



Singtel Mobile

Singtel Mobile Singapore Pte. Ltd.
Company Registration No:
201012456C
31 Exeter Road
Singapore 239732

Call 1688 for all service enquiries

24578771

24578771

Upgrading Agreement for Mobile Service (Existing Customers)

Mobile No: 96653965

Date: 22-Jul-2016 3:02 PM

Customer Information

Name: LIU CHUNYAN Customer Email: LIU_CHUN_YAN@MOE.EDU.SG
Customer ID: S7461566Z Date of Birth: 01/02/1974
Auth. Person Name: Auth. Person ID:

Equipment Information:

Equipment Model: Samsung Galaxy S7 4G+ SIM Card No:
Equipment Code: IMEI No: 358430076915526
CI Campaign: MTECS201 - CI21 (\$900) CRM Campaign:

Price Plan	Promo Period	Bill Frequency	Price at Promo\$(w/o GST)	Price after Promo\$(w/o GST)	Service Subn/ Add-on Regn(\$)
Combo 3 Plan (with 3GB Local Data)	NA	Monthly		41.15	
VASeS					
Provide VAS	Promo Period	Bill Frequency	Price at Promo\$(w/o GST)	Price after Promo\$(w/o GST)	Service Subn/ Add-on Regn(\$)
4G ClearVoice	Bundled Free*	Monthly	0.0	0.0	0.0
Free 3 months Netflix	Bundled Free*	Monthly	0.0	0.0	
Excess Local Data - \$10/GB and capped at \$175.70/mth	NA		0.0	-	
Store and Share - Free 2GB	NA		0.0	-	
Singtel WiFi	NA		0.0	-	
Free Caller ID (3G)	NA		0.0	-	
Free AutoRoam (3G)	NA		0.0	-	

Cease VAS	Penalty Fee(\$)
Excess Local Data - \$10/GB and capped at \$175.70/mth	- (System Waived)
Store & Share (2GB)	- (System Waived)
Caller ID	- (System Waived)
Pay-As-U-Roam	-

Add-on Services will be provisioned within 3 working days upon signing of this Agreement unless otherwise stated/advised.

Overseas Roaming Service

All Mobile Plans will be automatically provisioned with a free Pay-As-You Roam Add-on unless Customer opts out or they have subscribed to an AutoRoam Add-on. A surcharge will apply to Pay-As-You Roam subscribers for overseas usage of calls, SMS and data services. Please refer to <http://www.singtel.com/roaming-services> for prevailing surcharge information, including roaming rates and Singtel DataRoam Saver plans.

For any changes to roaming add-on, please use the following modes:

- (1) Access My Singtel app > My Add-ons
- (2) Dial *1688 > reply 4
- (3) Login to <http://www.singtel.com/myaccount>

Individual Customers will be provisioned with a DataRoam Limit of \$500 and will be notified via SMS if

usage hit \$50, \$250, \$400 and \$500. Data access will be suspended at \$500. To continue using data, Customers can change their DataRoam Limit via the following modes

- (1) Access My Singtel app > Roaming > Alert Settings & History > click on Alerts for Pay-Per-Use DataRoam.
- (2) Dial *7626 > select option 7 > select option 2 before you travel.
- (3) Dial *100# while overseas (Free of charge).

Please note that roaming data or roaming SMS charge applies when activated overseas.

For more information on roaming including DataRoam Saver plans and useful tips, please visit <http://www.singtel.com/dataroam>.

For detailed roaming rates applicable for each country, please visit http://www.singtel.com/roaming_rates.

For DataRoam Saver plans' Fair Usage Policy, please visit singtel.com/roamingrates.

All above prices are exclusive of prevailing GST.

Original Documents Verified: **NRIC**

For Official Use Only:

Vendor/Dealer/SubDealer: **V1453/D8212**

Salesman Code: **0684**

Purchase Date: **22/07/2016**

Summary of Key Terms & Conditions

Mobile Plan

The minimum subscription period for SIM Only Mobile Plan is one (1) month or twelve (12) months if specified above. The minimum subscription period for all other plans is three (3) months ("Minimum Subscription Period")

If a Customer terminates a Mobile Plan before expiry of the Minimum Subscription Period, the Customer is liable to pay early termination charges (ETC). The ETC shall be the monthly subscription charges (or pro-rated charges, where applicable) for the remainder of the unfulfilled Minimum Subscription Period.

