



These General Terms & Conditions form the Agreement between you and NTT Singapore Pte Ltd (hereinafter NTTS) (Reg. No.) They may be added to or changed by Service Specific Terms & Conditions for certain of our products and services, which you may use.

1. Eligibility for Services

- a. For individuals, you must be at least 21 years old in the case of post-paid international Services (unless you produce your parent's or legal guardian's consent before applying for the Services). We may decline acceptance of your application at our discretion.
- b. For businesses, you must be Singapore registered company with a valid license to operate on the date of application. We may decline acceptance of your application at our discretion.

2. Paying for the Services

- a. You may have to pay for certain Services. You are liable for the Charges for such Services you have applied for and incurred under your account whether the Services are used by you or someone else.
- b. Charges will be calculated based on our records or, where applicable, records supplied to us by another Service Provider. You will not be required to pay for any Service that you did not subscribe for.
- c. Recurring Charges apply for the full period to which the Charges relate. Charges incurred at the end of a billing cycle may be reflected in your next bill for the next billing cycle.
- d. We will send you a bill at monthly intervals or more frequently if your usage exceeds or may exceed a preset limit. However, we may send you bills at such intervals as we deem appropriate. All Charges are due as soon as the bill is issued. Each bill must be settled by the payment date set out in it. Unless otherwise stated in the bill or elsewhere, all Charges are payable in Singapore dollars. In the absence of fraud or manifest error, subject to paragraph (e) below, we may rely on each bill as conclusive evidence against you of the accuracy, completeness and truth of all matters stated in it. You are responsible for paying all Charges without any counterclaim, deduction, set off or withholding.
- e. If you wish to reasonably dispute any amount in your bill, you can withhold payment for such disputed amounts if you inform us in writing prior to the payment date shown on your bill. Otherwise, you are liable to pay us all Charges. We will investigate any such dispute and provide a written response to you within 30 days from the day you notify us of such a dispute. If the dispute is resolved in our favour, you must pay us the disputed amount and all costs incurred in recovering the amount. We may charge you interest on the outstanding amount at 1.5% per month from the date the outstanding amount was due and payable and calculated on a daily basis or at such other rates as we may prescribe from time to time.



Alternatively, we may charge you the standard late payment fee as we may prescribe from time to time. If we agree there is a mistake in your bill, we will adjust your next bill accordingly. If you have paid a bill for a post paid Service and subsequently choose to contest it, any such dispute must be raised by you in writing to us not later than 1 year from the date of that bill. If you have paid for a bill for a pre-paid Service and subsequently choose to contest it, any dispute must be raised by you in writing to us not later than 1 year from the date of your payment.

- f. We may, at our discretion, allow certain Services to be paid through GIRO, your credit or debit card. Where you have chosen this method of payment, you must inform us immediately if your credit or debit card is lost, stolen, expired or terminated or if you want to terminate this method of payment. If we are unable to make the deduction or settlement with your bank or card company, we will not be liable to you in any way and you must make payment for outstanding amounts in cash, cheque or bank draft immediately together with any administrative fees for the failed transaction.
- g. You are responsible for all Taxes. If you are required under any law to deduct or withhold any sum as Taxes imposed on any amount payable to us, the amount payable to us must be increased by such amount necessary to ensure that we will receive a net amount equal to the amount which we would have received in the absence of any such deduction or withholding.
- h. If you are late in paying or do not pay a bill for any Service, we may, at our discretion, suspend, restrict or terminate any or all of the Services that we provide to you and charge you administrative fees and/or late payment interest or fee as set out in paragraph (e) above. In addition, we may, at our discretion, also require you to pay on demand all sums due under any other agreements or accounts you have with us. If we claim against you for failing to pay any bill, you are liable for all our legal costs.
- i. If you use more than one of our Services, any payment you make may be applied or allocated by us towards any outstanding amount for any Service in such manner, priority, order and proportion as we deem appropriate. If you have more than one account with us, we may transfer any credit balance under one account to settle outstanding amounts due under another account. Any such application or allocation will override any appropriation made by you.
- j. We may, at our discretion, authorise our Affiliates to issue bills and collect payment of Charges and moneys on our behalf.

