

## SINGTEL PRESTIGE PROGRAMME

Singtel Prestige Programme Specific Terms and Conditions (“Singtel Prestige Terms”)

### 1 ELIGIBILITY

1.1 You will be automatically enrolled into the Singtel Prestige Programme (“Singtel Prestige”) offered by Singapore Telecommunications Limited (CRN: 199201624D) (“Singtel” or “we” or “us” or “our” or other similar pronouns) for a period of twelve (12) months if you:

- Meet the monthly Eligible Spend (defined in Clause 1.4 below) of at least S\$250 for a period of six (6) consecutive months preceding the date that you are considered for enrolment by us;
- Have had an account (which has not been suspended or terminated) for any Singtel Mobile, home broadband or Singtel TV service offered by us or any of our related corporations (“related corporations” having the meaning given that term under s6 of the Singapore Companies Act (Cap 50)) for a period of one year preceding the date that you are considered for enrolment by us; and
- Maintain a good credit status and have no outstanding bills with us.

1.2 Individuals who have signed up under a corporate scheme but have registered with us under an individual document ID (i.e. identification documentation issued by the Government of Singapore being the NRIC in the case of Singaporeans and Permanent Residents and work (or other relevant) passes in the case of non-Singaporeans) are eligible to be enrolled in Singtel Prestige.

1.3 The following are not eligible for enrollment in Singtel Prestige: (a) Business customers with a Business Registration Number; (b) Customers who are blacklisted according to our records; and (c) Customers who are on an installment payment arrangement with us or any of our related corporations.

1.4 “Eligible Spend” means the total amount spent by you on any of the services offered by us or any of our related corporations (“related corporations” having the meaning given that term under s6 of the Singapore Companies Act (Cap 50)), but excludes:

(a) Any amount spent by you in relation to:

- Singtel Mobile Singapore Pte Ltd’s prepaid mobile service
- Topping up your Dash credits
- Business services

(b) Goods and Services Tax;

(c) Any amount payable to Singtel for breach of any contractual terms including without limitation, amounts payable for early termination, service plan downgrade and service plan suspension;

(d) All initial deposits; including but not limited to Credit Rating Deposits and Foreigner Deposits;

(e) Bill reminder fees;

(f) Charges incurred by you for third-party services, including without limitation, donations, 1900 calls, Telepoll and Audioline calls.; and

(g) Payments made via Installment Payment Plans.

We reserve the right to vary or add to the above list of exclusions without prior notice to you.

1.5 We have sole and absolute discretion to determine your enrollment to Singtel Prestige and we reserve the right to suspend your enrolment without giving you prior notice. Your membership will be automatically renewed for consecutive periods of twelve (12) months each if:

(a) Your monthly Eligible Spend averages S\$250 or more for the six (6) months preceding the date of expiry of your existing membership;

(b) Have had an account (which has not been suspended or terminated) for any Singtel Mobile, home broadband or Singtel TV service offered by us or any of our related corporations for a period of one year preceding the date of expiry of your existing membership;

(c) Maintain a good credit status and have no outstanding bills with us.

1.6 Singtel Prestige membership and benefits are non-transferable unless otherwise stated by us.

## **2 AWARD AND REDEMPTION OF SINGTEL PRESTIGE VOUCHERS**

2.1 You will receive a Singtel Prestige Voucher in the mail (at your designated account address) in the 13th month from the date of your enrolment.

2.2 The Singtel Prestige Voucher will range from \$100 - \$550, depending on the amount of your Eligible Spend (as defined in Clause 1.4 above) and the length of time you have been a subscriber of your Singtel Mobile, home broadband or Singtel TV service (which has not been suspended or terminated).

2.3 Each Singtel Prestige Voucher is valid for one (1) year from the date of award. You may make use of the Singtel Prestige Voucher by redeeming it at any Singtel shop or at [singtelshop.com/mobile](http://singtelshop.com/mobile) within the stated validity period. You may also check the validity and value of your Singtel Prestige Voucher by visiting My Singtel app or calling our Premium Hotline at 6838 8000.

2.4 Once the Singtel Prestige Voucher has been redeemed, the redemption cannot be changed, reversed or withdrawn. We are not obliged to entertain any such requests or changes. We also reserve the right to substitute the Singtel Prestige Voucher with other benefits of equivalent value.

2.5 In the event of any discrepancy in relation to the value of your Singtel Prestige Voucher, the value of your Singtel Prestige Voucher as informed by our staff at the point of redemption shall take precedence and our decision at the point of redemption shall be final.