Upon expiry of the Minimum Subscription Period and if Customer is not serving an Device Agreement, Customer agrees that the Mobile Plan will automatically extend on a month-to-month basis until the Customer or Singtel Mobile terminates the Mobile Plan.

Add-on Service

A contract term varying from 1 month to 24 month ("Contract Term") applies to Add-on Services offered to Customers based on prevailing promotional terms and conditions. In the absence of prevailing promotional terms and conditions, Add-on Services will not be subjected to a Contract Term and will be offered to Customers on a month-to-month basis until the Customer or Singtel Mobile terminates the Add-on Service.

If a Customer terminates an Add-on Service before the expiry of the Contract Term, the Customer is liable to pay ETC. The ETC shall be the prevailing price of the Add-on Service (or pro-rated charges, where applicable) for the remainder of the unfulfilled Contract Term. Where the prevailing price of the Add-on Service is \$0 or waived, no ETC shall apply. All Add-on Services that are offered to Customers on promotional terms (free, reduced charges or combination of both) shall revert to full charges at prevailing rates upon expiry of the Contract Term.

Add-on Services offered as a free trial to Customers shall cease upon expiry of the free trial period unless the Customer expressly consents to review the Add-on Service.

Upon expiry of the Contract Term, Customer agrees that the Add-on Service will automatically extend on a month to month basis until the Customer or Singtel Mobile terminates the Add-on Service.

Device Agreement (2 Years)

If Customer purchases a device ("Device") together with this Agreement, the Customer shall concurrently execute a Device Agreement to retain the Mobile Plan for 2 years. ETC shall apply for termination or downgrade of Mobile Plan during the concurrent Device Agreement. Customers who terminate a Mobile Plan, while serving a Device Agreement, before expiry of the Minimum Subscription Period are liable to ETC for the Mobile Plan as well as the Device **Local Data Charges**

Excess local data usage beyond the local data bundle will be charged at the rate of \$10.00/GB (excl. GST) and subject to a cap of \$175.70 (excl. GST) per monthly bill cycle for all Mobile Plans or Mobile Broadband Plans. The cap will apply to local data usage charges only. Waiver of data while using AMPed 2.0 is applicable for local usage only. If roaming overseas, prevailing data roaming charges apply.

Customer can upgrade the Device after completing at least the first six (6) months of the Device Agreement. The upgrade fee is \$500 for Customer who has completed between 6-11 months of the Device Agreement, \$350 for Customer who has completed between 12-17 months of the Device Agreement and \$200 for Customer who has completed between 18-20 months of the Device Agreement. Customer shall be required to enter into a new two (2) years Device Agreement upon upgrade of Device. Visit <http://www.singtel.com> for more details.

Singtel Instalment Payment Plan terms and conditions:

If Customer purchases a Device together with this Agreement, the Customer may choose to pay for the Device via the Singtel Instalment Payment Plan. Singtel reserves the right to determine a customer's eligibility to take up the Singtel Instalment Payment Plan. If eligible, the Customer must pay the price of the Device in 24 equal monthly instalments, through their monthly Singtel bill. Each Customer may only have one instalment payment plan at any time. This Singtel Instalment Payment Plan through monthly repayment via Singtel bill is applicable to Singaporeans or Permanent Residents. In the event that this Agreement is terminated or suspended before the Device is fully paid, the remaining unpaid instalments will immediately become payable.

Unlimited Free Local Calls and Local SMS/MMS

Free Local Calls are to any local number (fixed or mobile) and local SMS/MMS are to any local mobile number. Customers are to use this service for personal and non-commercial purpose only. To ensure that the activities of some users do not impair the ability of our Customers to have access to reliable services, this service is conditional on fair usage by Customers and is capped at 10,000 local Calls minutes, and 50,000 local SMS/MMS. The services should not be used in a manner that unduly interferes with the use of Singtel Mobile's network or systems. Singtel Mobile reserves the right, without notice or limitation, to levy prevailing charges on usage in excess of the cap, or to deny, terminate, modify, disconnect or suspend services if an individual engages in unfair usage or if Singtel Mobile, at its sole discretion, determines that action is necessary to protect the network from harm or degradation. Customers with unlimited free local calls are not eligible to subscribe for the Free v019 Add-on Service [For further details, please see www.singtel.com/mobileterms]

Singtel Mobile Youth Plan Free Unlimited SMS/MMS benefit

FREE Unlimited Local SMS/MMS will automatically expire 24 months from the date of the Youth Plan unless Customers re-contract for a Youth Plan. Customers are to use all unlimited benefits strictly for personal and non-commercial purposes only. This service is conditional on fair usage by Customers, Singtel Mobile shall have the sole discretion to access whether a Customer's usage is excessive or abusive in which event Singtel Mobile reserves the right to levy the prevailing charges or revoke the Unlimited benefits.