3. Deposit

- a. We may, at our discretion, require a deposit as security for the performance of your obligations to us. We may, at our discretion, require you to increase this deposit from time to time. You cannot require us to apply this deposit in payment of any Charges. We may, at our discretion, use this deposit at any time as we deem appropriate to offset any outstanding Charges and any amounts due under any of your accounts with us. Any remaining balance will be refunded to you without interest after this Agreement is terminated and you have paid all outstanding amounts due, accruing or payable to us. A deposit does not relieve you from your obligations to pay any Charges, nor does it constitute a waiver of our rights to

suspend, disconnect or terminate any Service due to non-payment.

4. Your Responsibilities

- a. You are responsible for the use of the Services under your account(s) and for any Content disseminated through your account(s).
- b. If you are using a third party's communication services or Equipment to access the Services, you must obtain that party's permission before you use the services or Equipment.
- c. You are required to :-
 - i. provide accurate and complete information to us and inform us immediately of any changes in any particulars or information given to us in your application for the Services including but not limited to any changes in address and/or contact particulars;
 - ii. continue to be responsible for and pay all Charges relating to the period of any suspension, interruption or loss of the Services whether or not due to your request or resulting from your default and any disconnection and/or re-connection Charges;
 - iii. comply with all applicable laws, rules and regulations and any requirements or restrictions which we may or other Service Providers may impose on the use of the Services or any telecommunications system and Equipment;
 - iv. comply with all instructions, notices or directions issued by us; and
 - v. take all reasonable steps to prevent fraudulent, improper or illegal use of the Services.
- d. You must not use or allow any part of the Services to be used :-
 - i. to make or attempt any unauthorised access to any part or component of the Services, the Network or any third party systems or networks to which you can connect through the Services directly or otherwise;
 - ii. to disrupt the various networks that are connected to the Services or violate the regulations, policies or procedures of such networks;
 - iii. for any fraudulent, illegal or improper purposes or to violate anybody's rights or in any way which may affect other users' enjoyment of or access to any Service or cause annoyance, harassment, irritation, inconvenience or anxiety to anyone;
 - iv. to be resold or otherwise provided to third parties without our prior written consent, whether for profit or not.

5. Security

- a. You are solely responsible for the security and secrecy of your login identification,

password(s) or PIN given to or chosen by you. You must ensure that these are not revealed to any third party. You are solely responsible for all activities that occur under your login identification, password(s), PIN and/or your account.

- b. We reserve the right to refuse, change or remove login identification, password(s) or PIN which we deem inappropriate or offensive.
- c. If you discover or suspect any unauthorised use or disclosure of your login identification, password(s) and/or PIN or that your account security has been compromised, you must immediately :-
 - i. inform us; and
 - ii. change your password(s) and/or PIN.
- d. You are advised to change your password(s), PIN or any other security identification regularly to protect your own security.
- e. The security of your account, including Content stored, sent or received, is your own responsibility. We cannot guarantee the safety and security of any transmission.

6. Things We may have to do

- a. We may need to verify the accuracy of the information you submit (including performing cross tabulations with external databases and information) and you agree to our verification of such information.
- b. We may with or without notice to you :-
 - i. do certain things which may affect all or any part of the Services including interrupting or suspending any part or all of the Services for operational reasons or because of an emergency. We will try to restore the affected Services as quickly as we can and by such means as we deem appropriate; and

and we will not be liable to you or any third party for doing any of paragraphs (i) above.

7. Equipment and Software

- a.
 - i. Unless we agree otherwise, you must obtain and maintain at your own costs all necessary Equipment to access and use the Services.
 - ii. You are responsible for the safe use of all Equipment. All Equipment used by you to access the Services must be type-approved by the relevant Regulatory Authority or any party authorised by the relevant Regulatory Authority to do so and meet the relevant standards.
 - iii. You must comply with all instructions, notices or directions issued by us or the relevant Regulatory Authority in respect of the installation, use or operation of

the Equipment.

