

# PC-Bundle Application Form for MOE-FAS / SPED-FAS Recipients

**SG:D | GET READY!**  
**NEU PC PLUS**

**INFOCOMM  
MEDIA  
DEVELOPMENT  
AUTHORITY**

**For Official Use by LA Only:**

PCR : \_\_\_\_\_

LA Receipt Date : \_\_\_\_\_

## Applicant's Particulars

Name: \_\_\_\_\_

NRIC / Birth Cert No.: \_\_\_\_\_

Gender: ☐ Male ☐ Female

Date of birth:  
(dd/mm/yyyy) \_\_\_\_\_

## Disability Particulars (if applicable)

Permanent Disability: ☐ Yes ☐ No

## PC Models

## Broadband Service Plans

Under NEU PC Plus programme, you can select either (i) PC only, or (ii) PC and Broadband Service. Broadband only is not an option. Please select the PC Model and Broadband Service Plan that you are applying for:

Type of PC	Brand	PC Model	Payable Amount^
			Tier 1
<input type="radio"/> Desktop No. 1	Acer	1-ADV#	\$232.73
<input type="radio"/> Laptop No. 2	Acer	2-ALE#	\$224.97
<input type="radio"/> Laptop No. 3	Acer	3-ALA	\$272.05

Type of Broadband (FREE for 3 years)	ISP	Bandwidth	Pre-requisite	Data Cap
<input type="radio"/> Fibre	M1	500Mbps	NGN Fibre-Ready	Unlimited
<input type="radio"/> I do not wish to apply for the FREE Broadband. <input type="radio"/> I understand that I <u>will not</u> be able to apply for this free broadband for the next 3 years.				

# Applicants of **iNSPIRE Fund** are limited to Desktop No.1 or Laptop No. 2

^ Actual amount payable by the Applicant may be less if additional subsidy is granted by your school

^ Payable amount is inclusive of GS

**Please submit a copy of the subscriber's NRIC along with the appropriate ISP's broadband application form, if you are applying for broadband service**

### Note:

- You are not allowed to change the PC Model or Broadband Service Plan once the application is submitted.
- Broadband service application is only available to households without existing broadband.
- Refer to our website [www.imda.gov.sg/neupc](http://www.imda.gov.sg/neupc) for the specifications of PC Models and Broadband Service Plan.

## iNSPIRE Fund Application

The iNSPIRE Fund helps students who require assistance with the co-payment, to earn a fully paid PC-Bundle by doing community service for a stipulated number of hours (see table below) within a period of 6 months. Students need to satisfy the eligibility criteria to apply for assistance under the iNSPIRE Fund.

Applicant's age	Community hours to be served by Applicant	
	Desktop No.1	Laptop No.2
Full time students below 15 years old	3 hours	6 hours
Full time students between 15 and 25 years old	6 hours	12 hours

Do you wish to apply for iNSPIRE Fund?

☐ Yes (Please note that your school will need to recommend your application for iNSPIRE Fund)

☐ No

## Declaration by Applicant AND Parent / Guardian

- I hereby declare that the information supplied is true and correct and that I have not wilfully suppressed any material fact. If I have suppressed any material facts or provided any false or inaccurate information, my application will be rejected and/or the PC-Bundle withdrawn.
- I agree to comply with all the terms and conditions of the NEU PC Plus Programme.
- I understand that my application may be rejected by IMDA and/or the Lead Agencies without assigning any reason for doing so.
- I understand that the PC Model and/or Broadband Service Plan available under the PC-Bundle may vary from time to time, and that IMDA has the right to change the selected PC Model, antivirus, software and/or Broadband Service Plan to a comparable alternative IMDA shall have the sole discretion to decide on what is a comparable alternative.
- I understand that IMDA's approval for my application may be withdrawn if I am unable to confirm with the PC and/or broadband vendor a date for delivery of the PC-Bundle within 90 days of IMDA's approval of my application.
- I agree that I shall not change the PC Model or Broadband Service Plan after I have submitted my application.
- I agree to keep the PC-Bundle at my residential address for a period of three (3) years from the date of delivery of the PC and Broadband and to facilitate and fully cooperate with any inspection and testing of the PC-Bundle at my residential address by IMDA or by anyone authorised by IMDA.
- I agree to inform IMDA or the Lead Agency of any change in my address or contact information within 30 days from the date of change.
- I acknowledge that, for the purpose of facilitating my application by IMDA, any and all government agencies or statutory boards that have any of my records may share the information with IMDA, if it is relevant to IMDA's work with me and/or my household.
- I also acknowledge that the information which I provide may be shared with any government agency, statutory board or person authorised by IMDA, for the purposes of rendering or assessing eligibility for financial or other assistance; for research in which I, as a specific individual, shall not be identified; or for any other purposes prescribed or permitted under Singapore Law.

