



Reg No. 200001459N

# LGA TELECOM MOBILE BROADBAND TERMS AND CONDITIONS

1. Upon application of LGA Telecom Pte. Ltd. ("LGA") Mobile Broadband service, customer is required to purchase a 3G SIM card to be used with a Broadband device ("Device"), which is available from LGA at a monthly fee of \$ 10 (excluding GST). The monthly fee will be waived until 31<sup>st</sup> December 2008. The Device can only be used with the SIM card.
2. Customers are required to keep the Device in good condition in accordance with the instructions given. LGA will remain the owner of the Device at all times. Customer must not modify or allow anyone to modify the Device. The following charges apply in relation to the Device:

Types of Mobile Broadband Device Charges (if applicable)	Charges (subject to GST)
Lost / Damage of Device	S\$ 380 each
Lost / Damage of Device Components	S\$ 25 each
Device Swap / Upgrade Fee	S\$ 25 each

3. The following charges apply if the SIM Card is used for voice calls, outgoing SMS or Data Services:

Local Airtime Charges	Charged by 1 <sup>st</sup> min. block, followed by 6 sec. block only. <ul style="list-style-type: none"> <li>• Peak Hours (Mon-Sat, 9am – 9pm) 1<sup>st</sup> min. at 21¢, 2<sup>nd</sup> min. onwards at 10.5¢</li> <li>• Off-Peak Hours (Sun, Public Holidays, Mon-Sat (9pm – 9am) 5.25¢ per min.</li> </ul>
Video Call Charge	15.75¢ per min. (charges apply in blocks of 1 min.)
SMS Charges	5.25¢ per SMS

4. The Broadband usage benefit is applicable to local usage only and subject to Fair Usage Policy. Foreign operators' 3G/GPRS rates apply for roaming usage.
5. Customer has to subscribe to LGA's Mobile Broadband service for an initial period of 12 months ("Initial Period"). In the event that the customer prematurely terminates the Mobile Broadband service on or before the Initial Period, customer will have to pay LGA for subscription on a pro-rated basis for the remaining months of the Initial Period based on LGA's non-promotional rate of the Mobile Broadband service. Customer is not allowed to temporarily disconnect LGA's service before completion of the Initial Period.
6. Customer who defaults on payment of his LGA bill and is terminated by LGA before completion of the Initial Period, will have to pay the amount as stated in Clause 5 herein. Customer will need to return the Device in good working condition to LGA (if applicable) within 3 working days of termination, failing which the Device will be considered as lost and customer is liable to pay the relevant charges as stated in Clause 2 herein.
7. If customer chooses to terminate the Mobile Broadband service after the Initial Period, he/she will need to return the Device, complete with accessories and documentation, in good working condition to LGA within 3 working days of termination, failing which the Device will be considered as lost and customer is liable to pay the relevant charges as stated in Clauses 2 herein.
8. If customer chooses to change his Mobile Broadband plan to any of LGA's non-Mobile Broadband plan, the bill plan change will only be effective upon return of the Device in good working condition to LGA.
9. LGA will not be responsible for any interruption, disruption to or deterioration in the quality, reliability or accuracy of the Mobile Broadband service or any technical issue that may arise from or in relation to any Mobile Broadband device or hardware that customer may have connected to the Device.
10. LGA does not warrant that the Mobile Broadband service will be uninterrupted and/or error-free.
11. All Devices provided to customers by LGA are covered under and subject to the terms of warranty from the relevant manufacturers. LGA is not responsible for any defects of the device due to manufacturer's or customer's fault and if applicable, any hardware which customers may have connected to the Device.

12. In the event of faulty devices (under warranty), LGA will not replace customers with new devices immediately. Customer will have to wait for the relevant manufacturers to replace their set. Return Material Authorisation (RMA) processes require a minimum of 3 days.
13. Customer shall ensure that the Device provided with the Mobile Broadband service is compatible with their PC/notebook's system. LGA will not be responsible should the device fail to work on the customer's PC/notebook system.
14. LGA shall not be liable for any costs, loss or damage (whether direct or indirect), or for loss of revenue, loss of profits or any consequential loss whatsoever as a result of your using the Mobile Broadband service.
15. All Mobile Broadband plans exclude voice calls, video calls, SMS, MMS, roaming, international calls, data usage outside Singapore and other special service charges.
16. Usage charges may vary on your statement as usage shown in the Device software is only an indication of your usage and not the actual amount chargeable.
17. Mobile Broadband service speed may vary depending on coverage, location, device used, network traffic and the type of data being transmitted.
18. HSDPA/3G/GPRS services are subject to conditions including network availability, device capability and SLA of third party service provider.
19. This LGA Mobile Broadband is separate from other services such as Voice over Internet Protocol ("VoIP"). VoIP services are governed by a separate set of terms and conditions.
20. LGA's usual terms and conditions for the provision of services at [www.lgatelecom.net](http://www.lgatelecom.net) shall apply to this contract. In cases of inconsistencies, the above terms shall prevail.
21. LGA reserves the right to amend terms & conditions without prior notice.

