

CMLink Service Specific Terms and Conditions

General

- 1.1 In addition to the Website Terms & Conditions, Consumer General Terms & Conditions, Promotional Terms & Conditions, Single Card Multiple Number Service Terms & Conditions and Privacy Policy (collectively, the “Terms and Conditions”) (which terms and conditions are deemed incorporated by reference), customers shall be bound by the following Specific Terms & Conditions.
- 1.2 CMLink is a SIM Only Postpaid Mobile Plan with a monthly subscription (“**CMLink Mobile Plan**”). By signing up and activating the Mobile Plan, You agree to accept all Terms and Conditions related to the use of Our mobile service.
- 1.3 Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the (i) Consumer General Terms & Conditions; (ii) Single Card Multiple Number Service Terms & Conditions; and (iii) Website Terms & Conditions.
- 1.4 All prices stated on Our CMLink Website and CMLink WeChat Official account are inclusive of GST, unless otherwise stated.
- 1.5 CMLink reserves the right to amend or modify the Terms and Conditions Promotional Terms and Conditions from time to time without any prior notification.

2 Eligibility and Registration

- 2.1 To sign up for CMLink Mobile Plan, You must:
 - 2.1.1 be a Singapore Citizen or a Permanent Resident of Singapore or have a valid Work Permit/ Diplomatic Pass/ Entrepass/ S Pass/ Employment Pass/ Long Term Visit Pass/ Student Pass/ Dependent Pass with at least six (6) months’ validity period; and
 - 2.1.2 be at least sixteen (16) years of age
- 2.2 You are required to present Your Identity Document (“**ID**”) and the National Registration Identification Card (NRIC)/ Foreign Identification Number (FIN) number when applying for the Services and provide a valid billing address, email address and contact number for Us to contact You. We reserve the right to ask for proof of billing address.
- 2.3 You can register for a maximum of 5 mobile lines.

- 2.4. You must qualify under Our credit policy, including settling any outstanding debt You may have with Us. We reserve the right to accept or refuse a registration request at Our sole discretion, at any time, and for any reason including but not limited to the aforementioned eligibility requirements.
- 2.5. After the submission of Your service registration request, we will verify and approve Your order request if it meets Our registration requirements; no refund will be issued for order request cancellation after an order request has been approved.

3 Base Plan

- 3.1 Base Plan refers to the CMLink Mobile Plan that customer subscribed to.
- 3.2 Each Base Plan is associated with different monthly subscription fees, voice, data and SMS entitlements.
- 3.3 The bundled voice calls and SMS are for local Singapore usage only while a portion of the bundled data is for use in Singapore only and a portion of the bundled data can be used in Singapore, mainland China and Hong Kong SAR as part of the CMLink Mobile Plan.
- 3.4 With effect from 25 February 2023, new subscribers of the following plans will enjoy an additional 1GB data for use in Malaysia, Indonesia and Thailand at no additional cost:-
 - (a) SGD\$21.0 Plan;
 - (b) SGD\$31.1 Plan; and
 - (c) SGD\$41.2 Plan.

Existing subscribers of the above plans will enjoy the additional 1GB data for use in Malaysia, Indonesia and Thailand with effect from 1 March 2023 at no additional cost.
- 3.5 The full plan entitlement will be provided on the date Your CMLink Mobile Plan is activated, and reset automatically on the first day of every billing cycle (first day of every month).
- 3.6 The CMLink Mobile Plan and any associated Data/Voice add-on package must solely be used for personal and non-commercial purposes only. You must not resell these plans or data/voice add-on package to any third party. Your failure to observe this Clause entitles Us to terminate the Agreement and the Services provided to You.
- 3.7 Other than voice, data and SMS, each CMLink Mobile Plan also includes IDD minutes, International Roaming and Caller ID as value-added services.
- 3.8 Promotional offers may differ from the Base Plans.

