

Table of Contents

Specific Terms and Conditions for Digital Marketing Quick-Start Pack.....	2
Specific Terms and Conditions for eShop Builder	6
Specific Terms and Conditions for FetchFans	12
Specific Terms and Conditions for Oystor	18
Specific Terms and Conditions for Second CRM.....	24
Specific Terms and Conditions for Web Builder	30

Specific Terms and Conditions for Digital Marketing Quick-Start Pack

1. Definition and Interpretation

1.1 In these Specific Terms and Conditions, the following words and expression shall have the following meanings :

“ACA” means the physical Application cum Agreement and the related web forms.

“Customer” means any person(s) or entity(s) who applies or subscribes for or utilises the Service.

“End User” means any person(s) authorized by the Customer to use the Service.

“End User Licence” means any end user licence terms imposed by any ISV on Customers.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service which may be found at www.singtel.com

“Independent Software Vendor” or “ISV” means third party providers of the SaaS which are available on the Portal.

“Intellectual Property Rights” means all copyright, patent, trade marks, confidential information and other intellectual property relating to or embodied in the Service and any software, service documents and/or work provided in relation to the Service and all documentation thereof

“Portal” means the myBusiness web-portal at URL: <http://mybusiness.singtel.com>

“SaaS” means Software as a Service, a software delivery model in which the software is developed by an ISV and its associated data are hosted on the cloud, where users will access through the Portal by using thin clients such as a web browser.

“Service” means the provision of the Digital Marketing Quick-Start Pack where bundled SaaS services known as eShop Builder, FetchFans, Oystor, Second CRM and Web Builder are made available for use to Customer for a limited time.

“Term” shall mean the contract term of Service.

“Third Party Vendor” shall mean any person or entity that provides third party software and related intellectual property.

“Work” means any additional work the Customer requests SingTel to perform in relation to the Service.

1.2 Except as set for in the Specific Terms and Conditions for Digital Marketing Quick-Start Pack, in the event of a conflict or inconsistency in or between any provisions of the terms and conditions for the service(s) contained within the Digital Marketing Quick-Start Pack Service, the provisions set out in the Specific Terms and Conditions for Digital Marketing Quick-Start Pack shall take precedence over the terms of the offered service(s).

1.3 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have meanings as defined in the General Terms unless the context otherwise requires.

1.4 The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Commencement and Duration of the Service

2.1 The Service shall commence on (the “Service Commencement Date”):

(a) where the Customer purchases the Service through the Portal, the date of the purchase or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer; or

(b) where the Customer purchases the Service through a SingTel customer service consultant or by submitting a ACA Form or SRCA Form, the Date of Service Required, as stated in the ACA Form or SRCA Form or informed to the SingTel customer service consultant or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer;

whichever is earlier as the case may be.

2.2 A processing fee of \$40.00 will be charged when the Customer applies for the Service by submitting the ACA Form.

2.3 The subscription period for the Service shall be period of 6 months or such other period as may be stipulated by SingTel as period of subscription (“Term”) when the Customer applies for the Service calculated to commence on the Service Commencement Date. There shall be no extension of Service term unless as notified to the Customer.

- 2.4 The trial period stated under the respective Specific Terms and Condition for the individual SaaS service is not available under this Service.
- 2.5 SingTel will use commercially reasonable efforts to remind Customer on the expiration of Service term, on the 30th day, 15th day and 1 day from the termination of the Service. The Service shall automatically be terminated at the end of the Service Term. Customer shall be responsible to export any data contained in the Service before the end of the term. SingTel shall not be responsible for loss of data
- 2.6 In the event the Customer buys a SaaS service listed under this Service, the term for the said SaaS shall commence at the end of this Term and shall be governed by the Specific Terms and Condition for the respective SaaS service. Any and all add-on licenses procured during the Service shall be transferred to the SaaS service. If the Customer wishes to reduce add-on licenses before starting on the SaaS service, such add-on licenses has to be terminated before the end of the Term, failing which Fees and Charges for the add-on licenses shall apply.
- 2.7 If at any time during the Term, the Customer by written notice requests a change of Service tier (including upgrades and downgrades), the change requested by the Customer shall be effective only if SingTel agrees to the change in writing.
- 2.8 Without prejudice to Clause 3.2 General Terms, the Customer acknowledges and agrees that SingTel reserves the rights to vary the published Fees and Charges at any time before the Customer purchases the Service.
- 2.9 Upon Service Commencement Date, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

3. Service Requirements and Limitations

- 3.1 The terms related to service requirement, limitations, version and updates of the respective SaaS contained within this Service shall apply.
- 3.2 SingTel is entitled to change the Service if such change is necessary due to mandatory legislation or a decision by a competent authority or the change relates to the changes by third party licensor or hardware or software manufacturer to its products or license terms.
- 3.3 SingTel has a right to discontinue the Service or feature thereof for a justified reason and if the overall performance of the Service is not materially affected. In such instance, SingTel may terminate the agreement for the Service or feature thereof by notifying the Customer reasonably in advance.

4. Termination

- 4.1 For Customers who have subscribed for the Service, SingTel or the Customer may terminate the Service, by giving to the other not less than thirty (30) days' prior written notice.
- 4.2 The Customer shall be responsible to export any data contained in the Service before termination of Service. SingTel shall not be responsible for loss of data.

5. Service Provision

- 5.1 SingTel shall charge for all Work at SingTel's then prevailing rate, where applicable.
- 5.2 In addition to the Fees and Charges in Clause 3 of the General Terms, a surcharge shall be payable for any Work on public holidays, the eve of public holidays, or outside the following hours:

Monday to Friday	8.30am - 6.00pm
Saturday	8.30am - 1.00pm

- 5.3 SingTel reserves the right not to accept or proceed with any application for Work. In particular, SingTel may not accept or proceed with any application for Work if:
- (a) the application submitted by the Customer and received by SingTel is not duly completed, signed and company stamped as necessary; or
 - (a) SingTel considers it is unable to perform the Work due to non-availability of resources as stipulated under Clause 4.7.
- 5.4 Where the Customer requests that SingTel provision the Service within a specified period, SingTel shall, in consultation with the Customer, determine the date to complete the Work (the "Date of Service Required").
- 5.5 If SingTel is unable to complete all or any of the Work on or before the Date of Service Required, then the Customer must:
- (a) cancel that part of the Work that SingTel is unable to complete on or before the Date of Service Required, without being liable to pay the cancellation charges referred to in Clause 5.3 of the General Terms; and
 - (b) accept that part of the Work that SingTel has completed, and pay for the same at SingTel's then prevailing rate;

and the Customer shall have no other claim against SingTel, and SingTel shall have no liability in contract, at law or equity, for failure to complete the Work before the Date of Service Required.

5.6. If the Customer requests to defer completion of the Work to a date after the original Date of Service Required, the Customer shall be liable to pay a reservation fee at SingTel's then prevailing rate. For the purposes of this Clause, the period of reservation shall be the period between the originally agreed Date of Service Required and the date of completion of the Work.

5.7. If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at SingTel's then prevailing rate.

6. Intellectual Property Rights

6.1. All the Intellectual Property Rights belong to SingTel, SingTel's subcontractors or Third Party Vendors who have issued licenses to SingTel for the provision of the Service and are not transferred to the Customer.

7. Limitation of Liability, Damages

7.1. Subject to Clause 11 of the General Terms, SingTel, SingTel's subcontractors or Third Party Vendors' liability arising out of or in connection with a defect in the Service is limited to the correction of the defect or failure.

7.2. Subject to Clause 11 of the General Terms, in the event the parties have agreed upon a special compensation to apply to a certain breach (e.g. liquidated damages for delays or other breaches, service credits, etc.) such compensation is the Customer's sole remedy and SingTel's liability shall not exceed the agreed amount. If SingTel has paid any compensation or damages to the user of the Service, the Customer shall not be entitled to receive compensation or damages for the same defect or delay.

7.3. The Customer shall present any claims in writing to SingTel within one (1) month from the date the defect which the claim relates to was noticed, or should have been noticed, but in any event within one (1) month from the delivery. Claims arising from this Service will be governed by this Clause 7 and not by the reproductions of the Clause in the respective SaaS Specific Terms and Conditions. Customer shall be bound by the terms of this Specific Terms and Conditions.

7.4. Without prejudice to Clause 10 of the General Terms, the Customer shall be responsible and liable for any costs, expenses and damages of SingTel arising out of or due to the unauthorized use, copying, reproduction and/or distribution of the Service, the software or their parts.

7.5. In addition to Clause 11.1.2 of the General Terms, SingTel shall not be liable in any way, whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any losses, damage or liability incurred or sustained by the Customer as a result of SingTel carrying out actions on Customer's request or instructions.

8. Force Majeure

8.1. SingTel is released from all contractual obligations and liability (e.g. for damages) if SingTel's performance is effected by force majeure. An event of force majeure is an incident, which was not reasonably foreseeable and/or the consequences of which cannot be reasonably removed or avoided, including, but not limited to incident that makes the performance by SingTel of its obligations under the agreement unreasonable, occurrence of national emergency, strike or equivalent labour action, fire, thunderstorm, storm or other natural disaster, decision by a competent authority, cable or network damage caused by a third party, flooding or equivalent water related accident, overcharge or other peak in the electricity supply, or discontinuation of essential raw material. This Force Majeure clause also applies in the event of force majeure of SingTel's subcontractor insofar as such subcontractor cannot be replaced without unreasonable costs or materially affecting the timing of SingTel's performance.

9. Consent to Use and Disclosure of Information and Data

9.1. The Customer agrees that SingTel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel from time to time.

10. General

10.1. The Customer acknowledges and agrees that the Service may include Third Party Vendor software and/or other related items to which the Customer agrees to bear any and all risk in respect of any use by it thereof or reliance upon any results or data produced thereby. SingTel makes no warranty or representation whatsoever in relation to any component of the Service and specifically disclaim any and all express or implied warranties (including any warranty as to non-infringement, satisfactory quality and/or suitability for purpose etc) in relation therewith to the maximum extent permissible by law. Accordingly, the Customer shall not make any claim whatsoever against SingTel or any of its related corporations, howsoever based on any use by the Customer of any component of the Service hereunder.

10.2. The Customer shall, at all times, be bound by and shall fully observe and comply with any and all Third Party Vendor terms and conditions of use whether or not attached to these Specific Terms, including any variations and/or amendments thereto, that is howsoever and/or whensoever notified to the Customer by such third party or by SingTel. The Customer acknowledges and agrees that it shall be a condition for the Service to be rendered or continue to be rendered (as the case may be), for the Customer to agree to and be bound by and to fully observe such Third Party Vendor terms.

10.3. The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on SingTel under these Specific Terms

and Conditions shall be additional to the rights and protections conferred on SingTel under the General Terms and any other terms and conditions agreed or accepted by the Customer.

- 10.4. Any Clause in the General Terms, these Specific 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 possible in accordance with its intended meaning, but shall otherwise be deemed to be 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.
- 10.5. The Service provided by SingTel under these Specific 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.

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Specific Terms and Conditions for eShop Builder

1. Definition and Interpretation

1.1 In these Specific Terms and Conditions, the following words and expression shall have the following meanings:

“ACA” means the physical Application cum Agreement and the related web forms.

“Customer” means any person(s) or entity(s) who applies or subscribes for or utilises the Service.

“CPE” or “Customer Premise Equipment” means any hardware or software provided by the Customer for use with the Services

“End User” means any person(s) authorized by the Customer to use the Service.

“End User Licence” means any end user licence terms imposed by any ISV on Customers.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service which may be found at www.singtel.com

“Independent Software Vendor” or “ISV” means third party providers of the SaaS which are available on the Portal.

“Intellectual Property Rights” means all copyright, patent, trademarks, confidential information and other intellectual property relating to or embodied in the Service and any software, service documents and/or work provided in relation to the Service and all documentation thereof

“Portal” means the myBusiness web-portal at URL: <http://mybusiness.singtel.com> and <http://saasmarketplace.singtel.com>

“SaaS” means Software as a Service, a software delivery model in which the software is developed by an ISV and its associated data are hosted on the cloud, where users will access through the Portal by using thin clients such as a web browser

“Service” means the provision of a SaaS eCommerce platform known as eShop Builder, which has web content management system capabilities and intuitive and in-context editing tools.

“SRCA” shall mean the physical Service Request cum Agreement.

“Term” shall mean the Initial Term and/or the Subsequent Term(s), as the case may be.

“Third Party Vendor” shall mean any person or entity that provides third party software and related intellectual property.