- iv. Unless otherwise agreed, you are responsible for ensuring all equipment and software used by you are compatible and may properly function and operate with the Services or the Equipment which we provide, lease or rent to you.
- v. Unless specifically agreed in writing, we will not be responsible for any equipment not provided by, purchased, leased or rented from us. We will also not be responsible for any loss or damage caused by or as a result of the use of such equipment, whether in conjunction with any Services or not.

8. Use of Network

a. Additional Rights

The provisions of this Clause shall be in addition and without prejudice to any other rights we may have over the Network and its use whether granted by statute or otherwise.

b. Ownership

Ownership of the Network will remain vested in us at all times, notwithstanding that parts of the Network may be located on your Premises as fixtures or otherwise or the connection of any equipment or cables by you to the Network.

c. Unauthorised Acts

- i. You will not undertake or howsoever permit any Unauthorised Acts and will notify us as soon as it is aware of any Unauthorised Acts. You will indemnify us against any damages, liabilities and losses which we or our Affiliates may incur or suffer in relation to Unauthorised Acts committed on the Premises resulting from your acts or omissions or arising from the use by you.
- ii. You will ensure that none of your equipment and systems connected to the Network will cause or be intended to be used for an Unauthorised Act.

d. Network Maintenance

- i. Only we will be entitled to maintain the Network. Unless we otherwise stipulate, you will be required to pay the standard annual Network maintenance fee as may be prescribed by us from time to time.
- ii. We reserve the right to charge you at our standard prescribed rate for responding to a request to remedy a fault in the Network if it is subsequently ascertained by us that the fault is caused by your equipment or systems.

e. Removal/Relocation of Network

Notwithstanding any disconnection of the Premises from the Network or termination of this Agreement, you will not at any time remove or relocate or permit any third party to remove or relocate any part of the Network (including any equipment belonging to us that is connected to the Network) from the Premises without giving us at least six (6) months' prior written notice and obtaining our prior written consent. We will be entitled to impose our standard prescribed charges for undertaking any removal or relocation of the Network, including signal diversion costs.

10. Indemnity

- a. You must indemnify us, our Affiliates, employees, directors and agents against all claims, damages, losses and liabilities resulting from your use of the Services, your negligence, omission, act or breach of this Agreement.

11. Liability

- a. The Services are provided on an "as is" and "as available" basis and you agree that you use the Services or rely on any Content obtained through the Services at your sole risk. We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose and non-infringement, to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from us or through the Services will create any warranty not expressly set out in this Agreement.
- b. Without prejudice to paragraph (a) above, we make no warranty :-
 - i. that the Services, will not cause any harm to your system or Content;
 - ii. as to the accuracy, reliability or quality of any Content obtained through the Services or that defects in any Software will be corrected; and
 - iii. that the Services and access to them are error free and uninterrupted or available at all times.
- c. Except as set out in this Agreement, we expressly exclude all other liability we may have to you. This exclusion applies for our benefit and that of other Service Providers whose networks are connected to each other or to the Network, all companies, directly or indirectly owned, wholly or partly owned or controlled by us or any of these parties, and all their officers, employees, contractors and agents or anyone else to whom we or these parties are responsible and whether it relates to anything caused by or resulting from anything any of us does or does not do or delays in doing, whether or not it is contemplated or authorised by any agreement you have with us.
- d. Under no circumstances will we or any of the parties listed in paragraph (c) above be liable for any special, indirect or consequential damages including loss of profits, revenue, business and anticipated savings.
- e. If we or any of the parties listed in paragraph (c) above are liable to you and we

cannot, for any reason, rely on the exclusion of liability set out in paragraphs (c) and (d) above, then the maximum amount we will be liable to you and anyone else is :-

- i. the lower of your preceding month's Charges applicable to the Services in question or S\$2,000/- for any event or for any series of connected events; subject to no more than
 - ii. the lower of your preceding 12-months' Charges applicable to the Services in question or S\$5,000/- in any 12-month period.
- f. NTT Singapore Pte Ltd or any Affiliate may perform any of its obligations or exercise any of its rights under this Agreement by itself or any other Affiliate. However, any act or omission of any such other Affiliate is deemed the act or omission of the party providing the Services.

