

# PC-Bundle Application Form for MOE-FAS Recipients

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

Note: You are not allowed to change the PC Model or Broadband Service Plan once the application is submitted. Please refer to our website [www.ida.gov.sg/neupc](http://www.ida.gov.sg/neupc) for the specifications of PC Models and Broadband Service Plans.

Please select the PC Model and Broadband Service Plan that you are applying for :

Type of PC	Supplier	PC Model	Payable Amount <sup>^</sup> %
<input type="radio"/> Entry Level Desktop	Pluto	DEPL#	\$255.73
<input type="radio"/> Mid Range Laptop	Acer	LMAC	\$399.11
<input type="radio"/> Mid Range Laptop	Pluto	LMPL#	\$265.36
<input type="radio"/> High Performance Laptop	Acer	LHAC	\$436.56
<input type="radio"/> High Performance Laptop	Pluto	LHPL	\$371.29

Type of Broadband	ISP	Bandwidth	Pre-requisite	Data Cap
<input type="radio"/> I do not want to apply for Broadband				
<input type="radio"/> 4G Dongle	M1	150Mbps	None	5 GB
<input type="radio"/> 4G MiFi	Singtel	150Mbps	None	4 GB
<input type="radio"/> Fibre	Singtel	100Mbps	FTP <sup>1</sup>	Unlimited
<input type="radio"/> Cable	StarHub	25Mbps	CTP <sup>2</sup>	Unlimited

<sup>#</sup>Applicants of iNSPIRE Fund are limited to DEPL and LMPL.

<sup>^</sup>Actual amount payable by the Applicant may be less if additional subsidy is granted by your school.

%Prices are inclusive of 7% GST

Please submit a copy of the subscriber's NRIC along with the appropriate ISP's broadband application form.

<sup>1</sup> Fibre Termination Point

<sup>2</sup> Cable Termination Point

## 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 (DEPL)	Laptop (LMPL)
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

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- I hereby declare that the information supplied is true and correct and that I have not willfully 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 IDA 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 IDA has the right to change the selected PC Model, antivirus, software and/or Broadband Service Plan to a comparable alternative. IDA shall have the sole discretion to decide on what is a comparable alternative.
- I understand that IDA's approval for my application may be withdrawn if I am unable to confirm with the PC vendor a date for delivery of the PC-Bundle within 90 days of IDA'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 IDA or by anyone authorised by IDA.
- I agree to inform IDA or the Lead Agency of any change in my address or contact information within 30 days.
- I acknowledge that, for the purpose of facilitating my application by IDA, any and all government agencies or statutory boards that have any of my records may share the information with IDA, if it is relevant to IDA'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 IDA, 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.

<b>Signature of Applicant</b>	<b>Signature of Parent/Guardian</b> <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

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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

**(i) School Subsidy**

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Will the school provide further subsidy?

Yes  No

**(ii) Certification for Student Receiving Assistance under MOE-FAS only\***

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Is the student receiving assistance under MOE Financial Assistance Scheme?

Yes  No

*\*For MOE-FAS applications, please submit MOE-FAS page 2 (details & income of household members) to the Lead Agency*

**(iii) 1:1 Computing Programme**

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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.

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**(iii) iNSPIRE Fund Application**

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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 IDA's in-principle approval letter, which will be sent to the Applicant upon IDA's approval of this application. Activities performed prior to the start date stated in IDA'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.*

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



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Name and Signature of  
Officer-in-charge/HOD/Principal#

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School Stamp

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Date

*#Delete where appropriate*

# 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 DEVELOPMENT AUTHORITY OF SINGAPORE**, a statutory body constituted under the Info-communications Development Authority of Singapore Act (Chapter 137A of the Statutes of the Republic of Singapore) ("IDA").

## 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 IDA, 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 IDA indemnified against, and hold IDA 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 IDA 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 IDA Disclaimers and Exclusions of Liability

- a. IDA 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 IDA 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 IDA with respect thereto. To the maximum extent permitted by law, IDA 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

IDA 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. IDA 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, IDA 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.  _____ Name and Signature/Thumbprint: Relationship to Applicant: <i>#Delete where appropriate</i>
NRIC:	
Address:	
Signature/Thumbprint:	
Date:	

## NEU PC Plus Programme

The NEU PC Plus Programme, by the Infocomm Development Authority of Singapore (IDA) 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 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 \$3,000 **OR** the per capita income\* of the Applicant's household must not exceed \$800. If there is a permanently disabled household member, per capita income must not exceed \$875.
- 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 and (2) the broadband application form from the Internet Service Provider of your choice.