“Work” means any additional work the Customer requests SingTel to perform in relation to the Service.

1.2 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have meanings as defined in the General Terms unless the context otherwise requires.

1.3 The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Trial Period of the Service

2.1 If applicable, the period of trial for the Service (“Trial Period”) shall be:

(a) a period of up to thirty (30) days; or

(b) such other period as may be stipulated by SingTel as the Trial Period.

2.2 The Customer may choose to terminate the Service during Trial Period by notifying SingTel one (1) working day in advance.

2.3 SingTel will use commercially reasonable efforts to remind Customer on the expiration of Trial Period, on the 14th day, 7th day and 1 day from the termination of the Trial Period. The Trial Period Service shall automatically be terminated at the end of the Trial Period and termination will be subject to Clause 6.2.

2.4 The Customer acknowledges that the Service does not support a seamless downgrade of a higher edition Trial Period SaaS to a lower edition purchased Service. The Customer shall be responsible to export any data contained in the Trial Period SaaS before the end of the Trial Period if the Customer wishes to retain it. SingTel shall not be responsible for loss of data. In the event Customer does not apply and obtain a SingTel billing account prior termination of the Trial Period, all data contained in the Service during the Trial Period will be removed and deleted as stated in Clause 6.2 below.

2.5 During the Trial Period, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

3. Commencement and Duration of Service

3.1 The Service shall commence on (the "Service Commencement Date"):

- (c) where the Customer purchases the Service through the Portal, the date of the purchase or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer; or
- (d) where the Customer purchases the Service through a SingTel customer service consultant or by submitting a ACA Form or SRCA Form, the Date of Service Required, as stated in the ACA Form or SRCA Form or informed to the SingTel customer service consultant or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer;

whichever is earlier as the case may be.

3.2 Without prejudice to Clause 3.2 General Terms, the Customer acknowledges and agrees that SingTel reserves the rights to vary the published Fees and Charges at any time before the Customer purchases the Service.

3.3 The subscription period for the Service shall be period of 12 months or such other period as may be stipulated by SingTel as the initial period of subscription when the Customer applies for the Service calculated to commence on the Service Commencement Date (the "Initial Term"). Thereafter unless the Service is terminated by either party, the subscription of the Service shall continue for successive monthly periods or such other periods as stipulated by SingTel (the "Subsequent Term").

3.4 In the event the Customer continues subscribing to the Service after the Initial Term, the Customer agrees and acknowledges the Initial Term's Fees and Charges may no longer be valid and the Customer will be liable to pay the published Service price.

3.5 A processing fee of \$40.00 will be charged when the Customer applies for the Service by submitting the ACA Form.

3.6 If the Customer purchases additional licenses for the Service ("Subsequent Order"), the subscription of the Subsequent Order shall be at SingTel's prevailing rates and the term of the Subsequent Orders shall follow that of the Initial Term.

3.7 If at any time during the Term, the Customer by written notice requests an increase in the prescribed Term of Service or change of Service tier, the change requested by the Customer shall be effective only if SingTel agrees to the change in writing. Such changes shall be subject to any changes in the applicable Fees and Charges, which shall be in accordance with SingTel's prevailing rates for the Service at the relevant time and/or the relevant termination charge.

3.8 Upon Service Commencement Date, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

4. Service Requirements and Limitations

4.1 The Service is provided "as is" and "as available". The Service is available for use on a daily basis excluding temporary maintenance, updating or repair breaks, due to operations possibly needed for ensuring or restoring the availability, performance, data security, or manageability of the Service, or other similar breaks. SingTel does not assume any liability due such breaks.

4.2 SingTel shall however not be responsible and/or liable for failure of the Service due to an accident, abuse, misapplication or unauthorized modification of the Service or a device provided for use with the Service by the Customer, an End User and/or any third party.

4.3 The Customer is solely responsible for all use (whether by the Customer, an End User and/or any third party) of the Service (including all software, equipment, devices and documentation) supplied under these Specific Terms and Conditions, the content of all communications facilitated by the Service and the conduct of all users of the Service in relation to such use and for the display and use of the relevant URL for the Service. The Customer warrants to SingTel that it shall ensure that no such display, use, content or conduct of the Customer, an End User and/or any third party in relation to the Service shall be unlawful (including without limitation, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interferences with, or disruption to, other network users, network services or network equipment) or prohibited by the terms of these Specific Terms and Conditions, and that no such display, use, content or conduct shall infringe the rights of any third party (including without limitation, intellectual property rights or confidential information) and Customer agrees to indemnify and render harmless and defend at its own expense, SingTel, SingTel's subcontractors or Third Party Vendors (or their associated companies, officers and employees) against any and all costs, claims or other liability (including reasonable legal fees), arising as a result of such display, use, content or conduct.

4.4 SingTel takes no responsibility for the security, confidentiality or privacy of the communications and/or data transmitted over the Internet and does not warrant (and expressly excludes any and all express or implied warranties) that the Service will be without failure, delay, interruption, error or loss of content, data or information. SingTel shall not be liable for any compatibility issues pertaining to Customers' computers, applications or other software on any computers using the Service nor for loss of data associated with the Service.

4.5 The Customer acknowledges that it shall be responsible for supplying and authorizing access to its End Users. The Customer shall ensure that it terminates or reassigns access to the Service from any End User that the Customer deems to have become unauthorized to access the Service at any time during the Term.

- 4.6 The Customer shall ensure that all CPE that connects to the Service shall perform according to the minimal technical requirements for such equipment and SingTel's interface and other specifications for the Service as may be published or made available to the Customer from time to time.
- 4.7 The Customer acknowledges that the availability of the Service is subject to:
- (a) availability of resources, including, without limitation, availability of a suitable network infrastructure at the time at which the Service is requested or delivered;
 - (b) geographic and technical capability of the SingTel network and of SingTel's delivery systems at the time at which the Service is requested or delivered;
 - (c) provisioning time that may be required by SingTel to provide the Service;
 - (d) the CPE meeting the minimum internet browser requirements as published on the Portal for the Service from time to time; and
 - (e) the eligibility of the Customer. The Customer must have a valid Unique Entity Number ("UEN") or Business Registration Number ("BRN").
- 4.8 The Customer acknowledges that:
- (a) the Customer must procure and maintain at its own expense any equipment, software, operating conditions and/or specifications needed to implement, receive and use the Service, unless SingTel expressly agrees otherwise in writing;
 - (b) the technical means by which SingTel supplies the Service is at SingTel's sole discretion;
 - (c) the Services does not include and SingTel shall not be responsible for any configuration of the CPE. This includes the configuration of any wired or wireless connectivity that may be supported by the CPE;
 - (d) where the parties agree that SingTel deliver a solution containing both SaaS services and other services and/or products, the terms of the non SaaS service part of the solution are to be agreed between the parties separately;
 - (e) upon using the Service, the Customer and/or the End User accepts and acknowledges the Third Party Vendor terms of service and/or End User License agreement. Breach of any Third Party Vendor's terms may entitle Third Party Vendor to take legal action against the Customer;
 - (f) the Customer hereby consents that any data used and/ or processed by the Service may reside on Third Party's Vendor's infrastructure;
 - (g) that SingTel shall not be responsible for any payment gateways listed within the Service, including but not limited the function, usage and transactions made. The payment gateways accorded in the Service is governed by its respective terms of service and SingTel is not and shall not be a party to its terms. For avoidance of doubt, the Customer and End Users will contract directly with the payment gateway vendors contained within the Service and not SingTel.
 - (h) the Customer may use the Service only for its own internal use and the Customer may not resell or, distribute, the Service;
 - (i) if applicable, any upgrades or downgrades will cause termination of the Service and Clause 6.2 and 6.4 may apply;
 - (j) the Customer may authorize only named End Users to use the Service and shall keep a register of such named users and make it available for SingTel's inspection at SingTel's request;
 - (k) the Customer shall be liable towards SingTel for any Service related claim presented by the user(s) or third parties; and
 - (l) the Customer is responsible for ensuring that any terms and conditions of use of the Service are brought to the attention of, and complied with by, any person that the Customer permits or allows to use the Service.
 - (m) the Customer is required to have a valid and existing domain before signing up for the Service and shall provide SingTel with the correct domain details upon signing up for the Service. In the event that the Customer provides SingTel with the wrong domain details, notwithstanding that the Service is not available for use by the Customer as a result of the wrong domain details, the Service shall be deemed to have commenced from the date that it was intended to commence.
- 4.9 The Customer shall not:
- (a) through the use of the Service infringe any copyright or other intellectual property rights pertaining to the information or resources made available by the Service nor shall the Customer retain such information or resources for re-use in any computer system or otherwise;
 - (b) use the Service to access information and/or resources which area private to individual and organizations unless permission to do so has been granted by the owners or holders of the rights to such resources and/or information;
 - (c) reverse engineer, decompile, disassemble or otherwise discover the Service or the Service APIs or the software for the Service or develop, change, modify or copy the Service or the software for the Service; or

(d) remove, modify or obscure any copyright, trademark or other proprietary rights notices that is contained in the Service.

4.10 If the Customer reports a fault and following investigation from SingTel, either no fault is found or SingTel determines that the fault does not lie with SingTel, then SingTel may charge the Customer an administrative fee for the fault report at SingTel's then prevailing rate.

4.11 The Customer shall ensure that the Service supplied under this Agreement will not re-supply the Service to its own customers or any third parties. In the event that the Customer breaches this clause, SingTel may terminate the Service immediately without any liability to SingTel whatsoever, including in damages or otherwise. SingTel reserves the right to also seek compensation in respect of any loss and damage incurred.

5. Version and Changes to Service

5.1 The Service supports limited number of web browsers and may require helper applications, client software and equipment. Supported combinations may be changed during the Term.

5.2 SingTel has no obligation to provide, support or maintain the Service if the Customer uses software, software version, equipment or other facilities that are not in compliance with the Service.

5.3 The Customer shall allow any automated updates related to the Service.

5.4 SingTel is entitled to change the Service if such change is necessary due to mandatory legislation or a decision by a competent authority or the change relates to the changes by third party licensor or hardware or software manufacturer to its products or license terms. SingTel has a right to change the technical architecture and functionality of the Service provided that the overall performance of the Service is not decreased.

5.5 SingTel has a right to discontinue the Service or feature thereof for a justified reason and if the overall performance of the Service is not materially affected. In such instance, SingTel may terminate the agreement for the Service or feature thereof by notifying the Customer reasonably in advance.

6. Termination

6.1 For Customers who have subscribed for the Service, SingTel or the Customer may terminate the Service, including/or the Subsequent Order, by giving to the other not less than thirty (30) days' prior written notice.

6.2 Upon termination (regardless at Trial Period or Term), the following will apply:

- (a) the Customer's data and user accounts will be removed and deleted; and
- (b) the registered Portal account for access to the Portal will continue to be active unless Customer otherwise requests.

6.3 SingTel may terminate the Service, as the case may be with immediate effect if SingTel believes that the Customer or End User's use of the Service as the case may be is unlawful including, without limitation, alleged breach of any End User License, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interference with, or disruption to, other network users, network services or network equipment.

6.4 Upon termination of the Service, the Customer shall be liable to pay SingTel:

- (a) where the effective date of termination of the Service is the same as the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service;
- (b) where the effective termination date of the Service is before the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service; and 100% of the monthly recurring charge(s) for the period between the effective date of termination of the Service and the expiry date of the Initial Term of the Service; or
- (c) where the effective termination date of the Service occurs during the Subsequent Term, the Fees and Charges up to and including the effective date of termination of the Service.

7. Service Provision

7.1 SingTel shall charge for all Work at SingTel's then prevailing rate, where applicable.

7.2 In addition to the Fees and Charges in Clause 3 of the General Terms, a surcharge shall be payable for any Work on public holidays, the eve of public holidays, or outside the following hours:

Monday to Friday	8.30am - 6.00pm
Saturday	8.30am - 1.00pm

7.3 SingTel reserves the right not to accept or proceed with any application for Work. In particular, SingTel may not accept or proceed with any application for Work if:

- (a) the application submitted by the Customer and received by SingTel is not duly completed, signed and company stamped as necessary; or
- (b) SingTel considers it is unable to perform the Work due to non-availability of resources as stipulated under Clause 4.7.

7.4 Where the Customer requests that SingTel provision the Service within a specified period, SingTel shall, in consultation with the Customer, determine the date to complete the Work (the "Date of Service Required").