- 3.9 CMLink Mobile Plans are available for online purchase through the CMLink Website or via Our CMLink WeChat Official Account. CMLink reserves the right to change the prices offered on the CMLink Website or CMLink WeChat Official Account without any prior notification.
- 3.10 *Automatic Renewal:* Unless You contact Us to terminate Your service, the CMLink Mobile Plan that You have subscribed will be renewed automatically at the beginning of the next billing cycle, which occurs on the first day of the following month.
- 3.11 With effect from 21 May 2022, note that the following plans are no longer available for new subscriptions or change plan to:-
- (a) SGD\$10.10 Plan;
 - (b) SGD\$20.20 Plan;
 - (c) SGD\$30.30 Plan; and
 - (d) SGD\$40.40 Plan.
- 3.12 5G service with additional 10GB local data (5G: 10GB local data) is available as an add-on for \$21.0 plan and free with \$ 31.1 and \$ 41.2 plan.
- 3.13 *Mobile Numbers:* When We allocate any mobile number to You, You will not have any rights to these numbers except for the sole purpose of using the Services in accordance with the Terms and Conditions. You cannot sell or agree to transfer these mobile numbers to anyone else without the obtaining approval from CMLink. You must not apply or try to apply for registration of these mobile numbers as trademarks, whether on their own or together with any word or mark.

4 Voice and SMS

- 4.1 You can buy voice add-on packages when You subscribe to one of Our Base Plans.
- 4.2 The voice add-on packages will be activated upon purchase and is valid until the last day of the activation month.
- 4.3 Voice add-on packages purchased will not be pro-rated; You will enjoy the full voice bundle regardless of when the add-on package is activated.
- 4.4 Pay-per-use is activated for voice services in the CMLink Mobile Plan; in the absence of any purchased voice add-on package(s), excess charges will apply after the talktime bundled in Your CMLink Mobile Plan is exhausted; please refer to clause 4.7 for rates on excess charges.
- 4.5 Local call usage is deducted from the bundled talktime minutes in the CMLink Mobile Plan and, if applicable, the voice add-on package(s).

- 4.6 Local outgoing voice calls will be deducted from the bundled talktime based on per minute block. Any calls of shorter duration will be rounded up and charged as a complete per minute block.
- 4.7 *Excess Charges:* While a fixed number of talktime minutes and SMS are bundled into Your CMLink Mobile Plan, if Your use of the Services exceeds the stipulated bundled amounts, the following excess Charges shall apply in connection with Your use of the Services over and above the stipulated bundled amounts.

Items	Excess charges (SGD)
Excess local calls	\$0.1/min
Excess calls to mainland China and Hong Kong, Malaysia, Indonesia, Thailand and USA	\$0.1/min
Excess local SMS	\$0.1/SMS
Excess international SMS	\$0.18/SMS

- 4.8 Local airtime deduction will apply for calls made to “1800” / “800” local toll-free service numbers and “1900” local premium numbers. Additional international airtime deduction will also apply for calls made to “800” international toll-free service numbers registered outside Singapore.
- 4.9 No refund will be issued for unused add-on packages purchased.

5 Data

- 5.1 You can only buy data add-on packages when You subscribe to one of Our Base Plans. By activating the data add-on package, You are entitled to enjoy the relevant Base Plan You subscribed to be on 5G network subject to this Clause 5 (especially Clause 5.4 below).
- 5.2 5G: 10GB local data is a recurring service that will renew automatically with your monthly plan and the local data is valid of use only in Singapore.
- 5.3 5G: 10GB local data enables mobile data access on 5G Non-standalone (NSA) network using both the 2.1GHz and 3.5GHz spectrum. The service and access will be limited to Singtel’s 5G coverage areas and not nationwide.
- 5.4 You will need a 5G compatible mobile handset and install any necessary software updates on the relevant device to access 5G network.
- 5.5 The data add-on packages will be activated upon purchase and is valid until the last day of the activation month.

- 5.6 Data add-on packages purchased will not be pro-rated; You will enjoy the full data bundle regardless of when the add-on package is activated.
- 5.7 Pay-per-use is deactivated for data services in our Base Plans; in the absence of any purchased data add-on package(s), data service will stop once You have fully utilised the data entitlements from Your Base Plan. To continue using data service, You will need to purchase an additional data add-on package.
- 5.8 Usage of bundled data, as well as data add-on package is computed in blocks of 100KB, even if less than 100KB is used.
- 5.9 All unused data from Your Base Plan will not be carried forward to next month's bill cycle.
- 5.10 If You have purchased a data add-on package, Your data usage will be deducted from the data add-on package first, followed by the data bundle entitlement in Your Base Plan.
- 5.11 Your local data usage will be deducted from the local data entitlement in Your Base Plan, followed by the roaming data entitlement in Your Base Plan.
- 5.12 For local data usage, Your speed and coverage may vary depending on Your location, weather conditions and other factors.
- 5.13 No refund will be issued for unused add-on packages purchased.