12. Intellectual Property

- a. You will not acquire any right in any and all NTT Singapore Pte Ltd's Intellectual Property and all such property will remain at all times with us or our licensor(s).
- b. You will not use or permit the use of any NTT Singapore Pte Ltd's Intellectual Property except for the purposes contemplated by the Services provided to you or as permitted by us.

13. Conclusiveness of Records

- a. In the absence of fraud or manifest error, subject to Clause 2(e) above, all our records relating to the Services are conclusive evidence of the accuracy, completeness and truth of all matters stated in them.

14. Transferring this Agreement

- a. You may not assign, novate or transfer any of your rights and/or obligations under this Agreement without our prior written consent. We may assign, novate and/or transfer all or part of our rights and/or obligations under this Agreement to any party upon notice to you.

15. Additions, Changes & Cancellation

- a. Unless otherwise stated in the Service Specific Terms & Conditions or otherwise agreed, you may apply for additional Services or request for changes to be made to existing Services verbally through our customer service in writing by fax or post or electronically.
- b. There may be a Charge if you cancel or change any order or Services.
- c. We may from time to time change any of these Terms & Conditions (including the Service Specific Terms & Conditions) and/or such other terms and conditions agreed or accepted by you (including, without limitation, our tariffs, price plans, Charges and payment terms). We may also from time to time withdraw, suspend, or change

any of the Services. We endeavour, where reasonably practicable, to give you reasonable advance notice of such changes. We will notify you of such changes through written notice, electronic mail, our bill, our website or such other form as we may deem appropriate. You agree that the display of the revised Terms & Conditions (including the Service Specific Terms & Conditions) on our website will constitute notice of the changes. Your continued use of the Services will constitute acceptance of the changes and this Agreement.

16. Matters beyond Our Control

- a. We will not be liable for any delay or failure in performance under this Agreement resulting from matters beyond our control. These include acts of God, requirements of any governmental or regulatory authority, war, national emergency, accident, fire, lightning, equipment failure, computer software or Software malfunction, electrical power failure, faults, interruption or disruption of the Network or the networks of other Service Providers or of your equipment or the equipment of any third party, riots, strikes, lock-outs, industrial disputes (whether or not involving our employees) or epidemics of infectious diseases.
- b. Without prejudice to paragraph (a) above, the Services may occasionally be affected by interference caused by objects beyond our control such as buildings, underpasses and weather conditions. When this happens, we will not be responsible for any interruption or disruption of the Services or if you cannot access or use the Services.

17. Ending the Services and this Agreement

- a. Unless the specific terms for the Services you are using are different, this Agreement or the Services may be terminated by either party giving 3 working days' notice to the other party without assigning any reason.
- b. If you give us notice that ends during the applicable Minimum Period of Service or if we terminate the Services or this Agreement pursuant to paragraph (c) below :-
 - i. there will be an early termination Charge and, where applicable, prorated Charges for the Services, Equipment and/or ancillary items and costs for the rest of the Minimum Period of Service; and
 - ii. you will compensate us for any damages or losses we may suffer because of the early termination.

In computing whether or not you have complied with the Minimum Period of Service for a particular Service, we will not take into account any period for which that Service is suspended for any reason whatsoever.