7.5 If SingTel is unable to complete all or any of the Work on or before the Date of Service Required, then the Customer must:

- (c) cancel that part of the Work that SingTel is unable to complete on or before the Date of Service Required, without being liable to pay the cancellation charges referred to in Clause 5.3 of the General Terms; and
- (d) accept that part of the Work that SingTel has completed, and pay for the same at SingTel's then prevailing rate;

and the Customer shall have no other claim against SingTel, and SingTel shall have no liability in contract, at law or equity, for failure to complete the Work before the Date of Service Required.

7.6 If the Customer requests to defer completion of the Work to a date after the original Date of Service Required, the Customer shall be liable to pay a reservation fee at SingTel's then prevailing rate. For the purposes of this Clause, the period of reservation shall be the period between the originally agreed Date of Service Required and the date of completion of the Work.

7.7 If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at SingTel's then prevailing rate.

8. Intellectual Property Rights

8.1 All the Intellectual Property Rights belong to SingTel, SingTel's subcontractors or Third Party Vendors who have issued licenses to SingTel for the provision of the Service and are not transferred to the Customer.

9. Limitation of Liability, Damages

9.1 Subject to Clause 11 of the General Terms, SingTel, SingTel's subcontractors or Third Party Vendors' liability arising out of or in connection with a defect in the Service is limited to the correction of the defect or failure.

9.2 Subject to Clause 11 of the General Terms, in the event the parties have agreed upon a special compensation to apply to a certain breach (e.g. liquidated damages for delays or other breaches, service credits, etc.) such compensation is the Customer's sole remedy and SingTel's liability shall not exceed the agreed amount. If SingTel has paid any compensation or damages to the user of the Service, the Customer shall not be entitled to receive compensation or damages for the same defect or delay.

9.3 The Customer shall present any claims in writing to SingTel within one (1) month from the date the defect which the claim relates to was noticed, or should have been noticed, but in any event within one (1) month from the delivery.

9.4 Without prejudice to Clause 10 of the General Terms, the Customer shall be responsible and liable for any costs, expenses and damages of SingTel arising out of or due to the unauthorized use, copying, reproduction and/or distribution of the Service, the software or their parts.

9.5 In addition to Clause 11.1 of the General Terms, SingTel shall not be liable in any way, whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any losses, damage or liability incurred or sustained by the Customer as a result of SingTel carrying out actions on Customer's request or instructions.

10. Force Majeure

10.1 SingTel is released from all contractual obligations and liability (e.g. for damages) if SingTel's performance is effected by force majeure. An event of force majeure is an incident, which was not reasonably foreseeable and/or the consequences of which cannot be reasonably removed or avoided, including, but not limited to incident that makes the performance by SingTel of its obligations under the agreement unreasonable, occurrence of national emergency, strike or equivalent labour action, fire, thunderstorm, storm or other natural disaster, decision by a competent authority, cable or network damage caused by a third party, flooding or equivalent water related accident, overcharge or other peak in the electricity supply, or discontinuation of essential raw material. This Force Majeure clause also applies in the event of force majeure of SingTel's subcontractor insofar as such subcontractor cannot be replaced without unreasonable costs or materially affecting the timing of SingTel's performance.

11. Consent to Use and Disclosure of Information and Data

11.1 The Customer agrees that SingTel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel from time to time.

12. General

- 12.1 The Customer acknowledges and agrees that the Service may include Third Party Vendor software and/or other related items to which the Customer agrees to bear any and all risk in respect of any use by it thereof or reliance upon any results or data produced thereby. SingTel makes no warranty or representation whatsoever in relation to any component of the Service and specifically disclaim any and all express or implied warranties (including any warranty as to non-infringement, satisfactory quality and/or suitability for purpose etc) in relation therewith to the maximum extent permissible by law. Accordingly, the Customer shall not make any claim whatsoever against SingTel or any of its related corporations, howsoever based on any use by the Customer of any component of the Service hereunder.
- 12.2 The Customer shall, at all times, be bound by and shall fully observe and comply with any and all Third Party Vendor terms and conditions of use whether or not attached to these Specific Terms, including any variations and/or amendments thereto, that is howsoever and/or whensoever notified to the Customer by such third party or by SingTel. The Customer acknowledges and agrees that it shall be a condition for the Service to be rendered or continue to be rendered (as the case may be), for the Customer to agree to and be bound by and to fully observe such Third Party Vendor terms.
- 12.3 The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on SingTel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on SingTel under the General Terms and any other terms and conditions agreed or accepted by the Customer.
- 12.4 Any Clause in the General Terms, these Specific 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 possible in accordance with its intended meaning, but shall otherwise be deemed to be 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.
- 12.5 The Service provided by SingTel under these Specific 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.

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Specific Terms and Conditions for FetchFans

1. Definition and Interpretation

1.1 In these Specific Terms and Conditions, the following words and expression shall have the following meanings:

“ACA” means the physical Application cum Agreement and the related web forms.

“Customer” means any person(s) or entity(s) who applies or subscribes for or utilises the Service.

“CPE” or “Customer Premise Equipment” means any hardware or software provided by the Customer for use with the Services

“End User” means any person(s) authorized by the Customer to use the Service.

“End User Licence” means any end user licence terms imposed by any ISV on Customers.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service which may be found at www.singtel.com

“Independent Software Vendor” or “ISV” means third party providers of the SaaS which are available on the Portal.

“Intellectual Property Rights” means all copyright, patent, trade marks, confidential information and other intellectual property relating to or embodied in the Service and any software, service documents and/or work provided in relation to the Service and all documentation thereof

“Portal” means the myBusiness web-portal at URL: <http://mybusiness.singtel.com> and <http://saasmarketplace.singtel.com>.

“SaaS” means Software as a Service, a software delivery model in which the software is developed by an ISV and its associated data are hosted on the cloud, where users will access through the Portal by using thin clients such as a web browser.

“Service” means the provision of the SaaS known as FetchFans, which is a social media tool for brand franchises.

“SRCA” shall mean the physical Service Request cum Agreement.

“Term” shall mean the Initial Term and/or the Subsequent Term(s), as the case may be.

“Third Party Vendor” shall mean any person or entity that provides third party software and related intellectual property.

“Work” means any additional work the Customer requests SingTel to perform in relation to the Service.

1.2 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have meanings as defined in the General Terms unless the context otherwise requires.

1.3 The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Trial Period of the Service

2.1 If applicable, the period of trial for the Service (“Trial Period”) shall be:

(a) a period of up to thirty (30) days; or

(b) such other period as may be stipulated by SingTel as the Trial Period.

2.2 The Customer may choose to terminate the Service during Trial Period by notifying SingTel one (1) working day in advance.

2.3 SingTel will use commercially reasonable efforts to remind Customer on the expiration of Trial Period, on the 14th day, 7th day and 1 day from the termination of the Trial Period. The Trial Period Service shall automatically be terminated at the end of the Trial Period and termination will be subject to Clause 6.2.

2.4 The Customer acknowledges that the Service does not support a seamless downgrade of a higher edition Trial Period SaaS to a lower edition purchased Service. The Customer shall be responsible to export any data contained in the Trial Period SaaS before the end of the Trial Period if the Customer wishes to retain it. SingTel shall not be responsible for loss of data. In the event Customer does not apply and obtain a SingTel billing account prior termination of the Trial Period, all data contained in the Service during the Trial Period will be removed and deleted as stated in Clause 6.2 below.

2.5 During the Trial Period, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

3. Commencement and Duration of Service

3.1 The Service shall commence on (the "Service Commencement Date"):

- (a) where the Customer purchases the Service through the Portal, the date of the purchase or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer; or
- (b) where the Customer purchases the Service through a SingTel customer service consultant or by submitting a ACA Form or SRCA Form, the Date of Service Required, as stated in the ACA Form or SRCA Form or informed to the SingTel customer service consultant or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer;

whichever is earlier as the case may be.

3.2 Without prejudice to Clause 3.2 General Terms, the Customer acknowledges and agrees that SingTel reserves the rights to vary the published Fees and Charges at any time before the Customer purchases the Service.

3.3 The subscription period for the Service shall be period of 12 months or such other period as may be stipulated by SingTel as the initial period of subscription when the Customer applies for the Service calculated to commence on the Service Commencement Date (the "Initial Term"). Thereafter unless the Service is terminated by either party, the subscription of the Service shall continue for successive monthly periods or such other periods as stipulated by SingTel (the "Subsequent Term").

3.4 In the event the Customer continues subscribing to the Service after the Initial Term, the Customer agrees and acknowledges the Initial Term's Fees and Charges may no longer be valid and the Customer will be liable to pay the published Service price.

3.5 A processing fee of \$40.00 will be charged when the Customer applies for the Service by submitting the ACA Form.

3.6 If the Customer purchases additional licenses for the Service ("Subsequent Order"), the subscription of the Subsequent Order shall be at SingTel's prevailing rates and the term of the Subsequent Orders shall follow that of the Initial Term.

3.7 If at any time during the Term, the Customer by written notice requests an increase in the prescribed Term of Service or change of Service tier, the change requested by the Customer shall be effective only if SingTel agrees to the change in writing. Such changes shall be subject to any changes in the applicable Fees and Charges, which shall be in accordance with SingTel's prevailing rates for the Service at the relevant time and/or the relevant termination charge.

3.8 Upon Service Commencement Date, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

4. Service Requirements and Limitations

4.1 The Service is provided "as is" and "as available". The Service is available for use on a daily basis excluding temporary maintenance, updating or repair breaks, due to operations possibly needed for ensuring or restoring the availability, performance, data security, or manageability of the Service, or other similar breaks. SingTel does not assume any liability due such breaks.

4.2 SingTel shall however not be responsible and/or liable for failure of the Service due to an accident, abuse, misapplication or unauthorized modification of the Service or a device provided for use with the Service by the Customer, an End User and/or any third party.

4.3 The Customer is solely responsible for all use (whether by the Customer, an End User and/or any third party) of the Service (including all software, equipment, devices and documentation) supplied under these Specific Terms and Conditions, the content of all communications facilitated by the Service and the conduct of all users of the Service in relation to such use and for the display and use of the relevant URL for the Service. The Customer warrants to SingTel that it shall ensure that no such display, use, content or conduct of the Customer, an End User and/or any third party in relation to the Service shall be unlawful (including without limitation, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interferences with, or disruption to, other network users, network services or network equipment) or prohibited by the terms of these Specific Terms and Conditions, and that no such display, use, content or conduct shall infringe the rights of any third party (including without limitation, intellectual property rights or confidential information) and Customer agrees to indemnify and render harmless and defend at its own expense, SingTel, SingTel's subcontractors or Third Party Vendors (or their associated companies, officers and employees) against any and all costs, claims or other liability (including reasonable legal fees), arising as a result of such display, use, content or conduct.

4.4 SingTel takes no responsibility for the security, confidentiality or privacy of the communications and/or data transmitted over the Internet and does not warrant (and expressly excludes any and all express or implied warranties) that the Service will be without failure, delay, interruption, error or loss of content, data or information. SingTel shall not be liable for any compatibility issues pertaining to Customers' computers, applications or other software on any computers using the Service nor for loss of data associated with the Service.

4.5 The Customer acknowledges that it shall be responsible for supplying and authorizing access to its End Users. The Customer shall ensure that it terminates or reassigns access to the Service from any End User that the Customer deems to have become unauthorized to access the Service at any time during the Term.