6 Roaming

- 6.1 *Roaming* refers to the use of CMLink and/or Our partners' network when You are outside of Singapore; You will need to activate Your International Roaming service before You are able to roam.
- 6.2 Roaming services will be charged at rates published on Our website from time to time and Our list of supported roaming countries is also published on Our website.
- 6.3 Roaming charges include Our prevailing roaming rates for overseas use of mobile data, SMS, calls and additional Charges for calls made/received, even if such calls are not connected, remain unanswered or are unsuccessful for any reason whatsoever and howsoever caused. For the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call.
- 6.4 Roaming calls are charged on a per minute basis and all calls below 1 minute are charged a minimum of 1 minute.
- 6.5 You can only buy Roaming add-on package when You subscribe to one of Our Base Plans. The add-on package will be activated upon purchase and is valid for use until the expiry of the add-on package or the end date of Your Base Plan, whichever is earlier.

- 6.6 Data roaming services will cease once You have fully utilised the entitlement in the Data Roaming add-on package and You will need to purchase additional data roaming add-on package to continue data usage.
- 6.7 Once You have successfully purchased the Roaming add-on package, no cancellation is allowed, and the roaming charge is non-refundable.
- 6.8 Each type of data roaming add-on package has an associated expiry condition; multiple data add-on package of the same type purchased on the same day is subject to the same expiry condition. For example, customer purchased two data roaming add-on packages of the same type on 6-May, if the add-on package has a validity period of 30 days, both add-on packages will expire on 4-June 23:59.
- 6.9 Your plan includes data entitlements which can be used in Singapore, mainland China and Hong Kong; if You have purchased a Roaming add-on package, Your data usage will be deducted from the Roaming data add-on package first, followed by the data bundle in the CMLink entitlement plan.
- 6.10 If Your plan includes data entitlements which can be used in Malaysia, Indonesia and Thailand, and You have purchased a Roaming add-on package, Your data usage will be deducted from the Roaming data add-on package first, followed by the data bundle in the CMLink entitlement plan.
- 6.11 Roaming charges incurred will be included in the following month's invoice.
- 6.12 We do not guarantee that all call details will be reflected in Your bill when You use Our Roaming Services. You agree that certain details of Your call will not be reflected on Your bill, for instance: (i) the telephone number of the calling party of any incoming call; (ii) the telephone number of the party sending the SMS; and/or (iii) the telephone number of the party receiving the SMS.
- 6.13 Data roaming speed while roaming overseas always depend on the network You are connected to and 4G network speeds may not always be available. We are not responsible for the speed or coverage outside Singapore.

7 IDD Services

- 7.1 *International Direct Dial (IDD)* refers to the use of CMLink Services to call an overseas telephone number while You are in Singapore.
- 7.2 IDD Services will be charged at rates published on Our website from time to time and Our list of supported countries is published on Our website.
- 7.3 Local outgoing minutes will apply to all IDD calls made and will first be deducted from Your bundled local outgoing minutes. Any excess minutes will be charged at SGD\$0.1 per minute.
- 7.4 Only IDD calls made with the '+' prefix followed by the Country Code, to the 6 destinations (mainland China and Hong Kong SAR, Malaysia, Indonesia, Thailand and USA) will be deducted from Your bundled minutes.

- 7.5 For IDD calls made with the '019' or '001' prefix, prevailing 019 or 001 rates will apply. You may refer to the following links for details on the respective rates,
001: www.singtel.com/personal/i/phones-plans/international-calling/calling-overseas/idd-001
019: www.singtel.com/personal/i/phones-plans/international-calling/calling-overseas/v019
- 7.6 All IDD calls are charged on a per minute basis and all calls below 1 minute are charged a minimum of 1 minute.

8 Mobile Number Portability

- 8.1 If You are porting-in from another Mobile Service Provider, You hereby agree to the release of all relevant information to a third-party central number portability service provider, or Your existing mobile service provider, as relevant, for the purpose of activating this Port-In service.
- 8.2 Upon commencement of porting-in Service, Your existing contract with Your current Mobile Service Provider shall automatically terminate without prejudice to Your current Mobile Service Provider's existing rights. You agree that You are responsible for resolving with Your current mobile service provider any issues arising from Your request to Port-In, including but not limited to all outstanding charges and early termination fees, until successful commencement of the Port-In Service with CMLink.
- 8.3 Your service commitment period shall begin from Your SIM card temporary number activation date, pending porting-in into the Service.
- 8.4 If Your port-In service request is rejected by Us for any reason, You must resolve any issues related to the rejection with Your current mobile service provider.
- 8.5 We will not be liable for any losses or damages You may incur or sustain arising from any delay or failure to Port-In Your existing mobile number to CMLink.
- 8.6 We will not be liable for the recovery of terminated port-in number(s) that have been returned to the original mobile operator of the number-level allocated by IMDA.