- c. In the event of any of the following :-
 - i. you breach any of the terms and conditions of this Agreement or any other agreement you have with us;
 - ii. you become or threaten to become bankrupt or insolvent;

- iii. you make any arrangement or composition with or assignment for the benefit of your creditors or go into either voluntary or compulsory liquidation or a receiver, trustee, judicial manager or administrator is appointed over any of your assets;
- iv. the equivalent of any of the events referred to in paragraphs (ii) and (iii) under the laws of any relevant jurisdiction occurs to you;
- v. you provide incorrect, false or incomplete information to us;
- vi. the requirements of the relevant Regulatory Authority or any other authority result in us having to stop providing any of the Services or to provide any of the Services in a manner which is unacceptable to us; or
- vii. if you are likely to create imminent harm (such as interruption, disruption, congestion or any Unauthorised Act) to the Network or any third party's networks or systems or our provision of the Services, or defraud us, or are likely to create imminent harm or are abusive to our personnel,

we may suspend or terminate all or any part of the Services or terminate this Agreement with 1 working day's notice (for paragraphs (i) and (v) above) or with immediate effect (for paragraphs (ii), (iii), (iv), (vi) and (vii) above) without compensation and without prejudice to our rights to damages for any breach by you of this Agreement. You may immediately contact our customer service, either by calling our customer service line to tell us why such suspension or termination should not occur. We will consider each case and where we deem appropriate, will not proceed with the suspension or termination of such account or take any other appropriate action where necessary.

If we suspect that you are using or allowing any of the Services to be used for fraud, misconduct or any other illegal or improper purpose, we will refer this to the relevant authorities and comply with directions or guidelines issued by them, without notice to you.

- d. If and when you make good any breach or default, we may restore any suspended or terminated Services after you have paid for any restoration or re-connection Charges and reimbursed us for our reasonable costs in suspending/terminating the Services.
- e. If any of the Services is terminated :-
 - i. all sums due, accruing due or payable to us in respect of that Service up to the date that Service is terminated will upon the termination of that Service become immediately due and payable to us;
 - ii. you must immediately return to us all Equipment which we have leased or rented to you in respect of that Service in good condition. We will be entitled to charge you all costs incurred in repossessing or acquiring replacement for any such Equipment which you have failed to return to us or acquiring a replacement for any Equipment which is returned to us in a damaged or defective condition;



- iii. we have the right to retain any of your Equipment which is used in respect of that Service and which are on our premises until receipt of all sums due or accruing due or payable to us in respect of that Service; and
 - iv. subject to paragraph (iii) above, you must immediately remove all your Equipment which is used in respect of that Service and which is on our premises. If you fail to remove such Equipment, we will be entitled to remove it at your own risk and charge you all costs incurred in doing so.
- f. The termination of this Agreement will not affect any accrued rights or remedies of either party against the other party.

18. Communications

- a. Except as provided in Clause 15(c) above, notices or bills to you under this Agreement will be deemed given if sent by post, fax or email to your contact details in our records. If there is any change in these details, you must inform us immediately in writing.

19. Non-waiver

- a. No failure or delay by us to exercise or enforce any of our rights under this Agreement will operate as a waiver of such rights nor will such failure or delay in way prejudice or affect our right at any time thereafter to act strictly in accordance with our rights under this Agreement.

20. Confidentiality

- a. You must not use or disclose to any person any information (other than information that is or has become publicly available) relating to any of the Services or us which is acquired from or provided by us and/or any of our agents in connection with or in the course of the provision of any Service, except to the extent necessary to comply with law, court order or any regulatory authority.

21. Interpretation

- a. If there is any conflict or inconsistency between any provision of the Service Specific Terms & Conditions and any provision of these General Terms & Conditions, such conflict or inconsistency will be resolved in a manner most favourable to us. However, if such conflict or inconsistency cannot be so resolved, the provisions of the Service Specific Terms & Conditions will prevail over the provisions of these General Terms & Conditions.

22. Entire Agreement, Severability and No Third Party Right

- a. This Agreement contains the whole agreement between you and us and will prevail over any other terms including those you may issue.
- b. If any provision of this Agreement is held to be invalid, illegal or unenforceable (whether in whole or in part), such provision shall be deemed modified to the



extent, but only to the extent, of such invalidity, illegality or unenforceability and the remaining provisions of this Agreement shall not be affected.