- 4.6 The Customer shall ensure that all CPE that connects to the Service shall perform according to the minimal technical requirements for such equipment and SingTel's interface and other specifications for the Service as may be published or made available to the Customer from time to time.
- 4.7 The Customer acknowledges that the availability of the Service is subject to:
- (a) availability of resources, including, without limitation, availability of a suitable network infrastructure at the time at which the Service is requested or delivered;
 - (b) geographic and technical capability of the SingTel network and of SingTel's delivery systems at the time at which the Service is requested or delivered;
 - (c) provisioning time that may be required by SingTel to provide the Service;
 - (d) the CPE meeting the minimum internet browser requirements as published on the Portal for the Service from time to time; and
 - (e) the eligibility of the Customer. The Customer must have a valid Unique Entity Number ("UEN") or Business Registration Number ("BRN").
- 4.8 The Customer acknowledges that:
- (a) the Customer must procure and maintain at its own expense any equipment, software, operating conditions and/or specifications needed to implement, receive and use the Service, unless SingTel expressly agrees otherwise in writing;
 - (b) the technical means by which SingTel supplies the Service is at SingTel's sole discretion;
 - (c) the Services does not include and SingTel shall not be responsible for any configuration of the CPE. This includes the configuration of any wired or wireless connectivity that may be supported by the CPE;
 - (d) where the parties agree that SingTel deliver a solution containing both SaaS services and other services and/or products, the terms of the non SaaS service part of the solution are to be agreed between the parties separately;
 - (e) upon using the Service, the Customer and/or the End User accepts and acknowledges the Third Party Vendor terms of service and/or End User License agreement. Breach of any Third Party Vendor's terms may entitle Third Party Vendor to take legal action against the Customer;
 - (f) the Customer hereby consents that any data used and/ or processed by the Service may reside on Third Party's Vendor's infrastructure;
 - (g) the Customer may use the Service only for its own internal use and the Customer may not resell or, distribute, the Service.
 - (h) if applicable, any upgrades or downgrades will cause termination of the Service and Clause 6.2 and 6.4 may apply;
 - (i) the Customer may authorize only named End Users to use the Service and shall keep a register of such named users and make it available for SingTel's inspection at SingTel's request.
 - (j) the Customer shall be liable towards SingTel for any Service related claim presented by the user(s) or third parties; and
 - (k) the Customer is responsible for ensuring that any terms and conditions of use of the Service are brought to the attention of, and complied with by, any person that the Customer permits or allows to use the Service.
- 4.9 The Customer shall not:
- (a) through the use of the Service infringe any copyright or other intellectual property rights pertaining to the information or resources made available by the Service nor shall the Customer retain such information or resources for re-use in any computer system or otherwise;
 - (b) use the Service to access information and/or resources which are private to individual and organizations unless permission to do so has been granted by the owners or holders of the rights to such resources and/or information;
 - (c) reverse engineer, decompile, disassemble or otherwise discover the Service or the Service APIs or the software for the Service or develop, change, modify or copy the Service or the software for the Service; or
 - (d) remove, modify or obscure any copyright, trademark or other proprietary rights notices that is contained in the Service.
- 4.10 If the Customer reports a fault and following investigation from SingTel, either no fault is found or SingTel determines that the fault does not lie with SingTel, then SingTel may charge the Customer an administrative fee for the fault report at SingTel's then prevailing rate.
- 4.11 The Customer shall ensure that the Service supplied under this Agreement will not re-supply the Service to its own customers or any third parties. In the event that the Customer breaches this clause, SingTel may terminate the Service immediately without any liability to SingTel whatsoever, including in damages or otherwise. SingTel reserves the right to also seek compensation in respect of any loss and damage incurred.

5. Version and Changes to Service

- 5.1 The Service supports limited number of web browsers and may require helper applications, client software and equipment. Supported combinations may be changed during the Term.
- 5.2 SingTel has no obligation to provide, support or maintain the Service if the Customer uses software, software version, equipment or other facilities that are not in compliance with the Service.
- 5.3 The Customer shall allow any automated updates related to the Service.
- 5.4 SingTel is entitled to change the Service if such change is necessary due to mandatory legislation or a decision by a competent authority or the change relates to the changes by third party licensor or hardware or software manufacturer to its products or license terms. SingTel has a right to change the technical architecture and functionality of the Service provided that the overall performance of the Service is not decreased.
- 5.5 SingTel has a right to discontinue the Service or feature thereof for a justified reason and if the overall performance of the Service is not materially affected. In such instance, SingTel may terminate the agreement for the Service or feature thereof by notifying the Customer reasonably in advance.

6. Termination

- 6.1 For Customers who have subscribed for the Service, SingTel or the Customer may terminate the Service, including/or the Subsequent Order, by giving to the other not less than thirty (30) days' prior written notice.
- 6.2 Upon termination (regardless at Trial Period or Term), the following will apply:
- (a) the Customer's data and user accounts will be removed and deleted; and
 - (b) the registered Portal account for access to the Portal will continue to be active unless Customer otherwise requests.
- 6.3 SingTel may terminate the Service, as the case may be with immediate effect if SingTel believes that the Customer or End User's use of the Service as the case may be is unlawful including, without limitation, alleged breach of any End User License, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interference with, or disruption to, other network users, network services or network equipment.
- 6.4 Upon termination of the Service, the Customer shall be liable to pay SingTel:
- a. where the effective date of termination of the Service is the same as the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service;
 - b. where the effective termination date of the Service is before the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service; and 100% of the monthly recurring charge(s) for the period between the effective date of termination of the Service and the expiry date of the Initial Term of the Service; or
 - c. where the effective termination date of the Service occurs during the Subsequent Term, the Fees and Charges up to and including the effective date of termination of the Service.

7. Service Provision

- 7.1 SingTel shall charge for all Work at SingTel's then prevailing rate, where applicable.
- 7.2 In addition to the Fees and Charges in Clause 3 of the General Terms, a surcharge shall be payable for any Work on public holidays, the eve of public holidays, or outside the following hours:
- | | |
|------------------|-----------------|
| Monday to Friday | 8.30am - 6.00pm |
| Saturday | 8.30am - 1.00pm |
- 7.3 SingTel reserves the right not to accept or proceed with any application for Work. In particular, SingTel may not accept or proceed with any application for Work if:
- (a) the application submitted by the Customer and received by SingTel is not duly completed, signed and company stamped as necessary; or
 - (c) SingTel considers it is unable to perform the Work due to non-availability of resources as stipulated under Clause 44.7.
- 7.4 Where the Customer requests that SingTel provision the Service within a specified period, SingTel shall, in consultation with the Customer, determine the date to complete the Work (the "Date of Service Required").
- 7.5 If SingTel is unable to complete all or any of the Work on or before the Date of Service Required, then the Customer must:

- (e) cancel that part of the Work that SingTel is unable to complete on or before the Date of Service Required, without being liable to pay the cancellation charges referred to in Clause 5.3 of the General Terms; and
- (f) accept that part of the Work that SingTel has completed, and pay for the same at SingTel's then prevailing rate;

and the Customer shall have no other claim against SingTel, and SingTel shall have no liability in contract, at law or equity, for failure to complete the Work before the Date of Service Required.

7.6 If the Customer requests to defer completion of the Work to a date after the original Date of Service Required, the Customer shall be liable to pay a reservation fee at SingTel's then prevailing rate. For the purposes of this Clause, the period of reservation shall be the period between the originally agreed Date of Service Required and the date of completion of the Work.

7.7 If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at SingTel's then prevailing rate.

8. Intellectual Property Rights

8.1 All the Intellectual Property Rights belong to SingTel, SingTel's subcontractors or Third Party Vendors who have issued licenses to SingTel for the provision of the Service and are not transferred to the Customer.

9. Limitation of Liability, Damages

9.1 Subject to Clause 11 of the General Terms, SingTel, SingTel's subcontractors or Third Party Vendors' liability arising out of or in connection with a defect in the Service is limited to the correction of the defect or failure.

9.2 Subject to Clause 11 of the General Terms, in the event the parties have agreed upon a special compensation to apply to a certain breach (e.g. liquidated damages for delays or other breaches, service credits, etc.) such compensation is the Customer's sole remedy and SingTel's liability shall not exceed the agreed amount. If SingTel has paid any compensation or damages to the user of the Service, the Customer shall not be entitled to receive compensation or damages for the same defect or delay.

9.3 The Customer shall present any claims in writing to SingTel within one (1) month from the date the defect which the claim relates to was noticed, or should have been noticed, but in any event within one (1) month from the delivery.

9.4 Without prejudice to Clause 10 of the General Terms, the Customer shall be responsible and liable for any costs, expenses and damages of SingTel arising out of or due to the unauthorized use, copying, reproduction and/or distribution of the Service, the software or their parts.

9.5 In addition to Clause 11.1 of the General Terms, SingTel shall not be liable in any way, whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any losses, damage or liability incurred or sustained by the Customer as a result of SingTel carrying out actions on Customer's request or instructions.

10. Force Majeure

10.1 SingTel is released from all contractual obligations and liability (e.g. for damages) if SingTel's performance is effected by force majeure. An event of force majeure is an incident, which was not reasonably foreseeable and/or the consequences of which cannot be reasonably removed or avoided, including, but not limited to incident that makes the performance by SingTel of its obligations under the agreement unreasonable, occurrence of national emergency, strike or equivalent labour action, fire, thunderstorm, storm or other natural disaster, decision by a competent authority, cable or network damage caused by a third party, flooding or equivalent water related accident, overcharge or other peak in the electricity supply, or discontinuation of essential raw material. This Force Majeure clause also applies in the event of force majeure of SingTel's subcontractor insofar as such subcontractor cannot be replaced without unreasonable costs or materially affecting the timing of SingTel's performance.

11. Consent to Use and Disclosure of Information and Data

11.1 The Customer agrees that SingTel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel from time to time.

12. General

12.1 The Customer acknowledges and agrees that the Service may include Third Party Vendor software and/or other related items to which the Customer agrees to bear any and all risk in respect of any use by it thereof or reliance upon any results or data produced thereby. SingTel makes no warranty or representation whatsoever in relation to any component of the Service and specifically disclaim any and all express or implied warranties (including any warranty as to non-infringement, satisfactory quality and/or suitability for purpose etc) in relation therewith to the maximum extent permissible by law. Accordingly, the Customer shall not make any claim whatsoever against SingTel or any of its related corporations, howsoever based on any use by the Customer of any component of the Service hereunder.

12.2 The Customer shall, at all times, be bound by and shall fully observe and comply with any and all Third Party Vendor terms and conditions of use whether or not attached to these Specific Terms, including any variations and/or amendments thereto, that is howsoever and/or whensoever notified to the Customer by such third party or by SingTel. The Customer acknowledges and agrees that it shall be a

condition for the Service to be rendered or continue to be rendered (as the case may be), for the Customer to agree to and be bound by and to fully observe such Third Party Vendor terms.

- 12.3 The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on SingTel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on SingTel under the General Terms and any other terms and conditions agreed or accepted by the Customer.
- 12.4 Any Clause in the General Terms, these Specific 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 possible in accordance with its intended meaning, but shall otherwise be deemed to be 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.
- 12.5 The Service provided by SingTel under these Specific 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.

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Specific Terms and Conditions for Oystor

1. Definition and Interpretation

1.1 In these Specific Terms and Conditions, the following words and expression shall have the following meanings:

“ACA” means the physical Application cum Agreement and the related web forms.

“Customer” means any person(s) or entity(s) who applies or subscribes for or utilises the Service.

“CPE” or “Customer Premise Equipment” means any hardware or software provided by the Customer for use with the Services

“End User” means any person(s) authorized by the Customer to use the Service.

“End User Licence” means any end user licence terms imposed by any ISV on Customers.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service which may be found at www.singtel.com

“Independent Software Vendor” or “ISV” means third party providers of the SaaS which are available on the Portal.

“Intellectual Property Rights” means all copyright, patent, trade marks, confidential information and other intellectual property relating to or embodied in the Service and any software, service documents and/or work provided in relation to the Service and all documentation thereof

“Portal” means the myBusiness web-portal at URL: <http://mybusiness.singtel.com> and <http://saasmarketplace.singtel.com>

“SaaS” means Software as a Service, a software delivery model in which the software is developed by an ISV and its associated data are hosted on the cloud, where users will access through the Portal by using thin clients such as a web browser.

“SRCA” shall mean the physical Service Request cum Agreement

“Service” means the provision of the SaaS known as Oystor , which is a document management, storage, and networking and collaboration solution.

“Term” shall mean the Initial Term and/or the Subsequent Term(s), as the case may be.

“Third Party Vendor” shall mean any person or entity that provides third party software and related intellectual property.

“Work” means any additional work the Customer requests SingTel to perform in relation to the Service.

1.2 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have meanings as defined in the General Terms unless the context otherwise requires.

1.3 The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Trial Period of the Service

2.1 If applicable, the period of trial for the Service (“Trial Period”) shall be:

(a) a period of up to thirty (30) days; or

(b) such other period as may be stipulated by SingTel as the Trial Period.

2.2 The Customer may choose to terminate the Service during Trial Period by notifying SingTel one (1) working day in advance.

2.3 SingTel will use commercially reasonable efforts to remind Customer on the expiration of Trial Period, on the 14th day, 7th day and 1 day from the termination of the Trial Period. The Trial Period Service shall automatically be terminated at the end of the Trial Period and termination will be subject to Clause 6.2.

2.4 The Customer acknowledges that the Service does not support a seamless downgrade of a higher edition Trial Period SaaS to a lower edition purchased Service. The Customer shall be responsible to export any data contained in the Trial Period SaaS before the end of the Trial Period if the Customer wishes to retain it. SingTel shall not be responsible for loss of data. In the event Customer does not apply and obtain a SingTel billing account prior termination of the Trial Period, all data contained in the Service during the Trial Period will be removed and deleted as stated in Clause 6.2 below.

