancellation, refund and exchange:** You will not be permitted to cancel, refund or exchange for rental of any video.
- 5.3 **Viewing platform:** Each video will be available to you for viewing via the set-top box only, for up to 48 hours from time of purchase.
- 5.4 **Viewing Period.** You may view each video only within the prescribed Video Subscription Period. After the Video Expiry Date, you will not be able to view the videos.
- 5.5 **Our right:** We reserve the right to reject any request by you to rent or purchase any video.

- 5.6 **Other conditions:** We reserve the right to impose such other usage, rental or licence conditions as we may notify you from time to time.
- 5.7 “R21” VODs are restricted for viewing by persons above 21 years of age. You are to ensure that the PIN issued for viewing “R21” VODs is not accessible to children/minors below 21 years of age.

(D) DEFINITIONS AND INTERPRETATION

1. In these TV Terms, the following words and expressions shall have the following meanings:

"citizen of Singapore"	: shall have the meaning ascribed to it in the Interpretation Act, Chapter 1
"customer"	: means any person who registers or subscribes to the Singtel TV Service
"Access Medium"	: means the medium (whether wired or wireless, including satellite, cable, radio waves, cellular technology or Internet and whether for reception on cellular phones, television sets, radio sets, personal computers or any other equipment or device) stipulated or approved by us from time to time as the medium by or through which you may access and utilize the Singtel TV Service
"Application Form"	: means our application form submitted by or on behalf of you in order to subscribe to the Singtel TV Services in accordance with these Specific TV Terms
"Applicable Laws"	: means any and all applicable treaties, legislation, laws, regulations, codes, rules or rulings, orders, or any form of decisions issued by, or requirements of, governmental, statutory, regulatory or supervisory bodies (including without limitation, any relevant stock exchange or securities council) or any court or tribunal with competent jurisdiction, whether in Singapore or elsewhere, as amended or modified from time to time, and to which a person is subject. This includes the Telecommunications Act 1999 and the Code of Practice for Competition in the provision of Telecommunication and Media Services 2022 (Telecom and Media Competition Code) issued by the IMDA
"Authorised Persons"	: means any of our contractor(s), agent(s) or supplier(s) duly authorised by us to, on behalf of us, carry out installation and the provisioning of the Singtel TV Equipment and the Singtel TV Service or any part(s) thereof in accordance with these TV Terms
"Cast App"	: as defined in CAST Terms at https://www.singtel.com/personal/terms/cast-terms
"Content"	: means all material, channels and programmes (including any advertisements therein) broadcasted by us as part of the Singtel TV Service
"Content Subscription"	: means any subscription by you for any Content or Package
"Damages"	: means all direct and indirect liabilities, losses, damages, costs and expenses, fines and penalties including loss of profits, business or anticipated savings, or any other consequential losses, fees on a full indemnity basis and disbursements and costs of investigation, litigation, settlement, judgment and interest regardless of whether they arise in contract, tort (including negligence) or under any statute or otherwise

"Package"	: means selected Content offered as a collective package under the Singtel TV Service, which package may be amended from time to time at SingNet's sole and absolute discretion
"Premise(s)"	: means (i) the residential premises as specified in the Application Form where the Singtel TV Services are to be provided by us or (ii) such other residential premises as may be notified by you in accordance with the procedures stipulated by us from time to time and approved by us in our sole and absolute discretion
"Public Viewing Area"	: means any area to which members of the public have access (whether or not such access is conditional upon the payment of a fee or charge) and includes any public area outside the Premises, all clubs, hotels, motels, offices, hospitals, cafes, coffee shops and institutional and educational centres and public areas therein
"Qualified Foreigner"	: means a person who is not a citizen of Singapore and who, in accordance with the applicable Laws, is an employment pass holder, work permit holder or dependent pass holder (with a minimum validity period of twelve (12) months)
"Residential Customer"	: individual customers who are not enterpriser customers
"Service Delivery Order"	: means the SingNet form signed by you acknowledging the successful installation of the Singtel TV Equipment and the Singtel TV Service at the Premises
"Service Fee"	: means the charges payable by you for the Singtel TV Service
"SingNet"	: means SingNet Pte Ltd (CRN: 199802130W)
"Singtel TV Equipment"	: means all equipment (including replacement equipment) supplied by us for the reception or provisioning of the Singtel TV Service, excluding equipment purchased by you, but including the set-top box, and all peripherals supplied together with or for use together with such equipment such as power cords and adaptors, manuals and remote control units. For the avoidance of doubt, all Singtel TV Equipment constitutes Singtel Equipment (as defined in the General Consumer Terms situated at https://www.singtel.com/personal/terms/general-consumer-terms)
"Singtel TV Service"	: means the service comprising of the provision by us to you of access to the Content, through the Access Medium and includes any features (such as personal video recording, parental control etc), value added services and programmes and/or such other services or facilities relating thereto provided by us which we designate as a service or facility hereunder, including any amendments made to any of the foregoing by us from time to time, all of which shall be subject to these TV Terms
"Third Party Content"	: all material, information, tools, content and hyperlinks contained in Third Party Sites (whether relating to third parties and/or products and/or services owned or provided by third parties or otherwise)
"Third Party Sites"	: websites and/or mobile applications owned, operated or provided by third parties

“TVOD”	:	means transaction Video-on-Demand
“Video Expiry Date”	:	the date on which a video or Content will cease to be available to you under the TVOD Service as determined by us
“Video Period”	Subscription :	the period which you have subscribed to view the video that you have rented under Singtel TV Service
“VOD”	:	means Video-on-Demand