Signature of Applicant	Signature of Parent/Guardian <i>(Required if the Applicant is below eighteen (18) years of age)</i>
Name:	Name:
	Relationship to Applicant:
Signature/Thumbprint:	Signature/Thumbprint:
Date:	Date:

## Parental Consent on Media Coverage

As part of the NEU PC Plus Programme's outreach to the public, case studies may be used to highlight the benefits of the programme. Please indicate your consent to be interviewed for such case studies, which could take the form of media coverage, or other appropriate form.

☐ Yes

☐ No

## Deed of Undertaking and Indemnity for NEU PC Plus Programme Broadband Service

### THIS DEED IS GIVEN BY:

The person whose name, NRIC, address and signature appear in the table below labelled 'APPLICANT' ("the Applicant"),

### TO:

**THE INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY**, a statutory body constituted under the Info-communications Media Development Authority Act ("IMDA").

### THE APPLICANT HEREBY IRREVOCABLY AND UNCONDITIONALLY UNDERTAKES AND AGREES AS FOLLOWS:

#### 1 Definitions

In this Deed, the following capitalised words and expressions carry the following meanings:

**"Broadband Service"** means the broadband service provided to the Applicant under the NEU PC Plus Programme.

**"Deed"** means this Deed of Undertaking and Indemnity.

**"Third Party User"** means any individual or organisation, other than the Applicant and IMDA, that uses the Broadband Service.

#### 2 Applicant's Responsibilities and Obligations

- a. The Applicant is solely responsible for any use of the Broadband Service, regardless of whether the Broadband Service is used by the Applicant or by any Third Party User. The Applicant will be responsible for the use of the Broadband Service by a Third Party User whether or not the Applicant has given permission to the Third Party User to use the Broadband Service.
- b. The Applicant shall ensure that all use of the Broadband Service, whether by the Applicant or any Third Party User, complies with applicable laws of Singapore and/or any other relevant jurisdiction.
- c. The Applicant shall indemnify and keep IMDA indemnified against, and hold IMDA harmless from, any and all loss, damage, claim or expense (including legal expenses) arising from or relating to any of the following:
  - i. Any use by the Applicant or a Third Party User of the Broadband Service for any purpose.
  - ii. Any failure by the Applicant to perform or observe any term or condition of any of the following documents:
    - (a) This Deed
    - (b) Any document between the Applicant and IMDA or the Broadband Service provider that relates to the provision or use of the Broadband Service.
  - iii. Any interruption, downtime, fault, or loss of use of the Broadband Service.
  - iv. Any termination of the Broadband Service.

#### 3 IMDA Disclaimers and Exclusions of Liability

- a. IMDA will not be liable to the Applicant or any Third Party User, under any circumstances for any type of loss or damage whatsoever, including loss of profit, savings, business, contracts or revenues, and all other forms of actual, direct, special, incidental or consequential loss or damage, relating to or arising out of any of items listed in paragraphs 2.c.i to 2.c.iv above, even if IMDA knew, or should have known, of the possibility of such loss or damage.
- b. The Broadband Service and any related technology, software, hardware components and data are provided "as is" and "with all faults" and there are no warranties, express or implied, by operation of law or otherwise, made by IMDA with respect thereto. To the maximum extent permitted by law, IMDA expressly disclaims all implied warranties, terms or conditions of satisfactory quality, merchantability, fitness for a particular purpose, title or non-infringement, and any implied warranties arising out of course of performance, course of dealing or usage of trade, relating to the Broadband Service.