- c. Our Affiliates may enforce this Agreement against you. Save as aforesaid, a third party has no right to enforce any provision of this Agreement under the Contracts (Rights of Third Parties) Act 2001 and the consent of any third party and our Affiliates is not required for the variation, rescission or termination of this Agreement.

23. Applicable Laws

- a. The laws of Singapore will govern this Agreement. Any processes or judgement may be given to you in the same way as notices under this Agreement.
- b. This Agreement is subject to the Act and any applicable subsidiary legislation, rules or regulations. It is also subject to any directives and orders of the relevant Regulatory Authority and to the terms and conditions of the licence(s) granted to us under the Act.
- c. Any action or proceedings may be brought and enforced in the courts of Singapore or any other jurisdiction where you or any of your property may be found and you irrevocably submit to the jurisdiction of such courts in respect of any action or proceedings against or involving you relating to this Agreement. Either party may also refer any dispute relating to the Services to the Small Claims Tribunal and/or arbitration.

24. Use of Customer Information

- a. For the purposes of this Agreement, Customer Information consists of all and any information relating to you obtained by us in the course of and as a result of the provision of the Services by us, including without limitation, your use of the Services, your personal particulars and credit history.
- b. We may use the Customer Information for the purposes of: planning, provisioning and billing for the Services; managing bad debt and preventing fraud; facilitating interconnection and inter-operability between Service Providers; rendering assistance to law enforcement, judicial, governmental or regulatory agencies and/or complying with any regulatory requirements imposed by IDA authorising the use of Customer Information.
- c. Further, you also consent to our use or disclosure of the Customer Information for other lawful purposes, including without limitation, research; customer benefits and retention programme; to support your customer relationship with us.
- d. You can at any time withdraw your consent to the use or disclosure of the Customer Information as referred to in paragraph (c) above by writing to us at the following address :-

For NTT Singapore Pte Ltd's services please write to :-

NTT Singapore Pte Ltd



NTTS ClearCall 1517 General Terms and Conditions

20, Cecil Street, #11-03/06
Equity Plaza
Singapore 049705
Attn: Customer Service
Ref: Withdrawal of Consent To Use End User Service Information (EUSI)

(You must include in your letter your Service account number(s) with us, your full name, I/C or FIN number, address and signature.)

What these words mean in this Agreement

"Act"	the Telecommunications Act or as applicable, as may be changed from time to time.
"Affiliate"	any related or associate company of NTT Singapore Pte Ltd including their successors, assigns, employees and agents.
"Agreement"	the agreement between you and us comprising the General Terms & Conditions, the Service Specific Terms & Conditions, any documents referred to in these Terms & Conditions, any Customer Service Warranty applicable to the Services and any service agreement, application or order form, any other terms and conditions that you and us may have agreed or accepted from time to time.
"Card"	a phone, calling, top-up or other card and/or card number issued by us to you which allow you access to our telephony Services.
"Charges"	all activation, connection, re-connection, subscription, usage, cancellation and administrative charges and other fees to be paid by you for or relating to the Services or the Equipment. The Charges will be in accordance with the rates in our prevailing tariff tables available at our offices, or as mutually agreed in writing between you and us.
"Content"	all information, text, sound, music, Software, photographs, videos, graphics, data, messages or other materials.
"Customer Service Warranty"	a scheme providing compensation for failure in the provision of the Services.
"Equipment"	any equipment which we may sell, lease or rent to you, maintain for you or which is otherwise needed for the provision of the Services.
"IDA"	Info-communication Development Authority of Singapore, its successors and assigns.
"Minimum Period of Service"	such period as may be set out in the General Terms and Conditions, Service Specific Terms and Conditions or in our tariff tables starting from the Start Date.
"Network"	all networks owned or maintained by us (including our nation-wide broadband network based on the hybrid fibre co-axial design which includes but is not limited to the distribution box in or serving the