Singtel Mobile Youth Plan Free Campus/Camp calls

Free Campus/Camp calls are capped at \$30/month at Campus/Camp zones.

4G Network

4G Add-on Service will be provisioned, free of charge, for Customers who sign-up a new Mobile Plan or re-contract an existing Mobile Plan for all Combo and SIM Only Starter Pack Plan. For other Mobile Plans and Mobile Broadband 150 Plan, this promotion will be offered for a limited period only. Singtel Mobile reserves the right to levy charges or amend the charges anytime by prior notice to Customers in accordance with Singtel's General Terms & Conditions of Service.

Singtel WiFi

Singtel WiFi will be provisioned, free of charge, for Customers who sign up for or re-contract to an eligible plan. Eligible plans are Combo 2 and above Mobile Plans, Combo Mobile BroadBand 2 and above plans, Easy Mobile M and above plans and SIM Only Starter Pack. Singtel WiFi will also be available to the MobileShare Supplementary plans that are linked to the Combo 2 and above Mobile Plan, Combo Mobile BroadBand 2 and above plan. Usage of data on Singtel WiFi is free of charge until 31 March 2017. From 1 April 2017, Customers on eligible plans will get a free 2GB Singtel WiFi bundled with their eligible plan. Your usage of and access to the Singtel WiFi service means that you agree to our sharing of your device data (MAC Address, location and duration where device assess Singtel WiFi, data usage per session, IMEI, statistics on page views) with our business partners, in order for them to conduct consumer and market research and/or analysis. Should you disagree with the sharing of your device data, please do not connect to Singtel WiFi at all Singtel WiFi hotspots.

Samsung Concierge

Samsung Concierge is provided by Samsung Asia Pte Ltd ("Samsung") and applies only to selected eligible Samsung mobile devices. Samsung Concierge is subject to the terms and conditions set out in the Customer Agreement for Samsung Concierge Service, at www.samsung.com/sg/samsungconcierge/singtel ("Samsung Concierge Agreement"). In order to subscribe to Samsung Concierge, you must agree to the Samsung Concierge Agreement.

Undertaking Agreement

1. *I/We agree to subscribe for the above Services on the following terms and conditions, which terms and conditions shall apply on acceptance of this application by Singtel Mobile Singapore Pte. Ltd. ("Singtel Mobile"):
 - (a) Singtel's General Terms and Conditions of Service(<http://www.singtel.com/mobiletermsgeneral>); and
 - (b) Singtel's Billing Terms and Conditions(<http://www.singtel.com/mobilebilling>); and
 - (c) Specific Terms and Conditions of Singtel Mobile(<http://www.singtel.com/mobileterms>); and
 - (d) Specific Terms and Conditions of Singtel Mobile applicable for Add-on Service (<http://www1.singtel.com/personal/phones-plans/mobile/vas/post-paid-plan.html>);and
 - (e) Specific Terms and Conditions of Singtel Mobile applicable for Cast App (www.cast.sg/termsandconditions); and
 - (f) Specific Terms and Conditions for NFC SIM Card(www.singtel.com/NFCterms); and
 - (g) Singtel Mobile's Promotion Terms and Conditions as at the date of this Agreement; and
 - (h) The General Information printed on the back of this application, including any amendments that may be made to these terms from time to time.
2. *I/We acknowledge that *I/We have seen, read and understood and do hereby accept the above terms and conditions. The above terms and conditions are also available at <http://www.singtel.com>, <http://www.singtel.com/terms/singtelmobile> ,<http://www.singtel.com/mobilebroadband> or from Singtel Mobile on written request.
3. *I/We understand that I/We have to inform Singtel Mobile if I/We decide to opt out of any promotional Add-on Services when they expire.
4. *I/We are aware that acceptance of BlackBerry's End User Agreement is a pre-condition for activation of any BlackBerry services.
*I/We agree to log on to <http://sg.blackberry.com/legal.html> and accept the BlackBerry End User Agreement.
5. *I/We acknowledge that Singtel Mobile (GSTN: MR-8500432-2) has assigned to Singtel its right to bill and collect from *Me/Us the Fees and Charges under this Customer Agreement and *I/We shall pay all such Fees and Charges to Singtel. All stated services are charged on a monthly basis, unless stated otherwise.
6. Unless otherwise stated, paper bill statements will be sent on a monthly basis to the registered address. To convert to electronic billing for all accounts under the same NRIC, please sign up at www.singtel.com/mybill.
I/We accept that Singtel will cease to issue me/us with paper bill statements upon the successful registration for electronic billing.
7. I/We acknowledge and agree that should I/we request for a paper bill statement in addition to the electronic bill statement, I/we will be charged the sum of SGD0.54 (inclusive of GST) per bill.
8. *I/We acknowledge that use of the iPhone constitutes acceptance of the iPhone terms and conditions and other third party terms and conditions found in the iPhone packaging, or accessible online at <https://www.apple.com/legal/warranty/products/ios-warranty-rest-of-apac-english.html>. You can contact Apple for support and service on iPhone warranty.
9. *I/We agree that Singtel Mobile shall be entitled to use or disclose any information or data disclosed by *Me/Us in accordance with Clause 15 of the General Terms, and understand *I/We may withdraw such consent in the procedure as prescribed by Singtel Mobile from time to time.
10. *I/We confirm that all information given by *Me/Us in connection with this application is true and correct.

