

As of 24 April 2024

Effective Date: 24 April 2024

Name of Service: Starlink Service. For more information, refer to www.singtel.com.

Description: Introduction of Starlink service

Prices (including discounts):

Service	Bandwidth	Minimum Contract Term (Months)	Monthly Recurring Charge (MRC) (USD \$ per plan)	One-Time Charge (OTC) (USD \$ per unit)	Available Singtel Customer Care plans
Fixed Priority	1 TB	1 Month	USD \$250	USD \$3,055	Essential/ Classic/ Elite
	2 TB	1 Month	USD \$500	USD \$3,055	Classic/ Elite
	6 TB	1 Month	USD \$1,500	USD \$3,055	Elite
Additional priority data	USD \$2/GB				

Fixed Priority Customer Care Plan(s)	Contract Term (Months)	MRC (USD \$ per plan)
Essential	12	USD \$128
Classic	12	USD \$198
Elite	12	USD \$398

Key Terms and Conditions:

1. The contract term for the service(s) is as per the pricing table above.
2. Customers must subscribe to one of the available Customer Care Plans that are applicable to the service(s) subscribed.
3. A 15% surcharge will be applied to any Customer Care Plan with less than 12 months of service contract term. The 15% surcharge will be applied on a monthly basis.
4. The customer will be charged an administrative fee of USD \$200 for each request to:

As of 24 April 2024

- a. activate the service (inclusive of subsequent activations);
 - b. deactivate the service (inclusive of temporary suspension of the service). For the avoidance of doubt, this is not applicable for termination of the service;
 - c. migrate non-Singtel users to a Singtel service plan; and
 - d. change service plans (i.e., upgrade/downgrade).
5. The customer may purchase the Starlink hardware solely without subscribing to a Fixed Priority plan. In such instances, the customer will be charged the OTC per unit as stated in the pricing table above.
 6. The customer is eligible for a discounted OTC rate of USD \$2,895, subject to the following conditions:
 - a. The customer purchases at least 50 units of Starlink hardware and equipment;
or
 - b. Subscribe to at least one (1) Fixed Priority Plan with a service contract term of at least 12 months and a Customer Care Plan with a service contract term of at least 12 months.
 7. The customer will be required to obtain the necessary licence to transmit the carrier within a country.
 8. Each hardware provided to the customer will only be able to support one service plan at any one point in time.
 9. The customer shall not resell the service “as is”, or as a standalone Starlink service.
 10. The service will be automatically renewed on a monthly basis unless terminated by the customer.
 11. No other discounts except as per stated above, are applicable to the service.
 12. All other standard prices, terms and conditions of the SpaceX Starlink service shall remain applicable.

Suspension and Termination Provisions:

In the event that the customer terminates the services before the end of the contract term, the customer will be liable for premature termination charges of 100% of the monthly recurring charge for the remaining contract term of the service.

For details, refer to www.singtel.com

Eligibility:

The service is offered to customers who accept the terms and conditions of the service in its entirety.