#### 4 Termination for Improper Use of Broadband Service or Breach of Applicant's Obligations

IMDA may, at its absolute discretion and without providing any reason, terminate the Broadband Service at any time without informing the Applicant beforehand, if any of the following occur:

- a. IMDA has any reason to suspect or believe that the Broadband Service has been used by the Applicant or any Third Party User in any illegal, unethical, immoral, improper or suspect manner.
- b. The Applicant fails to perform or observe any term or condition in any of the documents listed in paragraph 2.c.ii above.

#### 5 Premature Termination of Broadband Service

In the event the Broadband Service is terminated for any reason whatsoever within 36 calendar months of its commencement, IMDA reserves the right to require the Applicant to bear any and all charges in respect of the Broadband Service for the period between the date of termination and the expiry of 36 calendar months from the commencement of the Broadband Service.

#### 6 Governing Law

This Deed is governed by and is to be construed in accordance with the laws of the Republic of Singapore.

## Deed of Undertaking and Indemnity for NEU PC Plus Programme Broadband Service

### SIGNED, SEALED and delivered as a Deed

APPLICANT	Consent of Parent/Guardian <i>(Required if the Applicant is below eighteen (18) years of age)</i>
Name:	I, the undersigned, parent/guardian <sup>#</sup> of the above minor Applicant, have reviewed the terms of this Deed and hereby consent to the above Applicant's execution of this Deed and agree for the Applicant to be bound by the terms of this Deed.
NRIC:	
Address:	
Signature/Thumbprint:	
Date:	
Name and Signature/Thumbprint: Relationship to Applicant: <sup>#Delete where appropriate</sup>	

## FOR SCHOOL USE ONLY (Please sign at the end of this page)

### (i) Certification of MOE-FAS / SPED-FAS Status

Is the student receiving assistance under MOE Financial Assistance Scheme (MOE-FAS) or Special Education Financial Assistance Scheme (SPED-FAS)?

☐ Yes ☐ No

Have you ensured that Pg 1 & 2 or corresponding household and income information of MOE-FAS or SPED-FAS application form is ready and will be submitted to the Lead Agency?\*

☐ Yes ☐ No

\* **NOTE: If the respective required document is not submitted, this application may be rejected.**

### (ii) School Subsidy

Will the school provide further subsidy?

☐ Yes ☐ No

(If yes, please provide school subsidy letter to the respective PC vendor upon Lead Agency's notification of approval of application.)

### (iii) 1:1 Computing Programme

Is the student enrolled in a 1:1 computing programme in school?

☐ Yes ☐ No

(ie. is the student required to bring a computing device to school on a regular basis?)

Please provide information on the other means explored by the school to assist the student's ownership of a computer.

### (iii) iNSPIRE Fund Application

(Only applicable if iNSPIRE Fund option is selected in **Page 1** of this application form AND school is **NOT** providing further subsidy in [!])

Does the school recommend the student to receive assistance under the iNSPIRE Fund?

☐ Yes ☐ No

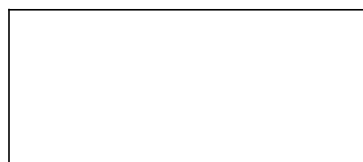
\* Please note that the number CIP hours stipulated by the Applicant's school cannot be computed as part of the community service hours required by the iNSPIRE Fund.

\* The Applicant shall commence the performance of the community service activities from the start date stated in IMDA's in-principle approval letter, which will be sent to the Applicant upon IMDA's approval of this application. Activities performed prior to the start date stated in IMDA's in principle letter will not be considered in the computation of the community service hours required by the iNSPIRE Fund.

\* The school can assist to arrange for suitable activities for the student so that he/she completes the required number of hours of community service within 6 months. In the case of a young primary school student, the school can facilitate to allow the student to perform simple tasks such as arranging books in the library, gardening, etc.

\* At any time, IMDA reserves the right to change the PC and/or broadband type in the iNSPIRE Fund PC-Bundle without informing the school and/or the applicant.

I noted the above and hereby confirm that the applicant is a current student of this school.