* Singtel refers to Singapore Telecommunications Limited. For the avoidance of doubt, Singtel is not a party to this Customer Agreement.



Signature of Applicant/Authorised Person



**Singtel
Mobile**

Singtel Mobile Singapore Pte. Ltd.
Company Registration No:
201012456C
31 Exeter Road
Singapore 239732

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24 Months Device Agreement

Mobile No: 96653965

Date: 22-Jul-2016 3:02 PM

I, LIU CHUNYAN

Customer ID S7461566Z

have submitted to Singtel Mobile Singapore Pte. Ltd. (Singtel Mobile) my application for services, and agree to remain as a subscriber with Singtel Mobile on the service plan described in item 1 of the Schedule below - for a period of 24 months from the date my application for services is accepted by Singtel Mobile, on such terms and conditions as may be prescribed from time to time by Singtel Mobile.

I acknowledge that in consideration of my above agreement to remain as subscriber of Singtel Mobile, **3MOBILE - CIS 53 UBI CRESCENT, #03-00 408564** (the Dealer)

has agreed to sell me the device ('Device'), which particulars are set out in item 2 of the schedule below, at a special reduced price. In the event of a downgrade (TOS inclusive) or termination of my subscription plan with Singtel Mobile for any reason whatsoever, I agree and accept that immediately from the date of downgrade or termination, as the case may be, I shall be bound to pay to the Dealer the amount of liquidated damages set out in items 3 of the Schedule below respectively, which amount of liquidated damages shall be billed to me accordingly by Singtel Mobile. Where I have upgraded to a new contract to run concurrently with an existing contract or contracts (if eligible), I acknowledge that the payment of the liquidated damages will be deferred until downgrade or termination of my latest contract, whereupon the total liquidated damages for all unexpired concurrent contracts will be aggregated and payable by me immediately to Singtel Mobile. I further agree to make all payments due under this Agreement with such goods and services tax as shall be payable thereon from time to time. I agree that this Agreement shall be governed by the laws of Singapore and further agree to submit to the exclusive jurisdiction of the courts of Singapore.

FOR ELIGIBLE SINGTEL STAFF ONLY

I agree that in addition to the terms and conditions set out above, in the event that I terminate my contract or cease to be an eligible Singtel staff at any time during the 12 month period where an instalment plan has been extended to me, the entire outstanding amount for the remaining instalment period shall accrue and become payable immediately. I agree and do hereby accept the terms and conditions available at <http://espresso.net.vic/Pages/SingtelEspresso.aspx>.