2.5 During the Trial Period, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

3. Commencement and Duration of Service

3.1 The Service shall commence on (the "Service Commencement Date"):

- (a) where the Customer purchases the Service through the Portal, the date of the purchase or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer; or
- (b) where the Customer purchases the Service through a SingTel customer service consultant or by submitting a ACA Form or SRCA Form, the Date of Service Required, as stated in the ACA Form or SRCA Form or informed to the SingTel customer service consultant or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer;

whichever is earlier as the case may be.

3.2 Without prejudice to Clause 3.2 General Terms, the Customer acknowledges and agrees that SingTel reserves the rights to vary the published Fees and Charges at any time before the Customer purchases the Service.

3.3 The subscription period for the Service shall be period of 12 months or such other period as may be stipulated by SingTel as the initial period of subscription when the Customer applies for the Service calculated to commence on the Service Commencement Date (the "Initial Term"). Thereafter unless the Service is terminated by either party, the subscription of the Service shall continue for successive monthly periods or such other periods as stipulated by SingTel (the "Subsequent Term").

3.4 In the event the Customer continues subscribing to the Service after the Initial Term, the Customer agrees and acknowledges the Initial Term's Fees and Charges may no longer be valid and the Customer will be liable to pay the published Service price.

3.5 A processing fee of \$40.00 will be charged when the Customer applies for the Service by submitting the ACA Form.

3.6 If the Customer purchases additional licenses for the Service ("Subsequent Order"), the subscription of the Subsequent Order shall be at SingTel's prevailing rates and the term of the Subsequent Orders shall follow that of the Initial Term.

3.7 If at any time during the Term, the Customer by written notice requests an increase in the prescribed Term of Service or change of Service tier, the change requested by the Customer shall be effective only if SingTel agrees to the change in writing. Such changes shall be subject to any changes in the applicable Fees and Charges, which shall be in accordance with SingTel's prevailing rates for the Service at the relevant time and/or the relevant termination charge.

3.8 Upon Service Commencement Date, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

4. Service Requirements and Limitations

4.1 The Service is provided "as is" and "as available". The Service is available for use on a daily basis excluding temporary maintenance, updating or repair breaks, due to operations possibly needed for ensuring or restoring the availability, performance, data security, or manageability of the Service, or other similar breaks. SingTel does not assume any liability due such breaks.

4.2 SingTel shall however not be responsible and/or liable for failure of the Service due to an accident, abuse, misapplication or unauthorized modification of the Service or a device provided for use with the Service by the Customer, an End User and/or any third party.

4.3 The Customer is solely responsible for all use (whether by the Customer, an End User and/or any third party) of the Service (including all software, equipment, devices and documentation) supplied under these Specific Terms and Conditions, the content of all communications facilitated by the Service and the conduct of all users of the Service in relation to such use and for the display and use of the relevant URL for the Service. The Customer warrants to SingTel that it shall ensure that no such display, use, content or conduct of the Customer, an End User and/or any third party in relation to the Service shall be unlawful (including without limitation, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interferences with, or disruption to, other network users, network services or network equipment) or prohibited by the terms of these Specific Terms and Conditions, and that no such display, use, content or conduct shall infringe the rights of any third party (including without limitation, intellectual property rights or confidential information) and Customer agrees to indemnify and render harmless and defend at its own expense, SingTel, SingTel's subcontractors or Third Party Vendors (or their associated companies, officers and employees) against any and all costs, claims or other liability (including reasonable legal fees), arising as a result of such display, use, content or conduct.

4.4 SingTel takes no responsibility for the security, confidentiality or privacy of the communications and/or data transmitted over the Internet and does not warrant (and expressly excludes any and all express or implied warranties) that the Service will be without failure, delay, interruption, error or loss of content, data or information. SingTel shall not be liable for any compatibility issues pertaining to Customers' computers, applications or other software on any computers using the Service nor for loss of data associated with the Service.

4.5 The Customer acknowledges that it shall be responsible for supplying and authorizing access to its End Users. The Customer shall ensure that it terminates or reassigns access to the Service from any End User that the Customer deems to have become unauthorized to access the Service at any time during the Term.

- 4.6 The Customer shall ensure that all CPE that connects to the Service shall perform according to the minimal technical requirements for such equipment and SingTel's interface and other specifications for the Service as may be published or made available to the Customer from time to time.
- 4.7 The Customer acknowledges that the availability of the Service is subject to:
- (a) availability of resources, including, without limitation, availability of a suitable network infrastructure at the time at which the Service is requested or delivered;
 - (b) geographic and technical capability of the SingTel network and of SingTel's delivery systems at the time at which the Service is requested or delivered;
 - (c) provisioning time that may be required by SingTel to provide the Service;
 - (d) the CPE meeting the minimum internet browser requirements as published on the Portal for the Service from time to time; and
 - (e) the eligibility of the Customer. The Customer must have a valid Unique Entity Number ("UEN") or Business Registration Number ("BRN").
- 4.8 The Customer acknowledges that:
- (a) the Customer must procure and maintain at its own expense any equipment, software, operating conditions and/or specifications needed to implement, receive and use the Service, unless SingTel expressly agrees otherwise in writing;
 - (b) the technical means by which SingTel supplies the Service is at SingTel's sole discretion;
 - (c) the Services does not include and SingTel shall not be responsible for any configuration of the CPE. This includes the configuration of any wired or wireless connectivity that may be supported by the CPE;
 - (d) where the parties agree that SingTel deliver a solution containing both SaaS services and other services and/or products, the terms of the non SaaS service part of the solution are to be agreed between the parties separately;
 - (e) upon using the Service, the Customer and/or the End User accepts and acknowledges the Third Party Vendor terms of service and/or End User License agreement. Breach of any Third Party Vendor's terms may entitle Third Party Vendor to take legal action against the Customer;
 - (f) the Customer hereby consents that any data used and/ or processed by the Service may reside on Third Party's Vendor's infrastructure;
 - (g) the Customer may use the Service only for its own internal use and the Customer may not resell or, distribute, the Service;
 - (h) if applicable, any upgrades or downgrades will cause termination of the Service and Clause 6.2 and 6.4 may apply;
 - (i) the Customer may authorize only named End Users to use the Service and shall keep a register of such named users and make it available for SingTel's inspection at SingTel's request;
 - (j) the Customer shall be liable towards SingTel for any Service related claim presented by the user(s) or third parties; and
 - (k) the Customer is responsible for ensuring that any terms and conditions of use of the Service are brought to the attention of, and complied with by, any person that the Customer permits or allows to use the Service.
- 4.9 The Customer shall not:
- (a) through the use of the Service infringe any copyright or other intellectual property rights pertaining to the information or resources made available by the Service nor shall the Customer retain such information or resources for re-use in any computer system or otherwise;
 - (b) use the Service to access information and/or resources which area private to individual and organizations unless permission to do so has been granted by the owners or holders of the rights to such resources and/or information;
 - (c) reverse engineer, decompile, disassemble or otherwise discover the Service or the Service APIs or the software for the Service or develop, change, modify or copy the Service or the software for the Service; or
 - (d) remove, modify or obscure any copyright, trademark or other proprietary rights notices that is contained in the Service.
- 4.10 If the Customer reports a fault and following investigation from SingTel, either no fault is found or SingTel determines that the fault does not lie with SingTel, then SingTel may charge the Customer an administrative fee for the fault report at SingTel's then prevailing rate.
- 4.11 The Customer shall ensure that the Service supplied under this Agreement will not re-supply the Service to its own customers or any third parties. In the event that the Customer breaches this clause, SingTel may terminate the Service immediately without any liability to

Customer whatsoever, including in damages or otherwise. SingTel reserves the right to also seek compensation in respect of any loss and damage incurred.

5. Version and Changes to Service

- 5.1 The Service supports limited number of web browsers and may require helper applications, client software and equipment. Supported combinations may be changed during the Term.
- 5.2 SingTel has no obligation to provide, support or maintain the Service if the Customer uses software, software version, equipment or other facilities that are not in compliance with the Service.
- 5.3 The Customer shall allow any automated updates related to the Service.
- 5.4 SingTel is entitled to change the Service if such change is necessary due to mandatory legislation or a decision by a competent authority or the change relates to the changes by third party licensor or hardware or software manufacturer to its products or license terms. SingTel has a right to change the technical architecture and functionality of the Service provided that the overall performance of the Service is not decreased.
- 5.5 SingTel has a right to discontinue the Service or feature thereof for a justified reason and if the overall performance of the Service is not materially affected. In such instance, SingTel may terminate the agreement for the Service or feature thereof by notifying the Customer reasonably in advance.

6. Termination

- 6.1 For Customers who have subscribed for the Service, SingTel or the Customer may terminate the Service, including/or the Subsequent Order, by giving to the other not less than thirty (30) days' prior written notice.
- 6.2 Upon termination (regardless at Trial Period or Term), the following will apply:
- (a) the Customer's data and user accounts will be removed and deleted; and
 - (b) the registered Portal account for access to the Portal will continue to be active unless Customer otherwise requests.
- 6.3 SingTel may terminate the Service, as the case may be with immediate effect if SingTel believes that the Customer or End User's use of the Service as the case may be is unlawful including, without limitation, alleged breach of any End User License, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interference with, or disruption to, other network users, network services or network equipment.
- 6.4 Upon termination of the Service, the Customer shall be liable to pay SingTel:
- (a) where the effective date of termination of the Service is the same as the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service;
 - (b) where the effective termination date of the Service is before the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service; and 100% of the monthly recurring charge(s) for the period between the effective date of termination of the Service and the expiry date of the Initial Term of the Service; or
 - (c) where the effective termination date of the Service occurs during the Subsequent Term, the Fees and Charges up to and including the effective date of termination of the Service.

7. Service Provision

- 7.1 SingTel shall charge for all Work at SingTel's then prevailing rate, where applicable.
- 7.2 In addition to the Fees and Charges in Clause 3 of the General Terms, a surcharge shall be payable for any Work on public holidays, the eve of public holidays, or outside the following hours:
- | | |
|------------------|-----------------|
| Monday to Friday | 8.30am - 6.00pm |
| Saturday | 8.30am - 1.00pm |
- 7.3 SingTel reserves the right not to accept or proceed with any application for Work. In particular, SingTel may not accept or proceed with any application for Work if:
- (a) the application submitted by the Customer and received by SingTel is not duly completed, signed and company stamped as necessary; or
 - (a) SingTel considers it is unable to perform the Work due to non-availability of resources as stipulated under Clause 44.7.
- 7.4 Where the Customer requests that SingTel provision the Service within a specified period, SingTel shall, in consultation with the Customer, determine the date to complete the Work (the "Date of Service Required").

- 7.5 If SingTel is unable to complete all or any of the Work on or before the Date of Service Required, then the Customer must:
- (a) cancel that part of the Work that SingTel is unable to complete on or before the Date of Service Required, without being liable to pay the cancellation charges referred to in Clause 5.3 of the General Terms; and
 - (b) accept that part of the Work that SingTel has completed, and pay for the same at SingTel's then prevailing rate;

and the Customer shall have no other claim against SingTel, and SingTel shall have no liability in contract, at law or equity, for failure to complete the Work before the Date of Service Required.

- 7.6 If the Customer requests to defer completion of the Work to a date after the original Date of Service Required, the Customer shall be liable to pay a reservation fee at SingTel's then prevailing rate. For the purposes of this Clause, the period of reservation shall be the period between the originally agreed Date of Service Required and the date of completion of the Work.

- 7.7 If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at SingTel's then prevailing rate.

8. Intellectual Property Rights

- 8.1 All the Intellectual Property Rights belong to SingTel, SingTel's subcontractors or Third Party Vendors who have issued licenses to SingTel for the provision of the Service and are not transferred to the Customer.

9. Limitation of Liability, Damages

- 9.1 Subject to Clause 11 of the General Terms, SingTel, SingTel's subcontractors or Third Party Vendors' liability arising out of or in connection with a defect in the Service is limited to the correction of the defect or failure.
- 9.2 Subject to Clause 11 of the General Terms, in the event the parties have agreed upon a special compensation to apply to a certain breach (e.g. liquidated damages for delays or other breaches, service credits, etc.) such compensation is the Customer's sole remedy and SingTel's liability shall not exceed the agreed amount. If SingTel has paid any compensation or damages to the user of the Service, the Customer shall not be entitled to receive compensation or damages for the same defect or delay.
- 9.3 The Customer shall present any claims in writing to SingTel within one (1) month from the date the defect which the claim relates to was noticed, or should have been noticed, but in any event within one (1) month from the delivery.
- 9.4 Without prejudice to Clause 10 of the General Terms, the Customer shall be responsible and liable for any costs, expenses and damages of SingTel arising out of or due to the unauthorized use, copying, reproduction and/or distribution of the Service, the software or their parts.
- 9.5 In addition to Clause 11.1 of the General Terms, SingTel shall not be liable in any way, whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any losses, damage or liability incurred or sustained by the Customer as a result of SingTel carrying out actions on Customer's request or instructions.