\_\_\_\_\_  
Name and Signature of

\_\_\_\_\_  
School Stamp

\_\_\_\_\_  
Date

Officer-in-charge/HOD/Principal#

#Delete where appropriate

## NEU PC Plus Programme

The NEU PC Plus Programme, by the Infocomm Media Development Authority (IMDA) offers affordable PCs and broadband access to students and people with disabilities from low income families. Successful applicant can purchase a PC with free software and 3 years of free broadband subscription at a subsidised price.

### A PC Bundle includes:

- Your Choice of Computer
- 3-Year Broadband Internet Subscription
- Productivity Tools
- Delivery and Installation
- Warranty

### Where to Submit

Please submit completed form to your school's General Office.

## Eligibility Criteria

### PC-Bundle Scheme Application

- The application is open to Singapore Citizens or Permanent Residents.
- The Applicant has a permanent disability **OR** is a full-time student, aged 25 and below, in a Government / Government-Aided school, Junior College, Centralised Institute, Independent school, Institute of Technical Education, Polytechnic or MOE-funded Special Education School.
- Past recipient of a PC bundle under the NEU PC Plus Programme may reapply only after a lapse of three (3) years from last deployment to the household.
- The Applicant's combined gross monthly household income must not exceed \$3,400 **OR** the per capita income\* of the Applicant's household must not exceed \$900. If there is a permanently disabled household member, per capita income must not exceed \$1,125.
- Each eligible household can only apply for one (1) computer regardless of the total number of school-going children and/ or household members who have permanent disability.

*\*Per capita income (PCI) refers to the gross monthly household income divided by the total number of household members.*

### Broadband Application

- You are eligible to apply for broadband service if your household does not have broadband access.
- Apart from the main application form, please also complete (1) the Deed of Undertaking and Indemnity, (2) the broadband application form from the Internet Service Provider of your choice and (3) Photocopy of broadband subscriber's NRIC.

### INSPIRE Fund Application

- If you have difficulty with the co-payment of the subsidised PC bundle, you may apply for assistance under the iNSPIRE Fund.
- This assistance is only extended to successful Applicants of PC-Bundle Scheme who are full-time students aged 25 years and below.
- The Applicant's total household income must not exceed \$2,500 or per capita income must not exceed \$700.
- The application must be supported and signed by the student's officer-in-charge / HOD / Principal, as indicated on page 4 of the application form

## Assistance Level

### For Full-Time Students

Income	Gross monthly household income <=\$3400 <b>OR</b> the PCI <=\$900 (or \$1,125 if there is a permanently disabled family member)	
Citizenship	Singaporean	Permanent Resident
PCI \$700 <b>OR</b> MOE-FAS/SPED-FAS Recipient	Tier 1 Subsidy (up to 75%)	Tier 2 Subsidy (up to 50%)
PCI > \$700	Tier 2 Subsidy (up to 50%)	

### For Persons with Disability (PWD)

Income	Gross monthly household income <=\$3400 <b>OR</b> the PCI <=\$900 (or \$1,125 if there is a permanently disabled family member)	
Citizenship	Singaporean	Permanent Resident
PWD	Tier 2 Subsidy (up to 50%)	

## Approval and Notification

---

- The decision made on each case is final. For the avoidance of doubt, IMDA or the Lead Agencies need not provide any reason for the rejection of any application.
- Any change in Applicant's home address and/or contact numbers before the PC deployment should be updated with the Lead Agency handling the application.
- The Lead Agency will inform the Applicant of the outcome by post.
- The PC provider will arrange the date of computer delivery with the successful applicant.
- IMDA and the Lead Agencies shall not be held responsible for any cost, damages or expenses incurred by the Applicant due to non-delivery or late or incomplete delivery of PC.

## Co-payment

---

- The Applicant and/or the Applicant's parent/guardian shall make co-payment for the PC bundle to the PC provider. The amount is dependent on the PC model selected in the application form.
- Subscription fee for unlimited broadband access is **free for 36 months**, including broadband device. Should the Applicant wish to continue using the broadband services after 36 months, the Applicant and/or the Applicant's parent/guardian shall be responsible for the subscription fees and other charges imposed by the broadband service provider.
- The Applicant and/or the Applicant's parent/guardian shall be responsible for any other charges imposed on the PC-Bundle (eg. early termination charge, 3rd party charges, etc).