### 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 \$2,300 or per capita income must not exceed \$600.
- The application must be supported and signed by the student's officer-in-charge / HOD / Principal, as indicated on page 3 of the application form.

## Assistance Level

<b>Income</b>	Gross monthly household income <=\$3000 <b>OR</b> the PCI <=\$800 (or \$875 if there is a permanently disabled household member)	
<b>Citizenship</b>	Singaporean	Permanent Resident
<b>PCI ≤ \$600 <u>OR</u> MOE-FAS Recipient</b>	Tier 1 Subsidy (up to 75%)	Tier 2 Subsidy (up to 50%)
<b>PCI &gt; \$600</b>	Tier 2 Subsidy (up to 50%)	
<b>Persons with disability</b>	Tier 2 Subsidy (up to 50%)	

## Approval and Notification

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- The decision made on each case is final. For the avoidance of doubt, IDA 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.
- IDA 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

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- 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.
- Successful Applicant may wish to purchase extra items (such as printer or memory upgrades) for same-day delivery with the computer package, at the Applicant's own cost. Please liaise with the PC provider for details.
- Subscription fee for unlimited broadband access is **free for 36 months**, including broadband device and internet filtering service. 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.

## Other information

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- IDA's appointed Lead Agencies reserve the right to ask for additional documents to support the application.
- IDA reserves the right to amend the terms & conditions as and when it deems necessary.
- The Applicant is required to keep the PC for at least 3 years for inspection purposes.
- IDA and any parties appointed by IDA 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-IDA Mobile Broadband Service Application Form

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



PC Requisition (PCR) Number: \_\_\_\_\_

Reg. No. 199206031W

## Applicant (age 18 years & above) / Parent / Guardian Details

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/YY)

Nationality

Local Billing Address

Residential Address (if different from Local Billing Address)

Contact No.  
Home

Office

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)

## Mobile Broadband Plan

4G mData Lite+

Internet Filtering Services

**\*\*To Bar ALL GSM/SMS/MMS/IDD/Premium Number/Roaming**

## Service Commitment Contract

1. Customer must subscribe to M1's Mobile Broadband 4G mData Lite+ service ("Service") for a contractual period of 24 months ("Commitment Period"). 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	\$287.52	\$275.54	\$263.56	\$251.58	\$239.60	\$227.62	\$215.64	\$203.66	\$191.68	\$179.70	\$167.72	\$155.74

Termination month	13	14	15	16	17	18	19	20	21	22	23	24
Termination Charge	\$143.76	\$131.78	\$119.80	\$107.82	\$95.84	\$83.86	\$71.88	\$59.90	\$47.92	\$35.94	\$23.96	\$11.98

2. Customer may swap a faulty USB dongle ("Device") once within the Commitment Period without additional charges. Thereafter, a charge of \$98.00 for shall apply for each swap of the Device. The warranty period for the Device is 1 year from the date of Service Application.
3. Customer who defaults on payment of his bill and is terminated by M1 during the Commitment Period for non-payment or other lawful reasons during the Commitment Period shall also pay to M1 the amount stated in Clause 1 herein.
4. If Customer's SIM card is lost or stolen before the expiry of the Commitment Period, Customer must either :-  
a. Buy a new SIM card and continue with the subscription for the full Commitment Period; or  
b. Terminate prematurely and pay M1 the amount as stated in Clause 1 herein.
5. At the expiry of the Commitment Period, the Service will be automatically renewed for another 12 months ("Renewal Term").
6. Customer is not allowed to request for temporary disconnection of the Service before the expiry of the Commitment Period.
7. Customer is not allowed to transfer the Service at any time.
8. Customer is not allowed to change bill plan to a service plan other than M1 Mobile Broadband 4G mData Lite+ plan at any time.
9. Service will be disrupted in the event Customer reaches the data usage limit of 5GB and will only resume at the start of the next bill cycle.
10. M1's General Terms and Conditions and applicable specific Service terms and conditions as published at www.m1.com.sg, are deemed incorporated herein and shall apply. In the event of any conflict or inconsistency between these terms and conditions and M1 Limited's General Terms and Conditions, such conflict or inconsistency shall, in the absence of any express agreement to the contrary, be resolved in the manner most favourable to M1 to the fullest extent permissible under applicable laws.

**SIGN  
HERE**

Signature of Applicant

Date of Service Application

## For Official Use

Mobile Broadband No. \_\_\_\_\_

Device Model \_\_\_\_\_

SIM Card No. \_\_\_\_\_

Equipment No. (IMEI)  
(please paste sticker here) \_\_\_\_\_

Remarks \_\_\_\_\_

Attended by:

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

^Select One.