10. Force Majeure

- 10.1 SingTel is released from all contractual obligations and liability (e.g. for damages) if SingTel's performance is effected by force majeure. An event of force majeure is an incident, which was not reasonably foreseeable and/or the consequences of which cannot be reasonably removed or avoided, including, but not limited to incident that makes the performance by SingTel of its obligations under the agreement unreasonable, occurrence of national emergency, strike or equivalent labour action, fire, thunderstorm, storm or other natural disaster, decision by a competent authority, cable or network damage caused by a third party, flooding or equivalent water related accident, overcharge or other peak in the electricity supply, or discontinuation of essential raw material. This Force Majeure clause also applies in the event of force majeure of SingTel's subcontractor insofar as such subcontractor cannot be replaced without unreasonable costs or materially affecting the timing of SingTel's performance.

11. Consent to Use and Disclosure of Information and Data

- 11.1 The Customer agrees that SingTel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel from time to time.

12. General

- 12.1 The Customer acknowledges and agrees that the Service may include Third Party Vendor software and/or other related items to which the Customer agrees to bear any and all risk in respect of any use by it thereof or reliance upon any results or data produced thereby. SingTel makes no warranty or representation whatsoever in relation to any component of the Service and specifically disclaim any and all express or implied warranties (including any warranty as to non-infringement, satisfactory quality and/or suitability for purpose etc) in relation therewith to the maximum extent permissible by law. Accordingly, the Customer shall not make any claim whatsoever against SingTel or any of its related corporations, howsoever based on any use by the Customer of any component of the Service hereunder.

- 12.2 The Customer shall, at all times, be bound by and shall fully observe and comply with any and all Third Party Vendor terms and conditions of use whether or not attached to these Specific Terms, including any variations and/or amendments thereto, that is howsoever and/or whensoever notified to the Customer by such third party or by SingTel. The Customer acknowledges and agrees that it shall be a condition for the Service to be rendered or continue to be rendered (as the case may be), for the Customer to agree to and be bound by and to fully observe such Third Party Vendor terms.
- 12.3 The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on SingTel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on SingTel under the General Terms and any other terms and conditions agreed or accepted by the Customer.
- 12.4 Any Clause in the General Terms, these Specific 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 possible in accordance with its intended meaning, but shall otherwise be deemed to be 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.
- 12.5 The Service provided by SingTel under these Specific 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.

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Specific Terms and Conditions for Second CRM

1. Definition and Interpretation

1.1 In these Specific Terms and Conditions, the following words and expression shall have the following meanings:

“ACA” means the physical Application cum Agreement and the related web forms.

“Customer” means any person(s) or entity(s) who applies or subscribes for or utilises the Service.

“CPE” or “Customer Premise Equipment” means any hardware or software provided by the Customer for use with the Services

“End User” means any person(s) authorized by the Customer to use the Service.

“End User Licence” means any end user licence terms imposed by any ISV on Customers.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service which may be found at www.singtel.com

“Independent Software Vendor” or “ISV” means third party providers of the SaaS which are available on the Portal.

“Intellectual Property Rights” means all copyright, patent, trade marks, confidential information and other intellectual property relating to or embodied in the Service and any software, service documents and/or work provided in relation to the Service and all documentation thereof

“Portal” means the myBusiness web-portal at URL: <http://mybusiness.singtel.com> and <http://saasmarketplace.singtel.com>

“SaaS” means Software as a Service, a software delivery model in which the software is developed by an ISV and its associated data are hosted on the cloud, where users will access through the Portal by using thin clients such as a web browser.

“Service” means the Customer’s access to a web-based (SaaS) customer relationship management system known as “Second CRM” through the Portal.

“SRCA” shall mean the physical Service Request cum Agreement.

“Term” shall mean the Initial Term and/or the Subsequent Term(s), as the case may be.

“Third Party Vendor” shall mean any person or entity that provides third party software and related intellectual property.

“Work” means any additional work the Customer requests SingTel to perform in relation to the Service.

1.2 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have meanings as defined in the General Terms unless the context otherwise requires.

1.3 The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Trial Period of the Service

2.1 If applicable, the period of trial for the Service (“Trial Period”) shall be:

(a) a period of up to thirty (30) days; or

(b) such other period as may be stipulated by SingTel as the Trial Period.

2.2 The Customer may choose to terminate the Service during Trial Period by notifying SingTel one (1) working day in advance.

2.3 SingTel will use commercially reasonable efforts to remind Customer on the expiration of Trial Period, on the 14th day, 7th day and 1 day before the termination of the Trial Period. The Trial Period Service shall automatically be terminated at the end of the Trial Period and termination will be subject to Clause 6.2.

2.4 The Customer acknowledges that the Service does not support a seamless downgrade of a higher edition Trial Period SaaS to a lower edition purchased Service. The Customer shall be responsible to export any data contained in the Trial Period SaaS before the end of the Trial Period if the Customer wishes to retain it. SingTel shall not be responsible for loss of data. In the event Customer does not apply and obtain a SingTel billing account prior termination of the Trial Period, all data contained in the Service during the Trial Period will be removed and deleted as stated in Clause 6.2 below.

2.5 During the Trial Period, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

3. Commencement and Duration of Service

3.1 The Service shall commence on (the "Service Commencement Date"):

- (a) where the Customer purchases the Service through the Portal, the date of the purchase or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer; or
- (b) where the Customer purchases the Service through a SingTel customer service consultant or by submitting the ACA Form or SRCA Form, the Date of Service Required, as stated in the ACA Form or SRCA Form or as informed to the SingTel customer service consultant or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer;

whichever is earlier as the case may be.

3.2 Without prejudice to Clause 3.2 General Terms, the Customer acknowledges and agrees that SingTel reserves the rights to vary the published Fees and Charges at any time before the Customer purchases the Service.

3.3 The subscription period for the Service shall be period of 12 months or such other period as may be stipulated by SingTel as the initial period of subscription calculated to commence on the Service Commencement Date (the "Initial Term"). Thereafter unless the Service is terminated by either party, the subscription of the Service shall continue for successive monthly periods or such other periods as stipulated by SingTel (the "Subsequent Term").

3.4 In the event the Customer continues subscribing to the Service after the Initial Term, the Customer agrees and acknowledges the Initial Term's Fees and Charges may no longer be valid and the Customer will be liable to pay the published Service price.

3.5 A processing fee of \$40.00 will be charged when the Customer applies for the Service by submitting the ACA Form.

3.6 If the Customer purchases additional licenses for the Service ("Subsequent Order"), the subscription of the Subsequent Order shall be at SingTel's prevailing rates and the term of the Subsequent Orders shall follow that of the Initial Term.

3.7 If at any time during the Term, the Customer by written notice requests an increase in the prescribed Term of Service or change of Service tier, the change requested by the Customer shall be effective only if SingTel agrees to the change in writing. Such changes shall be subject to any changes in the applicable Fees and Charges, which shall be in accordance with SingTel's prevailing rates for the Service at the relevant time and/or the relevant termination charge.

3.8 Upon Service Commencement Date, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

4. Service Requirements and Limitations

4.1 The Service is provided "as is" and "as available". The Service is available for use on a daily basis excluding temporary maintenance, updating or repair breaks, due to operations possibly needed for ensuring or restoring the availability, performance, data security, or manageability of the Service, or other similar breaks. SingTel does not assume any liability due such breaks.

4.2 SingTel shall not be responsible and/or liable for failure of the Service due to an accident, abuse, misapplication or unauthorized modification of the Service or a device provided for use with the Service by the Customer, an End User and/or any third party.

4.3 The Customer is solely responsible for all use (whether by the Customer, an End User and/or any third party) of the Service (including all software, equipment, devices and documentation) supplied under these Specific Terms and Conditions, the content of all communications facilitated by the Service and the conduct of all users of the Service in relation to such use and for the display and use of the relevant URL for the Service. The Customer warrants to SingTel that it shall ensure that no such display, use, content or conduct of the Customer, an End User and/or any third party in relation to the Service shall be unlawful (including without limitation, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interferences with, or disruption to, other network users, network services or network equipment) or prohibited by the terms of these Specific Terms and Conditions, and that no such display, use, content or conduct shall infringe the rights of any third party (including without limitation, intellectual property rights or confidential information) and Customer agrees to indemnify and render harmless and defend at its own expense SingTel, SingTel's subcontractors or Third Party Vendors (or their associated companies, officers and employees) against any and all costs, claims or other liability (including reasonable legal fees), arising as a result of such display, use, content or conduct.

4.4 SingTel takes no responsibility for the security, confidentiality or privacy of the communications and/or data transmitted over the Internet and does not warrant (and expressly excludes any and all express or implied warranties) that the Service will be without failure, delay, interruption, error or loss of content, data or information. SingTel shall not be liable for any compatibility issues pertaining to Customers' computers, applications or other software on any computers using the Service nor for loss of data associated with the Service.

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- 4.6 The Customer shall ensure that all CPE that connects to the Service shall perform according to the minimal technical requirements for such equipment and SingTel's interface and other specifications for the Service as may be published or made available to the Customer from time to time.
- 4.7 The Customer acknowledges that the availability of the Service is subject to:
- (a) availability of resources, including, without limitation, availability of a suitable network infrastructure at the time at which the Service is requested or delivered;
 - (b) geographic and technical capability of the SingTel network and of SingTel's delivery systems at the time at which the Service is requested or delivered;
 - (c) provisioning time that may be required by SingTel to provide the Service;
 - (d) the CPE meeting the minimum internet browser requirements as published on the Portal for the Service from time to time; and
 - (e) the eligibility of the Customer. The Customer must have a valid Unique Entity Number ("UEN") or Business Registration Number ("BRN").
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 - (e) upon using the Service, the Customer and/or the End User accepts and acknowledges the Third Party Vendor terms of service and/or End User License agreement. Breach of any Third Party Vendor's terms may entitle Third Party Vendor to take legal action against the Customer;
 - (f) the Customer hereby consents that any data used and/ or processed by the Service may reside on Third Party's Vendor's infrastructure;
 - (g) the Service is provided for the Customer's internal use and the Customer may not resell or distribute the Service;
 - (h) if applicable, any upgrades or downgrades will cause termination of the Service and Clause 6.2 and 6.4 may apply;
 - (i) the Customer may authorize only named End Users to use the Service and shall keep a register of such named users and make it available for SingTel's inspection at SingTel's request;
 - (j) the Customer shall be liable towards SingTel for any Service related claim presented by the user(s) or third parties; and
 - (k) the Customer is responsible for ensuring that any terms and conditions of use of the Service are brought to the attention of, and complied with by, any person that the Customer permits or allows to use the Service.
- 4.9 The Customer shall not:
- (a) through the use of the Service infringe any copyright or other intellectual property rights pertaining to the information or resources made available by the Service nor shall the Customer retain such information or resources for re-use in any computer system or otherwise;
 - (b) use the Service to access information and/or resources which area private to individual and organizations unless permission to do so has been granted by the owners or holders of the rights to such resources and/or information;
 - (c) reverse engineer, decompile, disassemble or otherwise discover the Service or the Service APIs or the software for the Service or develop, change, modify or copy the Service or the software for the Service; or
 - (d) remove, modify or obscure any copyright, trademark or other proprietary rights notices that is contained in the Service.
- 4.10 If the Customer reports a fault and following investigation from SingTel, either no fault is found or SingTel determines that the fault does not lie with SingTel, then SingTel may charge the Customer an administrative fee for the fault report at SingTel's then prevailing rate.
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- 5.3 The Customer shall allow any automated updates related to the Service.
- 5.4 SingTel is entitled to change the Service if such change is necessary due to mandatory legislation or a decision by a competent authority or the change relates to the changes by third party licensor or hardware or software manufacturer to its products or license terms. SingTel has a right to change the technical architecture and functionality of the Service provided that the overall performance of the Service is not decreased.
- 5.5 SingTel has a right to discontinue the Service or feature thereof for a justified reason and if the overall performance of the Service is not materially affected. In such instance, SingTel may terminate the agreement for the Service or feature thereof by notifying the Customer reasonably in advance.