## Other information

---

- IMDA's appointed Lead Agencies reserve the right to ask for additional documents to support the application.
- IMDA reserves the right to amend the terms & conditions as and when it deems necessary.
- The Applicant is required to keep the PC-Bundle for at least 3 years for inspection purposes.
- IMDA and any parties appointed by IMDA reserve the rights to visit the Applicant and verify that the Applicant possesses the PC obtained under the PC-Bundle Scheme.
- Applicant must allow the PC provider to examine (1) the approval letter from the Lead Agency, (2) the letter/receipt on co-payment for PC bundle from the school and (3) Applicant's NRIC upon PC delivery. The PC provider reserves the right to reject delivery of the PC if the required documents are unavailable.



# M1-IMDA FIBRE BROADBAND SERVICE APPLICATION FORM (NEU PC PLUS PROGRAMME)



To be completed and signed by Parent/Guardian if applicant is below 18 years of age

Reg. No. 199604708Z

PC Requisition (PCR) Number (To be filled in by Lead Agency): \_\_\_\_\_

## Applicant (age 18 years & above)/Parent/Guardian Details \*All fields are mandatory

Name as stated in NRIC/Passport of Applicant (age 18 years & above)/Parent/Guardian\* (Mr/Miss/Mrs/Mdm/Dr)^:

NRIC/Passport No. of Applicant/Parent/Guardian\*:

Date of Birth (dd/mm/yyyy)\*:

Nationality\*:

Service Address\*:

Local Billing Address\*:

To receive e-bill?\*

☐ Yes ☐ No

Residential Address (if different from Local Billing Address)\*:

Home No.\*:

Mobile\*:

Email\*:

## Applicant (below 18 years of age)

Name in NRIC/Passport of Applicant\* (Mr/Miss)^:

NRIC/Passport No. of Applicant (below 18 years of age)\*:

## Fibre Broadband Plan

☒ 500Mbps

List Fixed Voice Number in Directory Services (Select One): ☐ Yes ☐ No \*\*To Bar ALL IDD/Premium Number.

## Service Commitment Contract

1. Customer must subscribe to M1 HomePac Fibre 500Mbps promotion ("Promotion") for a contractual period of 24 months ("Commitment Period"). Each customer will also be entitled to a free wireless router (subject to availability of stock). M1 Net reserves the right to substitute the wireless router with a product of similar value at its sole discretion without prior notice. Customers shall start their Service subscription period from the date of Service activation for 24 months ("Commitment Period"). a. In the event that Customer prematurely terminates the Service before expiry of the Commitment Period, Customer shall pay M1 the applicable early termination charges:

Termination month	1	2	3	4	5	6	7	8	9	10	11	12
Termination Charge	\$552.00	\$529.00	\$506.00	\$483.00	\$460.00	\$437.00	\$414.00	\$391.00	\$367.99	\$345.00	\$322.00	\$299.00
Termination month	13	14	15	16	17	18	19	20	21	22	23	24
Termination Charge	\$276.00	\$253.00	\$230.00	\$207.00	\$184.00	\$161.00	\$138.00	\$115.00	\$92.00	\$69.00	\$46.00	\$22.99