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	Premises).
"PIN"	personal identification number.
"Premises"	the property bearing the Service Address and is owned or occupied by you.
"Regulatory Authority"	IDA
"Services"	any info-communication services, any other services or products which we provide to you including any value-added features.
"Service Address"	the address at which we agree to provide the Services.
"Service Provider"	any network operator or telecommunication service provider.
"Service Specific Terms & Conditions"	the specific terms and conditions that we impose in respect of any particular Service, which are set out on our website (www.ntt.com.sg) or in the press, manuals and handbooks accompanying the use of Equipment and/or Service, or any other adhoc promotional material for the Service and/or customer loyalty programs relating thereto, and any other terms and conditions which you and NTT Singapore Pte Ltd may agree in writing governing the use of Equipment and/or Service.
"Software"	any software programmes including any upgrades provided to you as part of the Equipment or via the Service or which allows you to access or use the Services.
"NTT Singapore Pte Ltd Intellectual Property"	all copyrights, patents, trademarks, tradenames, logos, service marks and other intellectual property or proprietary rights in or related to us, any Service, our network, system or Equipment.
"Start Date"	unless the specific terms for the Services you are using say otherwise, the date on which :- <ol style="list-style-type: none">1. the Services are ready for use;2. your PIN is issued or your application for the Services is accepted by us; or3. if earlier, you first use the Services.
"Taxes"	any and all taxes, goods and services tax, duties, levies and other similar charges imposed under any law in respect of the provision of the Services or on any Charges or payment due from or payable by you to us.
"Unauthorised Acts"	any tampering, modification, removal, destruction and/or damage of or to the Network, unauthorised connection to the Network, including without limitation, such connections that cause interruption, disruption, congestion in and to the Network or any third party's networks or systems, or use of the Network for a purpose other than that of the reception of the Services according to the applicable terms and conditions governing the use of the Services.



"us" or "we" or "our"	NTT Singapore Pte Ltd or any of its Affiliates and includes their successors, assigns, employees and agents.
"you" or "your"	the person who uses or intends to use the Services (including his or its successors and permitted assigns) and anyone appearing to us to be acting with that person's authority or permission.

Specific Service Terms and Conditions for ClearCall 1517 International Telephone Services, Calls to Malaysia and Indonesian Border Towns

1. Services

- a. In this Section, Services refer to international Services provided by NTT Singapore Pte Ltd () for customers who opt to use NTT Singapore Pte's international Services but have chosen to retain their direct exchange lines and/or mobile telephone lines through another Service Provider(s).
- b. To apply for the Services, you must have a direct exchange line and/or mobile telephone lines from another Service Provider(s). We may allow you to register for the Services through line(s) that do not belong to you but you agree that you will solely be responsible for obtaining the relevant consent from the owner(s) of the line(s) and for the payment of all Charges incurred further to the Services.
- c. If you do not make use of the Services for a significant period, we may suspend or terminate the Services.

2. Other Service Providers

- a. We will not be responsible for any loss or damage you may suffer by the use of your direct exchange line and/or mobile telephone line with another Service Provider(s) or any other services offered by another Service Provider(s).
- b. If you terminate your direct exchange line and/or mobile telephone line registered for the Services, you must inform us immediately to terminate the Services.
- c. You must inform us immediately, and in any case within 24 hours, in writing or via fax where :-
 - i. there are changes to your mobile telephone number or Service Provider; or
 - ii. your mobile phone or SIM card is lost or stolen.
- d. You agree that until we have been notified of the matters referred to in paragraph (b) or (c) above, you will continue to be responsible for all Charges incurred for the lines registered with us.

3. Additional Charges

- a. There will be additional Charges for -



- i. provision of the Services, installation of and/or service support for the Equipment outside our normal scope of work. These include :-

(Reg. No.) the Services requested by you are provided at a greater costs than what we would normally incur because of the materials used, the manner of installation or the nature of the Service Address. In these cases, we will notify you of the additional Charges before the installation starts;

(bb) work or services performed outside our normal working hours; and

(cc) work or services necessitated because of your or any third party's action, fault or negligence or because of any fault or problem associated with any other telecommunication system which you or other Service Providers control; and

- ii. our work done in response to your complaint of a fault in the Services if the work reveals no such fault.