\* Please note that the above quoted amount is subjected to the prevailing GST rate.

### **Mobile Broadband Application Form – Registration Guideline**

#### **Minimum Requirement**

- Applicant must be at least 16 years of age at time of application

#### **Deposit**

- LGA may require you to provide a deposit in respect of LGA's Service(s). The deposit could be used to offset, including but not limited to, any outstanding charges under any of your accounts.
- Subject to the above, your deposit will be returned to you without interest after you terminate this Agreement and settle all outstanding charges or claims brought by LGA if you have breached this Agreement.

#### **Documents For Verification**

- Applicants must provide the following documents to sign up for LGA's service plans:
  1. For personal applicant, please provide:
    - a. Singapore Citizens – Photocopy of NRIC (Pink) / SAF Identity Card (For Regular and NSF) / Passport with proof of local residential address\*.
    - b. Permanent Resident – Photocopy of Singapore NRIC (Blue) / Passport with Re-entry Permit & proof of local residential address\*.
    - c. Foreigner / non-resident – Photocopy of P1, P2, Q1, or Q2 Pass (Employment Pass) & Passport / S Pass & Passport / Diplomat Pass & Passport / Non Diplomatic Pass & Passport with proof of local residential address\*. All documents must be valid for 6 months.
    - d. Foreigner / non-resident – Photocopy of R1 or R2 Pass (Work Permit Pass) T1 / TVE (Training Visit Employment Pass) T1 / Dependant Pass T1 & Passport with proof of local residential address\*. All documents must be valid for 6 months.

\* Proof of local billing address must be furnished if billing address differs from that on the Employment Pass. All proof of local residential address (E.g. Bank / CPF / Credit Card / Starhub Cable Vision Bill Statement of Account) must be dated within two months from date of application. Except for Tenancy Agreement, which must be valid for at least 6 months from date of application.

T1 Work Permit Pass / Student Pass / Training Visit Employment Pass / Dependant Pass Holders are required to pay a deposit of \$200.

2. For Business applicants, please provide:
  - a. With Certificate of Incorporation / BRN
    - Original NRIC of authorised officer / owner (sole proprietor). If authorized officer is a foreigner, original ID PassT2 and passport must be furnished.
    - Original Authorisation Letter on Company letterhead from Authoriser.

- Original Company Stamp.
- Photocopy of Certificate of Incorporation with BRN / Form 9 / 13 / 83 / K / or ACRA company search (for company incorporated from 13 January 2003 onwards).
- Copy of ACRA company search (for private limited company only)

b. Without Certificate of Incorporation / BRN

- Original NRIC of owner / partner / authorized officer. If owner / partner / authorized officer is a foreigner, original ID PassT2 and passport must be furnished.
- Original Authorisation Letter on Company letterhead from Authoriser.
- Original Company / Organisation Stamp.

T2 "ID Pass" refers to P1 / P2 / Q1 / Q2 Pass / Diplomat Pass.

**Billing Addresses**

- Post office boxes are not acceptable.
- No overseas address is allowed.
- Only NRIC address (i.e no alternate billing address) is allowed for applicant below 21 years of age. The bill must be sent to address on customer's NRIC.
- Foreigner must complete both the local billing address and the residential address.
- Your residential address is the address on your identity card. For foreigners, it is your local office address.
- For locals, you must fill in both your local billing address and residential address if they are not the same.
- Proof of billing address from Work Permit and Student Pass holders is compulsory at point of registration.

**Vendor & Dealers' Requirement**

- To verify and attach copies of the Applicant's / Company's supporting documents to the original application form.

**I have read and fully understood the above terms & conditions for the "LGA Mobile Broadband Promotion" and agree to abide by the said terms & conditions.**

Name of Individual / Company : \_\_\_\_\_

NRIC No. / LBRN: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Applicant/ Authorized Officer and Company Stamp (if applicable): \_\_\_\_\_

You are bound by and must observe and comply with all the General Terms and Conditions as well as such other terms and conditions as agreed or accepted.