### **3 SINGTEL PRESTIGE BENEFITS**

3.1 You are eligible to enjoy Singtel Prestige Benefits until you cease to be a Singtel Prestige member in accordance with the eligibility criteria set out in Clause 1.1 above.

3.2 We will cease issuing Singtel Prestige Cards to new and re-enrolled members from 1 April 2017. Current Singtel Prestige Cards will continue to be valid until expiry. Singtel Prestige benefits will continue to be made available to you in accordance with the terms and conditions of such benefits.

### **4 YOUR RESPONSIBILITIES**

4.1 You are responsible for notifying us of any change(s) to your contact information.

4.2 If at the point of redemption, the total value of your purchase exceeds the value of the Singtel Redemption Voucher, you are responsible for making payment of the outstanding amount directly to the Singtel Retail Shop/Singtel Exclusive Retailer or our third party participating merchant ("Participating Merchant").

4.3 Any taxes, levies or duties to be paid in respect of the receipt of the Singtel Prestige benefits shall be borne by you.

4.4 We reserve the right to amend or modify these Singtel Prestige Terms at any time, and it is your responsibility to review these Singtel Prestige Terms for any changes. The updated Singtel Prestige Terms can be found online at [singtel.com/prestige](http://singtel.com/prestige). If you do not agree to the revised terms, your only recourse is to cease participating in Singtel Prestige. Your continued participation in Singtel Prestige following any amendment of these Singtel Prestige Terms will signify your assent to and acceptance of its revised terms.

### **5 SUSPENSION AND TERMINATION OF PROGRAMME MEMBERSHIP**

5.1 You may terminate your membership by giving us at least a one (1) month's written notice. Termination of your membership will take effect one (1) month after our receipt of the written notice.

5.2 Termination by us.

5.2.1 We may suspend or terminate your membership immediately without prior notice to you in the following circumstances:

(a) If you are no longer eligible for the Singtel Prestige programme;

(b) If you terminate all of your existing accounts with us and/or our related corporations, including without limitation, as a result of a transfer of service subscription;

(c) If you fail to make payment for outstanding bills invoiced by us and/or our related corporations;

(d) If you are on any Instalment Payment Arrangement (IPA) with Singtel;

(e) If you breach any of these Singtel Prestige Terms or the terms and conditions of the Participating Merchant as stated on [www.singtel.com/prestige](http://www.singtel.com/prestige); or

(f) Any other circumstances as determined by us.

5.2.2 We may also terminate the Singtel Prestige programme at any time without prior notice to you.

## **6 GENERAL**

6.1 We shall not be liable in any way to you whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any direct or indirect loss, claim or damage howsoever caused or arising from or in relation to Singtel Prestige and/or your participation in Singtel Prestige including but not limited to:

6.1.1 Any breach or failure by us or our Participating Merchants to perform any of the obligations set out in these Singtel Prestige Terms;

6.1.2 Any error, omission, discrepancy or inaccuracy in any information provided by us or our Participating merchants whether to you or any person and whether in any publication or as part of or in connection with the implementation, administration or conduct of Singtel Prestige;

6.1.3 Any defect, deficiency, breakdown of our or our Participating Merchant's software or system or loss or corruption or deletion of data supplied by the you; and/or

6.1.4 Goods and services provided under or in relation to Singtel Prestige, including all representations and/or warranties relating thereto.

6.2 Our decision on all matters pertaining to the Singtel Prestige programme is final.

6.3 Nothing herein shall be construed or interpreted as varying or otherwise affecting our or your obligations under any other agreement governing the provision of Singtel products or services to you.

6.4 You agree that we and our related corporations are entitled to use or disclose any information or data disclosed by you in accordance with Clause 15 of the General Terms (as defined below). You are entitled at any time to withdraw such consent in the procedure as prescribed by us.

6.5 You agree to our General Terms and Conditions of Service(s), which may be found at [www.singtel.com](http://www.singtel.com) ("General Terms") and which are incorporated by reference. You also agree to be bound by any specific terms and conditions of our Participating Merchants as may be notified by such Participating Merchants or us from time to time.

6.6 These Singtel Prestige Terms shall be interpreted, construed and governed by laws of the Republic of Singapore and parties hereby submit to the non-exclusive jurisdiction of the Singapore Courts.

Effective Date: 1 April 2017