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- 6.1 For Customers who have subscribed for the Service, SingTel or the Customer may terminate the Service, including/or Subsequent Orders by giving to the other not less than thirty (30) days' prior written notice.
- 6.2 Upon termination (regardless at Trial Period or Term), the following will apply:
- (a) the Customer's data and user accounts will be removed and deleted; and
 - (b) the registered Portal account for access to the Portal will continue to be active unless Customer otherwise requests.
- 6.3 SingTel may terminate the Service, as the case may be with immediate effect if SingTel believes that the Customer or End User's use of the Service as the case may be is unlawful including, without limitation, alleged breach of any End User License, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interference with, or disruption to, other network users, network services or network equipment.
- 6.4 Upon termination of the Service, the Customer shall be liable to pay SingTel:
- (a) where the effective date of termination of the Service is the same as the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service;
 - (b) where the effective termination date of the Service is before the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service; and 100% of the monthly recurring charge(s) for the period between the effective date of termination of the Service and the expiry date of the Initial Term of the Service; or
 - (c) where the effective termination date of the Service occurs during the Subsequent Term, the Fees and Charges up to and including the effective date of termination of the Service.

7. Service Provision

- 7.1 SingTel shall charge for all Work at SingTel's then prevailing rate, where applicable.
- 7.2 In addition to the Fees and Charges in Clause 3 of the General Terms, a surcharge shall be payable for any Work on public holidays, the eve of public holidays, or outside the following hours:

Monday to Friday	8.30am - 6.00pm
Saturday	8.30am - 1.00pm

- 7.3 SingTel reserves the right not to accept or proceed with any application for Work. In particular, SingTel may not accept or proceed with any application for Work if:
- (a) the application submitted by the Customer and received by SingTel is not duly completed, signed and company stamped as necessary; or
 - (a) SingTel considers it is unable to perform the Work due to non-availability of resources as stipulated under Clause 44.7.

- 7.4 Where the Customer requests that SingTel provision the Service within a specified period, SingTel shall, in consultation with the Customer, determine the date to complete the Work (the "Date of Service Required").

7.5 If SingTel is unable to complete all or any of the Work on or before the Date of Service Required, then the Customer must:

- (a) cancel that part of the Work that SingTel is unable to complete on or before the Date of Service Required, without being liable to pay the cancellation charges referred to in Clause 5.3 of the General Terms; and
- (b) accept that part of the Work that SingTel has completed, and pay for the same at SingTel's then prevailing rate;

and the Customer shall have no other claim against SingTel, and SingTel shall have no liability in contract, at law or equity, for failure to complete the Work before the Date of Service Required.

7.6 If the Customer requests to defer completion of the Work to a date after the original Date of Service Required, the Customer shall be liable to pay a reservation fee at SingTel's then prevailing rate. For the purposes of this Clause, the period of reservation shall be the period between the originally agreed Date of Service Required and the date of completion of the Work.

7.7 If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at SingTel's then prevailing rate.

8. Intellectual Property Rights

8.1 All the Intellectual Property Rights belong to SingTel, SingTel's subcontractors or Third Party Vendors who have issued licenses to SingTel for the provision of the Service and are not transferred to the Customer.

9. Limitation of Liability, Damages

9.1 Subject to Clause 11 of the General Terms, SingTel, SingTel's subcontractors' liability arising out of or in connection with a defect in the Service is limited to the correction of the defect or failure.

9.2 Subject to Clause 11 of the General Terms, in the event the parties have agreed upon a special compensation to apply to a certain breach (e.g. liquidated damages for delays or other breaches, service credits, etc.) such compensation is the Customer's sole remedy and SingTel's liability shall not exceed the agreed amount. If SingTel has paid any compensation or damages to the user of the Service, the Customer shall not be entitled to receive compensation or damages for the same defect or delay.

9.3 The Customer shall present any claims in writing to SingTel within one (1) month from the date the defect which the claim relates to was noticed, or should have been noticed, but in any event within one (1) month from the delivery.

9.4 Without prejudice to Clause 10 of the General Terms, the Customer shall be responsible and liable for any costs, expenses and damages of SingTel arising out of or due to the unauthorized use, copying, reproduction and/or distribution of the Service, the software or their parts.

9.5 In addition to Clause 11.1 of the General Terms, SingTel shall not be liable in any way, whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any losses, damage or liability incurred or sustained by the Customer as a result of SingTel carrying out actions on Customer's request or instructions.

10. Force Majeure

10.1 SingTel is released from all contractual obligations and liability (e.g. for damages) if SingTel's performance is effected by force majeure. An event of force majeure is an incident, which was not reasonably foreseeable and/or the consequences of which cannot be reasonably removed or avoided, including, but not limited to incident that makes the performance by SingTel of its obligations under the agreement unreasonable, occurrence of national emergency, strike or equivalent labour action, fire, thunderstorm, storm or other natural disaster, decision by a competent authority, cable or network damage caused by a third party, flooding or equivalent water related accident, overcharge or other peak in the electricity supply, or discontinuation of essential raw material. This Force Majeure clause also applies in the event of force majeure of SingTel's subcontractor insofar as such subcontractor cannot be replaced without unreasonable costs or materially affecting the timing of SingTel's performance.

11. Consent to Use and Disclosure of Information and Data

11.1 The Customer agrees that SingTel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel from time to time.

12. General

12.1 The Customer acknowledges and agrees that the Service may include Third Party Vendor software and/or other related items to which the Customer agrees to bear any and all risk in respect of any use by it thereof or reliance upon any results or data produced thereby. SingTel makes no warranty or representation whatsoever in relation to any component of the Service and specifically disclaim any and all express or implied warranties (including any warranty as to non-infringement, satisfactory quality and/or suitability for purpose etc) in relation therewith to the maximum extent permissible by law. Accordingly, the Customer shall not make any claim whatsoever against SingTel or any of its related corporations, howsoever based on any use by the Customer of any component of the Service hereunder.

- 12.2 The Customer shall, at all times, be bound by and shall fully observe and comply with any and all Third Party Vendor terms and conditions of use whether or not attached to these Specific Terms, including any variations and/or amendments thereto, that is howsoever and/or whensoever notified to the Customer by such third party or by SingTel. The Customer acknowledges and agrees that it shall be a condition for the Service to be rendered or continue to be rendered (as the case may be), for the Customer to agree to and be bound by and to fully observe such Third Party Vendor terms.
- 12.3 The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on SingTel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on SingTel under the General Terms and any other terms and conditions agreed or accepted by the Customer.
- 12.4 Any Clause in the General Terms, these Specific 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 possible in accordance with its intended meaning, but shall otherwise be deemed to be 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.
- 12.5 The Service provided by SingTel under these Specific 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.

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Specific Terms and Conditions for Web Builder

1. Definition and Interpretation

1.1 In these Specific Terms and Conditions, the following words and expression shall have the following meanings:

“ACA” means the physical Application cum Agreement and the related web forms.

“Customer” means any person(s) or entity(s) who applies or subscribes for or utilises the Service.

“CPE” or “Customer Premise Equipment” means any hardware or software provided by the Customer for use with the Services

“End User” means any person(s) authorized by the Customer to use the Service.

“End User Licence” means any end user licence terms imposed by any ISV on Customers.

“General Terms” means Singapore Telecommunications Limited’s General Terms and Conditions of Service which may be found at www.singtel.com

“Independent Software Vendor” or “ISV” means third party providers of the SaaS which are available on the Portal.

“Intellectual Property Rights” means all copyright, patent, trade marks, confidential information and other intellectual property relating to or embodied in the Service and any software, service documents and/or work provided in relation to the Service and all documentation thereof

“Portal” means the myBusiness web-portal at URL: <http://mybusiness.singtel.com> and <http://saasmarketplace.singtel.com>

“SaaS” means Software as a Service, a software application delivery model where an ISV develops a web-native software application and hosts it on the Portal.

“SRCA” shall mean the physical Service Request cum Agreement.

“Service” means the provision of the software application known as Web Builder which is a Web Content Management System that allows business owners to create and manage their website with greater ease.

“Term” shall mean the Initial Term and/or the Subsequent Term(s), as the case may be.

“Third Party Vendor” shall mean any person or entity that provides third party software and related intellectual property.

“Work” means any additional work the Customer requests SingTel to perform in relation to the Service.

1.2 The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have meanings as defined in the General Terms unless the context otherwise requires.

1.3 The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Trial Period of the Service

2.1 If applicable, the period of trial for the Service (“Trial Period”) shall be:

(a) a period of up to thirty (30) days; or

(b) such other period as may be stipulated by SingTel as the Trial Period.

2.2 The Customer may choose to terminate the Service during Trial Period by notifying SingTel one (1) working day in advance.

2.3 SingTel will use commercially reasonable efforts to remind Customer on the expiration of Trial Period, on the 14th day, 7th day and 1 day from the termination of the Trial Period. The Trial Period Service shall automatically be terminated at the end of the Trial Period and termination will be subject to Clause 6.2.

2.4 The Customer acknowledges that the Service does not support a seamless downgrade of a higher edition Trial Period SaaS to a lower edition purchased Service. The Customer shall be responsible to export any data contained in the Trial Period SaaS before the end of the Trial Period if the Customer wishes to retain it. SingTel shall not be responsible for loss of data. In the event Customer does not apply and obtain a SingTel billing account prior termination of the Trial Period, all data contained in the Service during the Trial Period will be removed and deleted as stated in Clause 6.2 below

2.5 During the Trial Period, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

3. Commencement and Duration of Service

3.1 The Service shall commence on (the "Service Commencement Date"):

- (a) where the Customer purchases the Service through the Portal, the date of the purchase or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer; or
- (b) where the Customer purchases the Service through a SingTel customer service consultant or by submitting a ACA Form or SRCA Form, the Date of Service Required, as stated in the ACA Form or SRCA Form or informed to the SingTel customer service consultant or where the Service is not immediately available for use by the Customer, the date the Service is first made available for use by the Customer;

whichever is earlier as the case may be.

3.2 Without prejudice to Clause 3.2 General Terms, the Customer acknowledges and agrees that SingTel reserves the rights to vary the published Fees and Charges at any time before the Customer purchases the Service.

3.3 The subscription period for the Service shall be period of 12 months or such other period as may be stipulated by SingTel as the initial period of subscription when the Customer applies for the Service calculated to commence on the Service Commencement Date (the "Initial Term"). Thereafter unless the Service is terminated by either party, the subscription of the Service shall continue for successive monthly periods or such other periods as stipulated by SingTel (the "Subsequent Term").

3.4 In the event the Customer continues subscribing to the Service after the Initial Term, the Customer agrees and acknowledges the Initial Term's Fees and Charges may no longer be valid and the Customer will be liable to pay the published Service price.

3.5 A processing fee of \$40.00 will be charged when the Customer applies for the Service by submitting the ACA Form.

3.6 If the Customer purchases additional licenses for the Service ("Subsequent Order"), the subscription of the Subsequent Order shall be at SingTel's prevailing rates and the term of the Subsequent Orders shall follow that of the Initial Term.

3.7 If at any time during the Term, the Customer by written notice requests an increase in the prescribed Term of Service or change of Service tier, the change requested by the Customer shall be effective only if SingTel agrees to the change in writing. Such changes shall be subject to any changes in the applicable Fees and Charges, which shall be in accordance with SingTel's prevailing rates for the Service at the relevant time and/or the relevant termination charge.

3.8 Upon Service Commencement Date, SingTel reserves the right to contact the Customer for marketing purposes and Service improvement(s) or feedback(s).

4. Service Requirements and Limitations

4.1 The Service is provided "as is" and "as available". The Service is available for use on a daily basis excluding temporary maintenance, updating or repair breaks, due to operations possibly needed for ensuring or restoring the availability, performance, data security, or manageability of the Service, or other similar breaks. SingTel does not assume any liability due such breaks.

4.2 SingTel shall however not be responsible and/or liable for failure of the Service due to an accident, abuse, misapplication or unauthorized modification of the Service or a device provided for use with the Service by the Customer, an End User and/or any third party.

4.3 The Customer is solely responsible for all use (whether by the Customer, an End User and/or any third party) of the Service (including all software, equipment, devices and documentation) supplied under these Specific Terms and Conditions, the content of all communications facilitated by the Service and the conduct of all users of the Service in relation to such use and for the display and use of the relevant URL for the Service. The Customer warrants to SingTel that it shall ensure that no such display, use, content or conduct of the Customer, an End User and/or any third party in relation to the Service shall be unlawful (including without limitation, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interferences with, or disruption to, other network users, network services or network equipment) or prohibited by the terms of these Specific Terms and Conditions, and that no such display, use, content or conduct shall infringe the rights of any third party (including without limitation, intellectual property rights or confidential information) and Customer agrees to indemnify and render harmless and defend at its own expense, SingTel, SingTel's subcontractors or Third Party Vendors (or their associated companies, officers and employees) against any and all costs, claims or other liability (including reasonable legal fees), arising as a result of such display, use, content or conduct.