2. At the expiry of the Commitment Period, the Service will be automatically renewed for another 12 months ("Renewal Term").
3. The free wireless router is non-refundable, returnable or exchangeable. The warranty period of the router will be 3 years from the date of service activation.
4. Customer agrees that M1 Net Ltd ("M1 Net") will provide the M1 HomePac 500Mbps (Fibre) service in accordance with the terms and conditions as stated in the enclosed M1 Fibre Broadband Bundle Service Agreement Summary Terms and Conditions.
5. No upgrade or downgrade of the Service is permitted under this Promotion. If the customer prematurely terminates/takes up any other M1 Fibre Home Broadband service promotion during the Commitment Period, any and all promotional discount offered herein may be forfeited at M1 Net's discretion in respect of the remaining term of the Commitment Period.
6. In the event customer chooses to terminate the Service before successful service activation, M1 Net reserves the right in its option and sole discretion to (a) impose applicable charges for Cancellation of Fibre broadband service before service activation/the ready-for-service (RFS) date; or (b) deem the service (and any plans thereof) to be continuing at the full stipulated charges.
7. Customer's default on payment of his bill may result in the Service being suspended or terminated. A customer who defaults on payment of his bill and is terminated by M1 Net for non-payment or other lawful reason during the Commitment Period shall also pay to M1 Net the applicable amount(s) as stated in Clause 1 herein.
8. Customer is not allowed to temporarily disconnect, or transfer to any other party, person or entity the M1 Fibre Home Broadband service during the Commitment Period.
9. Customer agrees to the disclosure of his personal data by M1 Net to the IMDA for the purposes of administering the applicable subsidy under this Promotion.
10. Customer shall ensure that the details required in this Application Form are accurate, true and completely provided. Any failure to properly complete this Application Form may result in delay to service provisioning.
11. For the avoidance of doubt, all service add-ons, value-added services and other services/products (including those provided by third parties whom M1 is billing on behalf of or otherwise collecting) will be chargeable at the prevailing rates, unless otherwise stated. Additional terms and conditions for the provision of such services/products will apply.
12. All charges are subject to change in accordance with the prevailing GST rate.
13. Any other contract(s) entered into between the customer and M1 Net shall continue to apply, unless otherwise agreed to by M1 Net.
14. M1 Net's General Terms and Conditions and the specific terms and conditions for the provision of M1 Fibre Home Broadband services and M1 Fixed Voice services published at [www.m1.com.sg](http://www.m1.com.sg) are deemed incorporated by reference. In the event of any conflict or inconsistency, such conflict or inconsistency shall be resolved in the manner most favourable to M1 Net Ltd.

SIGN  
HERE

Name and Signature of Applicant

Date of Application

## For Official Use

TP (Termination Point) Installation Date and Time:

1st Choice:

2nd Choice:

ONT (Optical Network Terminal)  
Installation Date and Time:

1st Choice:

2nd Choice:

3rd Choice:

Home Broadband Model Serial No.:

Home Broadband Modem (MAC ID):

User ID:

M1 Fixed Voice Number:

Remarks:

Attended by:

Signature/Name of Staff/Date

Prices are inclusive of 7% GST & are subject to change in accordance with prevailing GST rate.

CM-FBNEU-04-01/03  
01042020

Please complete Application Form overleaf. Page 1 of 3

## Critical Information Summary

### Fibre 500Mbps at \$0/month

Subscription at \$0 per month, valid for 36 months from the date of ONT or service activation/installation, thereafter, the service shall automatically be terminated. Customers can opt to continue the service by re-contracting at the prevailing subscription rate.

### Service/Promotion Plan comes with (where applicable):

Home Fixed Voice - Subscription at \$0 per month, valid from the date of ONT activation/installation.

### Early Termination Charge

Early termination or downgrade of service plan during the 24-month service commitment period is subject to early termination charges (ETC) at a maximum of \$552.00 in the first month. The ETC decreases each month in the service commitment period.

Please refer to Service Commitment Contract.

### Service/Promotion Plan Details (where applicable)

#### Fibre 500Mbps

Theoretical download speed of 500Mbps and upload speed of 500Mbps.

The Typical Speed Range is 458.6 - 473.56Mbps. These refer to the range of download speeds that users can experience 80% of the time based on the specific test conditions and parameters which are stipulated in [m1.com.sg/HBBspeeds](http://m1.com.sg/HBBspeeds). Testing Time Frame: October to December 2019.

#### Home Fixed Voice

Free unlimited local calls (incoming and outgoing).

Directory Service Related Charges (where applicable) –

- (i) Delisting Charge. First request free (includes choice made at the point of sign-up), subsequent requests chargeable at \$5.35 each;
- (ii) 100 Directory Enquiry Service Charge. First 3 enquiries per billing month free, subsequent enquiries chargeable at \$0.97 each.

By signing the Acknowledgement portion below, I acknowledge that I have read, understand and agree to the above information in relation to the services provided by M1 Net Ltd.

## Personal Data Consent Form

M1 sends out communications on marketing, advertising and promotions in relation to products and services offered by the M1 Group of Companies from time to time.