9 1-Card-Multi -Number (1CMN)

- 9.1 CMLink Single Card Multiple Number ("1CMN") is a Service designated to provide Mobile-Terminated voice call forwarding service and/or Mobile-Terminated SMS forwarding service of a CMCC and/or a CMHK mobile number to the CMLink number of the customers of CMLink and operated by CMI.
- 9.2 Product Description
- a) You can link your existing active China Mobile Communications Corporation ("CMCC") and/or China Mobile Hong Kong ("CMHK") mobile number and/or apply for a new CMCC and/or CMHK number on website to a CMLink Singapore number.
- (b) Only one CMCC and one CMHK number can be linked to a CMLink Singapore number at any one point in time.
- (c) Your CMCC and/or CMHK number must be switched off for the voice call and/or SMS to be forwarded to the linked CMLink Singapore number.

(d) The new CMCC and/or CMHK number applied on website do not have physical SIMs, mobile data service nor the ability to make outgoing calls and SMS.

(e) The forwarded voice call and/or SMS service of the subscribed 1CMN service is subject to the Mobile-Terminated voice call / SMS service status of your Singapore CMLink number.

- 9.3 You can only subscribe to 1CMN when You are an active subscriber to one of Our Base Plans.
- 9.4 Your application for the Product is subject to Paragraph 9.2 and our acceptance at our absolute discretion. You will need to upload the front and back of your ID and record a 6-second video holding the ID.
- 9.5 To link Your existing CMCC or subscribe to a new CMCC number, one of the following valid identity documents must be provided for authentication:
- (a) Mainland China Identity Card;
 - (b) Home Visit Permit for Hong Kong and Macao Residents;
 - (c) Taiwan Compatriot Permit; or
 - (d) Passport of any nationality.
- 9.6 To link Your existing CMHK or subscribe to a new CMHK number, one of the following valid identity documents must be provided for authentication:
- (a) Hong Kong Identity Card; or
 - (b) Passport of any nationality.
- 9.7 Unless You terminate the Product, the Product will renew automatically for successive periods of one(1) month each.
- 9.8 Fees and Billing:
- (a) A monthly subscription fee of SGD\$ 5.10 (inclusive of GST) applies for each associated number will be charged when the Product is activated. CMI reserves the right to modify the monthly subscription fee from time to time.
 - (b) Upon commencement of the Product, the subscription fee for each CMCC and/or CMHK number will be charged for a full month that is independent of the bill cycle of your subscribed mobile plan.
 - (c) The subscription fee is not pro-ratable and no refund will be provided for the termination of the Product within the subscribed month.
- 9.9 Termination:
- (a) If your Singapore CMLink number is terminated, the subscribed Product will also be terminated automatically.
 - (b) In the event the Product is terminated, not in relation to Paragraph 9.9 (a), a linked CMCC or CMHK number which was applied from website will also be terminated and will not be available for reconnection thereafter.

9.10 Reconnection of Services after Termination: If you submit a new subscription request, a new non-prorated monthly subscription charge of \$5.1/number will apply for each associated number.

9.11 Full CMLink Single Card Multiple Number Service T&Cs can be found at <https://www.cmlink.com/sg/system/zh/legal/CMLink-1-Card-Multiple-Number-Service-terms-and-conditions.pdf>

10 Change of Plan

10.1 Change of plan refers to the upgrade or downgrade of existing Base Plan.

10.2 Change of plan is not immediate and will only be effective on the 1st of the subsequent month. For example, if You submit the request to change Your Plan from SGD\$10.9 to SGD\$21.0 Base Plan on 14 March, the change will only take effect starting on 1 April; in Your bill generated on 1 April, You will be billed for Your April monthly subscription fee of SGD\$21.0, instead of SGD\$10.9.

10.3 Change of plan is not applicable when Your service is pending activation, under suspension, or has been terminated.

11 Transfer of Ownership

11.1 This refers to a change in the registered owner for an existing CMLink number, from the current owner to another person.