Signature / Name of Staff / Date

Name of Applicant (as in NRIC/FIN/Passport): \_\_\_\_\_ Gender: Male / Female\*

NRIC/FIN/Passport\* No.: \_\_\_\_\_ Date of Birth (dd/mm/yy): \_\_\_\_\_ Age: \_\_\_\_\_

Contact Number: (Mobile) \_\_\_\_\_ (Home) \_\_\_\_\_ Email Address: \_\_\_\_\_

Service Installation Address: \_\_\_\_\_  
\_\_\_\_\_

Please fill in particulars of parent/guardian\* for applicant below 18 years old.

Name of parent/guardian\* (as in NRIC/FIN/Passport): \_\_\_\_\_ Gender: Male / Female\*

NRIC/FIN/Passport\* No.: \_\_\_\_\_ Date of Birth (dd/mm/yy): \_\_\_\_\_ Age: \_\_\_\_\_

Contact Number: (Mobile) \_\_\_\_\_ (Home) \_\_\_\_\_ Email Address: \_\_\_\_\_

**Broadband Package** **Option 1:** 100Mbps Fibre Home Bundle (Unlimited access) **Option 2:** 4G Mobile Broadband Plan with 150Mbps Mifi (Capped at 4GB)**Terms & Conditions****Option 1: 100Mbps Fibre Home Bundle (Unlimited access)**

1. The subscription service provided by SingNet is structured as a package under NEU PC Plus Programme. This broadband package is only available to the beneficiaries of this programme.
2. OpenNet installation charge of \$235.40 (High-rise) or \$481.50 (Landed or Private Housings) is applicable for premises that have no Fibre Termination Point installed within their premise.
3. This is a 100M Fibre Home Bundle and has a 24 months contractual term, with auto renewal of 12 months after 24 months contract period, commencing from the date of the service activation.
4. The service is bundled with a free wireless modem which is non-refundable, returnable or exchangeable. The warranty period of the modem will be based on the contractual term.
5. The service is bundled with a free Home digital line service for unlimited local calls only and a free Security Suite service.
6. Each SingNet Fibre Home Bundle account is valid for a single user, to login to a single connection session, and not for multiple concurrent logins. If multiple concurrent logins are detected, an additional fee may be imposed on the applicant for each multiple session login at prevailing monthly subscription rates.
7. If the applicant changes address from the original installation site, re-location charges will have to be borne by the applicant. Please refer to SingTel website or call SingTel Customer Care Hotline 1688 for more information.
8. The applicant may not temporarily disconnect or suspend any services in the Fibre Home Bundle during the contract Commitment Period.
9. If the applicant terminates one or more of the services, the applicant will be deemed as terminating the entire Fibre Home Bundle Services with all the services associated with Fibre Home Bundle Services. The applicant Fibre Home Bundle Services will be automatically terminated in such an event.
10. If the applicant terminates the Fibre Home Bundle Services or when the applicant becomes ineligible to continue the Fibre Home Bundle Services resulting in automatic termination, the applicant shall be liable for all outstanding and applicable fees and charges pertaining to the Fibre Home Bundle Services plan, including premature termination charge of \$861.35. Actual charges will be calculated based on the following formula: Total premature termination charges of the subscribed (Fibre Home Bundle Service ÷ Contract Period) x Number of Remaining Months of the Contract Period (including the month in which termination occurs).
11. SingNet's terms and conditions of service shall apply to the service(s)/product(s) subscribed. For details, please refer to SingTel website.

**Option 2: 4G Mobile Broadband Plan**

1. The subscription service provided by SingTel Mobile and structured as a plan under NEU PC Plus Programme. This plan is only available to the beneficiaries of this programme.
2. 4G Mobile Broadband plan has a 24 months contractual term, with auto renewal of 12 months after 24 months contract period, commencing from the date of the service activation.
3. Plan comes with a 4G 150 Mbps Mobile Wi-Fi modem with a 12 months warranty.
4. Plan comes with a free standard USIM. SIM card charge of \$37.45 apply for request of microSIM, nanoSIM and other types of SIM card. SIM card charge apply for request of replacement SIM card.
5. Typical range of download speed that a user can experience 80% of the time is 16Mbps - 70Mbps using the 150Mbps Mifi provided by SingTel.
6. Bundled data is capped at 4GB and is only applicable for local data access and cannot be used to offset SMS, MMS or BlackBerry charges.
7. The download speed of the individual price plan will be limited to 64kbps if the monthly local data bundle is exceeded at any time during the customer's monthly bill cycle. The speed limit will be lifted at the start of the next bill cycle.
8. This service is subject to the premature termination charges. Applicant has to pay the premature termination charges for any premature termination at the rate of 80% of the monthly recurring charges for the period between the date of termination and the expiry of the contract term, based on 24 months contract term.
9. The applicant may not temporarily disconnect or suspend the service during the contract Commitment Period.
10. SingTel Mobile's terms and conditions of service shall apply to the service(s)/product(s) subscribed. For details, please refer to SingTel website.