☐ I consent to receiving such communications via: ☐ Phone Calls ☐ Text Messages

☐ I do not consent to receiving such communications

By signing the Acknowledgement portion below, I acknowledge that I have read and I agree to the terms of the M1 Data Protection Policy ("Policy"). I further acknowledge that (a) the Policy shall, to the extent applicable, apply to this and any other related services that I may subscribe to; and (b) my consent to the Policy may only be withdrawn via the withdrawal process as stated in the Policy.

## Acknowledgement (Critical Information Summary and Personal Data Consent Form)

By signing below, I acknowledge that I have read, understand and agree to the information and the terms and conditions set out above under the sections entitled "Critical Information Summary" and "Personal Data Consent Form".

<div>SIGN HERE</div>	
Name and Signature of Applicant	Date of Service Application



## SUMMARY OF HOME BROADBAND TERMS AND CONDITIONS

- The M1 Home Broadband services and plans (the "Service") are provided by M1 Net ("M1") to you for residential use at the Service Address only. Service Address must be NGNBN fibre-connected, for Service that is to be delivered via fibre technology. For Fibre Broadband, the Service Address must have been certified fibre-ready for the Services according to confirmation by the relevant Third Party Provider. By signing this application form, you undertake that the Service Address fulfills the conditions above.
- Access and use of the Service may require the use of a type-approved optical network terminal (ONT) which is issued by M1 or any of its authorised resellers/preferred partners.
- Upon application of the Service, you may obtain use of a ONT modem, from M1 on a free rental basis, each subscriber is entitled to only one ONT on a rental basis per Service sign-up.
- You are required to keep the ONT in good working order and condition in accordance with M1's instructions. M1 retains all legal and beneficial ownership in and to the ONT at all times. You must not resell, dispose, transfer, tamper with, modify or allow anyone to tamper with or modify the ONT. M1 will not be responsible for any service failure, degradation or interruption arising from any failure to maintain the ONT properly. In the event of any loss, defects, damage, misuse, acts of God, accident or unauthorised alteration/repair, the following charges shall apply and shall be payable by you to M1:

Types of Optical Network Terminal (ONT) Charges (if applicable)	Charges (Inclusive of 7% GST)		
Loss/Damage of GPON ONT	\$78		
Loss/Damage of XGPON ONT	\$550		
Loss/Damage of ONT Patch Cord (3m)	\$19		
Loss/Damage of ONT Power adaptor AC	\$11		
Loss/Damage of ONT Ethernet Cable	\$9		
Transportation/Manpower Cost	Weekdays 9am-6pm: \$32.10	Weekdays after 6pm: \$48.15	Weekends/public holidays: \$64.20

- For High Speed Fibre Broadband, you will be charged any miscellaneous fees, including without limitation the following, where applicable and as may be requested by you, in respect of each Service Address.

Description of one time service charges	Charges (Inclusive of 7% GST)	Description of Miscellaneous Charges (if applicable)	Charges (Inclusive of 7% GST)
ONT Activation Charge (weekdays 9am-6pm)	\$58.85	Installation of TP Charge (High-Rise Residential Building)	\$160.50
		Installation of TP Charge (Landed Residential Premise)	\$288.90
ONT Activation Charge (weekdays after 6pm)	\$85.60	Installation of internal cabling that exceeds 15m, measured from point of entry to Residential Premise to 1 <sup>st</sup> TP	\$2.14/5m
		Cancellation/Modification of TP Appointment (High-Rise Residential Building)	\$160.50
		Cancellation/Modification of TP Appointment (Landed Residential Premise)	\$288.90
ONT Activation Charge (weekends/public holidays)	\$112.35	Cancellation of Fibre before service activation (RFS) - High-Rise Residential Building	\$160.50
		Cancellation of Fibre before service activation (RFS) - Landed Residential Premise	\$288.90
		Cancellation of ONT Appointment	\$32.10
Fibre Registration Charge	\$58.85	Onsite Charge	Min Charge of \$68.48
		VAS Activation Charge	\$32.10

