

ANNEX A - SINGNET EMAIL SERVICE

1. Service Description

SingNet Email service is a communication platform offered to business with a valid UEN number or their current employee(s).

2. Terms and Conditions

2.1 Prerequisites

The following pre requisites apply to the provision of SingNet Email Service ;

- (a) It is only available to Customers that possess a valid UEN number.
- (b) Customer will need to have an existing fibre service before he/she can take up this SingNet Email Service as a VAS (Value Added Service)

If the above prerequisites are not available, SingNet is not able to provide you the SingNet Email Service.

2.2 Activation Time

All new applications requesting for the SingNet Email Service under normal circumstances will be activated on the advised date at point of contract signing, no less than 14 working days from date of application. However the Service may be delayed due to unforeseen circumstances and SingNet shall not be liable for any such delay.

2.3 Minimum Term and Charges

- (i) Minimum term - The minimum period of subscription for SingNet Email Service shall be:
 - (a) a period of twelve (12) months, or such other period selected by the Customer (as stated in the SRCA Form), whichever is longer; or
 - (b) such other period as may be stipulated by SingNet as the relevant minimum period of subscription when the Customer applies for the Service calculated to commence on the Commencement Date of Service. Thereafter the Service shall continue in force for successive periods of twelve (12) months until terminated in accordance with Clause 2.3 (v) and Clause 2.3 (vi).
- (ii) Service Activation Charge - A one-time registration and activation fee is payable for new service sign up, subject to the prevailing promotional terms and conditions
- (iii) Processing fee - A processing fee is payable upon cancellation of the Customer's application for SingNet Email Service, if cancellation takes place before the activation date.
- (iv) Cancellation - If SingNet Email Service cannot be provisioned due SingNet, the Customer will be allowed to cancel its order without being liable for any cancellation fee, if it enters into a binding contract for a SingNet Email
- (v) Termination for Convenience - SingNet or the Customer may terminate the Service after the minimum contract term stated in clause 2.3(i) by giving the other not less than thirty (30) days' prior notice of such intention to terminate. fee
- (vi) Early Termination Fee - If the Customer terminates the SingNet Email Service contract before the expiry of the contract period as stated in the application form, a termination fee of 100% of the monthly charges for the remainder months of the contract shall be chargeable to the Customer.
- (vii) Promotional Services - SingNet may provide promotional services from time to time. If Customer takes up such promotional services, it will do so on such promotional terms and conditions stipulated by Singtel. The Loyalty Reward Programme is not applicable to corporate customers.
- (viii) Changes - SingNet provides the SingNet Email Service as described herein.
 - a. Any change to the service including any downgrade or upgrade of the same must be by mutual consent and formalised by way of a contract variation.
 - b. Change of user ID is subjected to SingNet approval and a handling fee of **\$10 (\$10.70 with GST)** applies.
- (ix) Downgrades - For downgrade request, Customer must give not less than thirty (30) days' prior written notice, and a termination fee of 100% of the monthly charges for SingNet Email Service for the remainder months of the service shall be chargeable to Customer.
- (x) Upgrades - For upgrade request, Customer must enter into a new contract which has a higher contract value than the current one for the existing speed plan. The Customer is not eligible for any gift premium within the first six (6) months from that new contract start date.
- (xi) Other Charges - Other charges as stipulated by SingNet shall apply when necessary. Charges include:
 - a. Transfer of account: \$10 (or \$10.70 with GST) per request. Transfer of account occurs when the service is duly assigned from the Customer to if its related corporation in accordance with the general terms and conditions.

3. General

- 3.1 The Customer shall be bound by and shall fully observe and comply with all the General Terms, and the SingNet Specific Terms, SingNet Acceptable Use Policy as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred to SingNet under these Product Terms and Conditions and Acceptable Use Policy shall be additional to the rights and protections conferred on SingNet under the General Terms, the SingNet Specific Terms, and any other terms and conditions agreed or accepted by the Customer.
- 3.2 Any Clause in the General Terms, the SingNet Specific Terms, these Product Terms and Conditions, or any other terms and conditions as may be agreed or accepted by the Customer, that is invalid, unenforceable or illegal shall be enforced as nearly as possible in accordance with its terms, but shall otherwise be deemed severed and shall not affect the enforceability of any other Clauses, which Clauses shall continue to be valid and enforceable to the fullest extent permitted by law.
- 3.3 The Service provided by SingNet under these Product Terms and Conditions may not be re-sold or otherwise re-provided by the Customer to any other person(s) whomsoever. In the event that the Customer desires to re-sell or re-provide the Service, the Customer and Singtel shall enter into a separately negotiated agreement prescribed for the same by Singtel containing the terms and conditions for such a re-sale or re-provision.