Schedule:

- Item1: Service Plan : **Combo 3 Plan (with 3GB Local Data)**
- Item2: Device Model : **Samsung Galaxy S7 4G+**
- Item3: Following prices are payable upon downgrade/termination of standard service plan (excl GST) :
- a. More than 23 months of the remaining contract **100% x 2 Years Downgrade Penalty - \$900 (Graded)**
 - b. 23 months or less of the remaining contract **X/24 x 2 Years Downgrade Penalty - \$900 (Graded)**

Note: 'X' in item 3 refers to number of remaining months of the contract period at point of termination/downgrade.



Signature of Applicant/Authorised Person



Date and Company Stamp (if applicable)

Witnessed By
MENEL - CIS
3MOBILE - CIS
53 UBI CRESCENT, #03-00 408564



Singtel Mobile

Singtel Mobile Singapore Pte. Ltd.
Company Registration No:
201012456C
31 Exeter Road
Singapore 239732

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Undertaking Form for Corporate Individual Scheme ("CIS")

As a special promotion extended to you as a staff member of the participating company ("Company"), Singtel Mobile Pte Ltd ("Singtel Mobile") is pleased to offer you the terms of the Corporate Individual Scheme ("CIS") for every GSM mobile telephone line which you subscribe during this promotion period, on and subject to the terms and conditions set out below.

Terms and Conditions

- Each Singtel Mobile customer is only entitled to subscribe up to three (3) new mobile telephone lines under the CIS ("New Lines"), OR subscribe for two (2) New Lines and convert one (1) existing Singtel Mobile telephone line to be governed by the terms of the CIS ("Conversion Line").
- If you choose to convert your existing Singtel Mobile telephone line, you will be treated as a brand new customer of Singtel Mobile and any loyalty benefits which you have accrued under any program shall be forfeited.
- You will enjoy the discounted rates under the CIS for a period of 24 months from the date of Singtel Mobile's acceptance of your application under the CIS (the "Plan Period") as long as you remain as a staff of the Company during the Plan Period. Any other terms and conditions in relation to the specific subscription price plan(s) which you have selected to be on for the New Line(s) and/or Conversion Line shall apply insofar as they are not in contradiction with the terms and conditions of the CIS.
- The minimum contractual period is Three (3) months. In the event that you transfer, terminate or suspend the subscription under the CIS prior to the expiry of the minimum contractual period, Singtel Mobile may, without prejudice to any other terms and conditions stated herein, impose liquidated damages for your breach of contract based on the following:
Number of calendar days remaining of CIS Plan minimum contractual period x List Price of CIS Plan subscribed / 30
- A conversion fee applies for existing Singtel Mobile telephone lines under an equipment undertaking agreement term that is converted to CIS
- If you terminate the subscription during the Plan Period, the terms of any equipment undertaking which you may have signed upon your purchase of mobile telecommunication equipment on a subsidy from Singtel Mobile shall continue to apply in addition to these Terms and Conditions.
- Within the Plan Period, you are allowed to upgrade your subscription plan(s) for your New Line(s) and/or Conversion Line without incurring any administration charges. However, should you downgrade your subscription plan during the Plan Period, an administrative charge of \$21.40 will be imposed in addition to any liquidated damages provided under any equipment undertaking which you may have signed.
- These Terms and Conditions are in addition to the Terms and Conditions on Application/Reconnection of Mobile Phone Services OR Singtel Mobile Sales & Service Agreement set out on the reverse of the application form for the provision of mobile phone services to be completed and accepted by you. Singtel Mobile reserves the right to amend these Terms and Conditions without prior notice to you. Notwithstanding your acceptance of this Offer, Singtel Mobile retains the absolute discretion as to whether or not to accept your application for the provision of mobile phone services made pursuant to the submission of the said application form. In the event of a rejection by Singtel Mobile of your said application, this agreement shall be deemed null and void.

Mobile Number : **96653965**

Application Date: **22-Jul-2016 3:02 PM**

I, **LIU CHUNYAN**, NRIC No. **S7461566Z**


Address:

understand fully and agree to accept the above terms & conditions in addition to the Terms and Condition on Phone Services OR Singtel Mobile Sales & Service Agreement. In the event that I breach the above undertak

that immediately from the date of breach, I shall be bound to pay all amounts due and payable, computed in a basis of the undertaking given by me herein. This amount will be billed to me accordingly by Singapore Tele



Customers Signature / Date Person



Witnessed By(Signature/Full Name)
MENEL - CIS
3MOBILE - CIS3MOBILE - CIS