4.4 SingTel takes no responsibility for the security, confidentiality or privacy of the communications and/or data transmitted over the Internet and does not warrant (and expressly excludes any and all express or implied warranties) that the Service will be without failure, delay, interruption, error or loss of content, data or information. SingTel shall not be liable for any compatibility issues pertaining to Customers' computers, applications or other software on any computers using the Service nor for loss of data associated with the Service.

4.5 The Customer acknowledges that it shall be responsible for supplying and authorizing access to its End Users. The Customer shall ensure that it terminates or reassigns access to the Service from any End User that the Customer deems to have become unauthorized to access the Service at any time during the Term.

- 4.6 The Customer shall ensure that all CPE that connects to the Service shall perform according to the minimal technical requirements for such equipment and SingTel's interface and other specifications for the Service as may be published or made available to the Customer from time to time.
- 4.7 The Customer acknowledges that the availability of the Service is subject to:
- (a) availability of resources, including, without limitation, availability of a suitable network infrastructure at the time at which the Service is requested or delivered;
 - (b) geographic and technical capability of the SingTel network and of SingTel's delivery systems at the time at which the Service is requested or delivered;
 - (c) provisioning time that may be required by SingTel to provide the Service;
 - (d) the CPE meeting the minimum internet browser requirements as published on the Portal for the Service from time to time; and
 - (e) the eligibility of the Customer. The Customer must have a valid Unique Entity Number ("UEN") or Business Registration Number ("BRN").
- 4.8 The Customer acknowledges that:
- (a) the Customer must procure and maintain at its own expense any equipment, software, operating conditions and/or specifications needed to implement, receive and use the Service, unless SingTel expressly agrees otherwise in writing;
 - (b) the technical means by which SingTel supplies the Service is at SingTel's sole discretion;
 - (c) the Services does not include and SingTel shall not be responsible for any configuration of the CPE. This includes the configuration of any wired or wireless connectivity that may be supported by the CPE;
 - (d) where the parties agree that SingTel deliver a solution containing both SaaS services and other services and/or products, the terms of the non SaaS service part of the solution are to be agreed between the parties separately;
 - (e) upon using the Service, the Customer and/or the End User accepts and acknowledges the Third Party Vendor terms of service and/or End User License agreement. Breach of any Third Party Vendor's terms may entitle Third Party Vendor to take legal action against the Customer;
 - (f) the Customer hereby consents that any data used and/ or processed by the Service may reside on Third Party's Vendor's infrastructure;
 - (g) the Customer may use the Service only for its own internal use and the Customer may not resell or, distribute, the Service;
 - (h) if applicable, any upgrades or downgrades will cause termination of the Service and Clause 6.2 and 6.4 may apply;
 - (i) the Customer may authorize only named End Users to use the Service and shall keep a register of such named users and make it available for SingTel's inspection at SingTel's request;
 - (j) the Customer shall be liable towards SingTel for any Service related claim presented by the user(s) or third parties;
 - (k) the Customer is responsible for ensuring that any terms and conditions of use of the Service are brought to the attention of, and complied with by, any person that the Customer permits or allows to use the Service; and
 - (l) the Customer is required to have a valid and existing domain before signing up for the Service and shall provide SingTel with the correct domain details upon signing up for the Service. In the event that the Customer provides SingTel with the wrong domain details, notwithstanding that the Service is not available for use by the Customer as a result of the wrong domain details, the Service shall be deemed to have commenced from the date that it was intended to commence
- 4.9 The Customer shall not:
- (a) through the use of the Service infringe any copyright or other intellectual property rights pertaining to the information or resources made available by the Service nor shall the Customer retain such information or resources for re-use in any computer system or otherwise;
 - (b) use the Service to access information and/or resources which area private to individual and organizations unless permission to do so has been granted by the owners or holders of the rights to such resources and/or information;
 - (c) reverse engineer, decompile, disassemble or otherwise discover the Service or the Service APIs or the software for the Service or develop, change, modify or copy the Service or the software for the Service; or
 - (d) remove, modify or obscure any copyright, trademark or other proprietary rights notices that is contained in the Service.

4.10 If the Customer reports a fault and following investigation from SingTel, either no fault is found or SingTel determines that the fault does not lie with SingTel, then SingTel may charge the Customer an administrative fee for the fault report at SingTel's then prevailing rate.

4.11 The Customer shall ensure that the Service supplied under this Agreement will not re-supply the Service to its own customers or any third parties. In the event that the Customer breaches this clause, SingTel may terminate the Service immediately without any liability to SingTel whatsoever, including in damages or otherwise. SingTel reserves the right to also seek compensation in respect of any loss and damage incurred.

5. Version and Changes to Service

5.1 The Service supports limited number of web browsers and may require helper applications, client software and equipment. Supported combinations may be changed during the Term.

5.2 SingTel has no obligation to provide, support or maintain the Service if the Customer uses software, software version, equipment or other facilities that are not in compliance with the Service.

5.3 The Customer shall allow any automated updates related to the Service.

5.4 SingTel is entitled to change the Service if such change is necessary due to mandatory legislation or a decision by a competent authority or the change relates to the changes by third party licensor or hardware or software manufacturer to its products or license terms. SingTel has a right to change the technical architecture and functionality of the Service provided that the overall performance of the Service is not decreased.

5.5 SingTel has a right to discontinue the Service or feature thereof for a justified reason and if the overall performance of the Service is not materially affected. In such instance, SingTel may terminate the agreement for the Service or feature thereof by notifying the Customer reasonably in advance.

6. Termination

6.1 For Customers who have subscribed for the Service, SingTel or the Customer may terminate the Service, including/or the Subsequent Order, by giving to the other not less than thirty (30) days' prior written notice.

6.2 Upon termination (regardless at Trial Period or Term), the following will apply:

- (a) the Customer's data and user accounts will be removed and deleted; and
- (b) the registered Portal account for access to the Portal will continue to be active unless Customer otherwise requests.

6.3 SingTel may terminate the Service, as the case may be with immediate effect if SingTel believes that the Customer or End User's use of the Service as the case may be is unlawful including, without limitation, alleged breach of any End User License, fraud, invasion of privacy, illegal pornography, obscenity, defamation or interference with, or disruption to, other network users, network services or network equipment.

6.4 Upon termination of the Service as the case may be, the Customer shall be liable to pay SingTel:

- (a) where the effective date of termination of the Service is the same as the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service;
- (b) where the effective termination date of the Service is before the expiry date of the Initial Term for the Service, the Fees and Charges up to and including the effective date of termination of the Service; and 100% of the monthly recurring charge(s) for the period between the effective date of termination of the Service and the expiry date of the Initial Term of the Service; or
- (c) where the effective termination date of the Service occurs during the Subsequent Term, the Fees and Charges up to and including the effective date of termination of the Service.

7. Service Provision

7.1 SingTel shall charge for all Work at SingTel's then prevailing rate, where applicable.

7.2 In addition to the Fees and Charges in Clause 3 of the General Terms, a surcharge shall be payable for any Work on public holidays, the eve of public holidays, or outside the following hours:

Monday to Friday	8.30am - 6.00pm
Saturday	8.30am - 1.00pm

7.3 SingTel reserves the right not to accept or proceed with any application for Work. In particular, SingTel may not accept or proceed with any application for Work if:

- (a) the application submitted by the Customer and received by SingTel is not duly completed, signed and company stamped as necessary; or

(a) SingTel considers it is unable to perform the Work due to non-availability of resources as stipulated under Clause 44.7.

7.4 Where the Customer requests that SingTel provision the Service within a specified period, SingTel shall, in consultation with the Customer, determine the date to complete the Work (the "Date of Service Required").

7.5 If SingTel is unable to complete all or any of the Work on or before the Date of Service Required, then the Customer must:

(a) cancel that part of the Work that SingTel is unable to complete on or before the Date of Service Required, without being liable to pay the cancellation charges referred to in Clause 5.3 of the General Terms; and

(b) accept that part of the Work that SingTel has completed, and pay for the same at SingTel's then prevailing rate;

and the Customer shall have no other claim against SingTel, and SingTel shall have no liability in contract, at law or equity, for failure to complete the Work before the Date of Service Required.

7.6 If the Customer requests to defer completion of the Work to a date after the original Date of Service Required, the Customer shall be liable to pay a reservation fee at SingTel's then prevailing rate. For the purposes of this Clause, the period of reservation shall be the period between the originally agreed Date of Service Required and the date of completion of the Work.

7.7 If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at SingTel's then prevailing rate.

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9.1 Subject to Clause 11 of the General Terms, SingTel, SingTel's subcontractors or Third Party Vendors' liability arising out of or in connection with a defect in the Service is limited to the correction of the defect or failure.

9.2 Subject to Clause 11 of the General Terms, in the event the parties have agreed upon a special compensation to apply to a certain breach (e.g. liquidated damages for delays or other breaches, service credits, etc.) such compensation is the Customer's sole remedy and SingTel's liability shall not exceed the agreed amount. If SingTel has paid any compensation or damages to the user of the Service, the Customer shall not be entitled to receive compensation or damages for the same defect or delay.

9.3 The Customer shall present any claims in writing to SingTel within one (1) month from the date the defect which the claim relates to was noticed, or should have been noticed, but in any event within one (1) month from the delivery.

9.4 Without prejudice to Clause 10 of the General Terms, the Customer shall be responsible and liable for any costs, expenses and damages of SingTel arising out of or due to the unauthorized use, copying, reproduction and/or distribution of the Service, the software or their parts.

9.5 In addition to Clause 11.1 of the General Terms, SingTel shall not be liable in any way, whether in contract, tort (including negligence or breach of statutory duty) or otherwise for any losses, damage or liability incurred or sustained by the Customer as a result of SingTel carrying out actions on Customer's request or instructions.

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10.1 SingTel is released from all contractual obligations and liability (e.g. for damages) if SingTel's performance is effected by force majeure. An event of force majeure is an incident, which was not reasonably foreseeable and/or the consequences of which cannot be reasonably removed or avoided, including, but not limited to incident that makes the performance by SingTel of its obligations under the agreement unreasonable, occurrence of national emergency, strike or equivalent labour action, fire, thunderstorm, storm or other natural disaster, decision by a competent authority, cable or network damage caused by a third party, flooding or equivalent water related accident, overcharge or other peak in the electricity supply, or discontinuation of essential raw material. This Force Majeure clause also applies in the event of force majeure of SingTel's subcontractor insofar as such subcontractor cannot be replaced without unreasonable costs or materially affecting the timing of SingTel's performance.

11. Consent to Use and Disclosure of Information and Data

11.1 The Customer agrees that SingTel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms. The Customer is entitled to withdraw such consent in the procedure as prescribed by SingTel from time to time.

12. General

12.1 The Customer acknowledges and agrees that the Service may include Third Party Vendor software and/or other related items to which the Customer agrees to bear any and all risk in respect of any use by it thereof or reliance upon any results or data produced thereby. SingTel makes no warranty or representation whatsoever in relation to any component of the Service and specifically disclaim any and all

express or implied warranties (including any warranty as to non-infringement, satisfactory quality and/or suitability for purpose etc) in relation therewith to the maximum extent permissible by law. Accordingly, the Customer shall not make any claim whatsoever against SingTel or any of its related corporations, howsoever based on any use by the Customer of any component of the Service hereunder.

- 12.2 The Customer shall, at all times, be bound by and shall fully observe and comply with any and all Third Party Vendor terms and conditions of use whether or not attached to these Specific Terms, including any variations and/or amendments thereto, that is howsoever and/or whensoever notified to the Customer by such third party or by SingTel. The Customer acknowledges and agrees that it shall be a condition for the Service to be rendered or continue to be rendered (as the case may be), for the Customer to agree to and be bound by and to fully observe such Third Party Vendor terms.
- 12.3 The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on SingTel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on SingTel under the General Terms and any other terms and conditions agreed or accepted by the Customer.
- 12.4 Any Clause in the General Terms, these Specific 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 possible in accordance with its intended meaning, but shall otherwise be deemed to be 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.
- 12.5 The Service provided by SingTel under these Specific 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.

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