- A Customer who wishes to terminate the Service shall inform M1's Customer Service 7 days in advance of termination.
- In the event the Service is terminated, other Plans that are ancillary to, connected with or dependent on the Service, may also be deemed terminated by M1 Net, and premature termination charges and fees may apply.
- The Customer acknowledges that Fibre Broadband Services are intended to operate on the NGNBN and accordingly is dependent on the performance of the network and other NGNBN third party providers, including NetLink Trust and/or Nucleus Connect Pte Ltd ("Third Party Providers"). Accordingly, M1 Net shall not in any way whatsoever be liable or responsible for any failure, delay, default, act or omission by such Third Party Providers that prevent or delay or otherwise impact or effect the provision of the Fibre Broadband Services, howsoever arising. M1 Net's terms and conditions for the provision of Fibre Broadband Services, including any summary terms thereto, shall apply.
- M1 Net's General Terms and Conditions and the specific terms and conditions for the provision of the Services published at [www.m1.com.sg](http://www.m1.com.sg) are deemed incorporated by reference. M1 Limited's General Terms and Conditions published at [www.m1.com.sg](http://www.m1.com.sg) shall also apply mutatis mutandis where applicable. In the event of any conflict or inconsistency between these terms and conditions, the specific terms and conditions for the provision of the Services and M1 Net's General Terms and Conditions, the conflict or inconsistency shall be resolved in the manner specified in M1 Net's General Terms and Conditions. In the event of any other inconsistency, such inconsistency shall be resolved in a manner most favourable to M1 Net, as determined by M1 Net in its sole and absolute discretion.
- You agree to use the Service for lawful purposes only, and in accordance with the Specific Terms and Conditions for M1 Home Broadband Service, the M1 General Terms and Conditions and all applicable rules.

## SUMMARY OF M1 FIXED VOICE TERMS AND CONDITIONS

- M1 Fixed Voice Service (the "Service") is provided to you by M1 Net Ltd ("M1 Net") with the sign up of M1 High Speed Fibre Broadband Service for residential use at the service address only. Upon termination of M1 High Speed Fibre Broadband Service, M1 Fixed Voice service will also be terminated.
- Use of the Service will require the use of a type-approved Optical Network Terminal (ONT) issued by M1, its related corporations, or any of its authorised resellers/preferred partners.
- You will be charged a one time service activation fee of \$37.45 (inclusive of 7% GST) for the M1 Fixed Voice service in respect of each Fibre Broadband service.
- In the event you wish to transfer or port-in a local telephone service number from another service provider, please be advised that your port-in request to M1 may be subject to delays if your number portability request is rejected by the service provider. This may occur for reasons which are not within M1's knowledge or control, for example, if you are also subscribed to other services provided by such service provider that are provisioned on the local telephone service. M1 cannot and shall not be responsible for any delays or service interruptions caused in this regard or in any event.
- You acknowledge that all IDD, Premium Service calls & any value added services will be chargeable at prevailing rates. For more information, refer to [www.m1.com.sg](http://www.m1.com.sg)
- In the event you terminate the fixed voice line tied to the Premium/Auction Number, or M1 terminates the same in accordance with M1's terms & conditions, M1 shall have the right to release the Premium/Auction Number without refund to you.
- You will be given a one-time free-of charge option to delist your name, address and fixed voice number ("Service Number") from the Directory Services database which includes both the Integrated Directories service and the Directory Enquiry service. An administrative fee of \$55.35 (inclusive of 7% GST) shall be applicable for subsequent requests to be listed or delisted from the Directory Services database. Customers who choose to delist their Service Number at the point of sign-up shall be deemed as having utilized the option. Customers who do not choose to utilize the option understand and agree that their name, address and Service Number in our database shall be listed in our Directory Services database or any other applicable directory listing in any medium, and consent to our collection, use and disclosure of such information in such manner for such purpose.
- You may make three free directory enquiries to the 100 Directory Enquiry Service from your fixed voice number per billing month. Thereafter, a fee of \$50.97 (inclusive of 7% GST) shall be applicable for each directory enquiry made from your fixed voice number.

Please refer to our website [www.m1.com.sg](http://www.m1.com.sg) for the M1 General Terms and Conditions and other applicable specific terms and conditions