

## **SINGTEL REWARDS PROGRAMME**

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

### **1. Eligibility**

1.1 You are automatically eligible for the Singtel Rewards Programme (“Singtel Rewards”) offered by Singapore Telecommunications Limited (CRN: 199201624D) (“Singtel” or “we” or “us” or “our” or other similar pronouns) if you:

(a) have an account for Postpaid Mobile, Broadband and/or pay TV 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)) which has not been suspended or terminated; and

(b) 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 participate in Singtel Rewards.

1.3 The following are not eligible to participate in Singtel Rewards:

(a) Business customers with a Business Registration Number; and

(b) Singtel Prepaid only customers

1.4 We reserve the right to vary or add to the above eligibility criteria from time to time without prior notice to you.

### **2. Mechanics of Singtel Rewards**

2.1 You may redeem offers made available by us or our third party participating merchants (“Participating Merchants”) from time to time. We call such offers “Treats”.

2.2 Redemption of your Treats can be performed via the following self-help channels:

a. Singtel Rewards website, at [www.singtel.com/rewards](http://www.singtel.com/rewards); or

b. My Singtel App.

Terms and conditions of the Treats may vary, so please check the Singtel Rewards website regularly for updates ([www.singtel.com/rewards](http://www.singtel.com/rewards)).

2.3 You may also redeem a chance to win the Singtel Lucky Draw (each a “Chance to Win”), which will be held from time to time. We will award additional Chances to Win to you for every five (5) years tenure

for active Singtel Mobile line(s), Home Broadband or Singtel TV service(s) registered under your name. Our records in relation to your total number of Chances to Win shall be final and conclusive.

2.4 By performing the redemptions of your Treats or Chance to Win, you acknowledge and agree to these Singtel Rewards Terms and any other Treats or Lucky Draw terms and conditions as may be determined by Singtel from time to time.

2.5 We do not assume any liability for, nor make any representation or warranty in relation to any redemption item made available by to you by your redemption of Treats (each a "Redemption Item").

2.6 We are not responsible for any wrongful redemption of Treats, any failure to redeem and/or any redemption under your account made by persons other than yourself. You remain solely responsible for your redemption of Treats.

2.7 We reserve the right to do the following at our absolute discretion without prior notice to you:

2.7.1 Substitute any Redemption Item with an item of equivalent value; and

2.7.2 Withhold processing of your redemption request.

2.8 If you have been blacklisted according to Singtel's records or have outstanding Singtel bills at the point of the Singtel Lucky Draw ("Lucky Draw"), you will not be eligible to take part. Terms and conditions of the Singtel Delights Lucky Draws may vary, so please check the Singtel Rewards website regularly for updates ([www.singtel.com/rewards](http://www.singtel.com/rewards)).

2.9 You cannot withdraw from the Lucky Draw if you have redeemed your Chance to Win. Likewise, you cannot cancel your Treats redemption if you have already submitted your redemption request.

2.10 All Redemption Items, whether utilized or not, may not be refunded or exchanged for other Redemption Items or cash.

2.11 In the event that you terminate your eligible Singtel services, we reserve the right to forfeit all your accrued Chance to Win at our sole discretion.

### **3 Termination of Singtel Rewards**

3.1 We reserve the right to terminate or suspend (in whole or in part) the Singtel Rewards at any time without prior notice and without any liability whatsoever to you.

3.2 Notwithstanding Clause 1.1 above, you will not be permitted to participate in Singtel Rewards:

3.2.1 if you cease to subscribe to any of our services and/or terminate all existing Singtel accounts registered under your name, including without limitation, as a result of a transfer of service subscription;

3.2.2 if you fail to make payment for outstanding bills invoiced by our related corporations;

3.2.3 if you breach any of these Singtel Rewards Terms or any of our Participating Merchant's terms and conditions; and

3.2.4 Any other circumstances as determined by us in its sole discretion.

#### **4 Mechanics of Free 1GB Mobile Data Birthday Treat**

4.1 You will automatically be awarded on your birthday month, one (1) month of Free 1GB local data to all your eligible Singtel Postpaid mobile line(s) for 1 month, starting from your bill cycle date that is registered with Singtel.

4.2 Free 1GB Birthday Mobile Data is only applicable for local usage, excluding mobile broadband bundled local data. Prevailing roaming data rates apply accordingly.

4.3 Free 1GB Birthday Mobile Data is capped at 1GB. The free local data will be utilised before the bundled data offered under the mobile plan. Any excess local data will be charged at prevailing rates.

4.4 Unused local data cannot be carried forward to subsequent months. Any unused local data will be forfeited.

4.5 Free 1GB Birthday Mobile Data is not transferable.

4.6 To qualify for the Free 1GB Mobile Data Birthday Treat, you must:

- Be a Residential or CIS customer with a valid Date of Birth registered with Singtel
- Eligible mobile plans are SIM only, Combo and Easy Mobile plans, Lite plan with 2GB data; Value plan with 3GB data; Plus plan with 4GB data; and Premium and Prestige plans with 12GB data.
- Maintain a good credit status and have no outstanding bills with us.

#### **5 General**

5.1 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 the Singtel Rewards and/or your participation in the Singtel Rewards including but not limited to:

5.1.1 Any breach or failure by Singtel or Participating Merchants to perform any of the obligations set out in these Singtel Rewards Terms;

5.1.2 Any error, omission, discrepancy or inaccuracy in any information provided by Singtel or 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 the Singtel Rewards;

5.1.3 Any defect, deficiency, breakdown of Singtel's or Participating Merchants' software or system or loss or corruption or deletion of data supplied by you; and/or

5.1.4 Goods and/or services provided under or in relation to Singtel Rewards (including any Redemption Items), including but not limited to all representations and/or warranties relating thereto.

5.2 You agree to be bound by these terms and conditions by your redemption of Treats and participation in Singtel Rewards.

5.3 We reserve the right to amend or modify these Singtel Rewards Terms at any time, and it is your responsibility to review these Singtel Rewards Terms for any changes. If you do not agree to the revised terms, please cease participating in Singtel Rewards. Your continued participation in Singtel Rewards following any amendment of these Singtel Rewards Terms will signify your assent to and acceptance of its revised terms. Our decision on all matters pertaining to the Singtel Rewards is final.

5.4 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.

5.5 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 to withdraw such consent in the procedure as prescribed by us from time to time.

5.6 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.

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