**UNDERTAKING**

I/We\* confirm that all information given by me/us\* in connection with this application is true and correct.

I/We\* agree to subscribe for SingNet's 100Mbps Fibre Home Bundle/SingTel Mobile's 4G Mobile Broadband Plan\* on the above terms and conditions, which terms and conditions shall apply on SingNet's/SingTel Mobile's\* acceptance of this application including any amendments SingNet or SingTel Mobile (as applicable) may make from time to time to those terms and conditions.

\_\_\_\_\_  
Signature of \*Applicant/Parent/Guardian\_\_\_\_\_  
Date

\*Delete where applicable

Oct 2014





## Service Agreement

### NEU PC Plus - Cable Home Broadband

GST Registration No: M9-0009444-N

#### Customer's Information

Name as in NRIC/FIN/BRN (Mr/Miss/Ms/Dr) _____ _____ Service Address Blk _____ Unit # _____ _____ _____ S _____ Email _____ _____	NRIC _____ Date of Birth _____ Nationality: Singaporean/Others (Please specify): _____ Race: Chinese/Malay/Indian/Others Contact Numbers: (Home) _____ (Office) _____ (Hp) _____	NRIC Colour: *Pink/Blue
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#### Cable Home Broadband Access Plan

##### ACCESS PLAN

StarHub will provide the following cable broadband internet access plan:

NEU PC Plus 25Mbps cable broadband

- Additional Value Added Services (VAS) are not applicable for this access plan.
- In the event of termination of the plan within 24 months from the date of service activation, early termination fees will be imposed.

Termination Month	1	2	3	4	5	6	7	8	9	10	11	12
Early Termination Charge	\$346.80	\$332.35	\$317.90	\$303.45	\$289.00	\$274.55	\$260.10	\$245.65	\$231.20	\$216.75	\$202.30	\$187.85

Termination Month	13	14	15	16	17	18	19	20	21	22	23	24
Early Termination Charge	\$173.40	\$158.95	\$144.50	\$130.05	\$115.60	\$101.15	\$86.70	\$72.25	\$57.80	\$43.35	\$28.90	\$14.45

- Termination requests should be submitted to IDA via email [ida\\_neupc@ida.gov.sg](mailto:ida_neupc@ida.gov.sg) or call 66848855.
- The access plan will be terminated automatically after 36 continuous months from the date of service activation.
- The service is available for access at cable-ready residential premises only. In the event your premises require the installation of cable points, a standard fee (\$107 - \$155.15 per point) will be chargeable.
- The warranty period for the cable modem is 2 years and Wireless Router is 5 years from the date of service activation.

#### Customer's Acknowledgement

**General**

I/We, the above-named Customer, agreed to be bound by StarHub's Consumer General Terms & Conditions, Service Specific Terms and Conditions for Cable Broadband Services, the terms and conditions herein, and such other terms and conditions as may be agreed by me, which collectively form the agreement between me and StarHub Ltd and/or the relevant StarHub Affiliate providing the service. "StarHub Affiliate" refers to any related or associate company of StarHub Ltd including their successors, assigns, employees and agents. For more information on our terms and conditions, please visit: <http://www.starhub.com>

**Personal Data**

By providing the information set out above, I/we consent to StarHub collecting, using or disclosing my/our personal data for purposes reasonably required by StarHub to provide the products and services which I am/ we are applying for, as set out in the StarHub Personal Data Protection Policy, which I/we have read and understood.

- Would you like to hear about products and promotions offered by StarHub and its Preferred Partners?

I/we consent to StarHub collecting, using and disclosing my/our personal data in its records from time to time, for the purposes described as "StarHub Additional Purposes" in the Personal Data Protection Policy.

I/we consent to StarHub collecting, using and disclosing my/our personal data in its records from time to time, for the purposes described as "Preferred Partners Additional Purposes" in the Personal Data Protection Policy.

\_\_\_\_\_  
Signature of \*Customer/Authorised Signatory/Date

NRIC/Passport/FIN # of Authorised Signatory:

\_\_\_\_\_

\_\_\_\_\_  
Name of Authorised Signatory:

\*Delete where inapplicable. \*\*Applicable where person signs on behalf of Individual/Business Customer.