11.2 CMLink currently does not support transfer of ownership for CMLink services.

12 Temporary Suspension of Mobile Line Services

12.1 This refers to a temporary suspension of mobile services, upon the request of the customer, to retain the mobile number for a specified period of time.

12.2 CMLink currently does not provide temporary suspension of Your mobile service.

13 Bill and Payment

13.1 You agree to pay the Charges when they are due, without any counterclaim, set off, deduction, or withholding whatsoever. Your bill will state the date in which payment is due.

13.2 Your bill will be generated on the 1st of the month and will include the following items,

- a) Monthly Base Plan Fees (in advance);
- b) Previous month's Plan, and the pro-rated first month's fee (if any);
- c) Add-on fees from the previous month (if any);
- d) 1CMN fees (if any) from the previous month;
- e) Excess usage charges for local, international roaming, international calls and SMS (if any) from the previous month;

- 13.3 All Charges are payable in Singapore dollars. The bill shall serve as conclusive evidence against You of the accuracy, completeness and truth of all matters stated in it.
- 13.4 You are responsible for all taxes. If You are required by any law to deduct or withhold any sum as Taxes imposed on Charges due to Us, You are responsible for such deduction or withholding as required and the amount payable to Us shall be increased by such amount necessary to ensure that We receive payment equal to the amount which We would have received in absence of such deduction or withholding.
- 13.5 *Credit Limit on Charges:* We may impose a credit limit on Charges, including any roaming Charges and mobile data Charges, incurred under Your account. Services may be suspended in the case of non-payment, or if this limit is exceeded.
- 13.6 You consent to receive Your bill from Us electronically. We will inform You via SMS and email at the email address recorded in Your application when Your bill is ready for viewing. The invoice can be accessed by logging in to Your CMLink account at CMLink website. You must make sure that the email address You provided to Us in Your Application is accurate and current. You will remain liable for payment of all bills, regardless of whether or not You access that email account and read the relevant email or are disconnected from, or have terminated, Your email account for any reason.
- 13.7 You can pay for the Charges via Our Wechat Official Account " CMLink_SG " or CMLink Website through WeChat Pay, AliPay, Union Pay, VISA or MasterCard. You can also opt in to have the bill paid automatically every month through binding Your credit card on CMLink's Website. Do note that some overseas credit card issuing bank may impose an additional service charge when You use a credit card to perform a top-up, SIM card purchase or recurring payment.
- 13.8 If You wish to dispute any current Charges, You should notify Us before the due date for payment of those Charges. If You wish to dispute any Charges which You have already paid, You should notify Us as soon as possible after payment. We will investigate any genuine disputes to determine, in good faith, the accuracy of the Charges and respond to You within thirty (30) days after receiving notice of Your dispute. If We agree with all or part of Your dispute, We will make the required adjustments in Your subsequent invoice. If We are required to retrieve and review a substantial volume of historical records to investigate the dispute and determine, in good faith, that the dispute was unfounded, then We may charge You a reasonable administrative fee. Our records, as well as the records of Our wholesalers, suppliers, and international call roaming partners shall be accurate and binding, except for instances of fraud, computer failure, or manifest error.

14 Loss or Theft

- 14.1 If You lose Your SIM card, it is Your duty to inform Us by contacting Our customer service team immediately at the telephone number published on Our Website. You shall be responsible for the Charges incurred prior to You notifying Us regardless of whether or not You are aware of or know of such Charges.

15 Suspension and Termination

15.1 We can suspend Your Services or Agreement with immediate effect if:

- 15.1.1 You breach Our Agreement;
- 15.1.2 You provide inaccurate, false, misleading, or incomplete information to Us;
- 15.1.3 You do not pay any Charges by the due date;
- 15.1.4 You exceed any credit limit in place;
- 15.1.5 You have caused or likely to cause any harm (including failure, interruption, disruption, or congestion of or in Our network or any other telecommunications network system or services;
- 15.1.6 We have reasonable grounds to believe that Your use of the Services may violate applicable laws or regulatory requirements;
- 15.1.7 We are acting in compliance with the requirement of any relevant regulatory authority, government agency or law enforcement body; or
- 15.1.8 We (or Our agents, wholesalers, contractors or suppliers) need to carry out any planned or emergency maintenance, configuration, repairs or improvements to any part of the Services or Our Network.

15.2 You will remain liable for Charges during this period of suspension.

15.3 We can terminate Your Services or Our Agreement with immediate effect and without notice to You if:

- 15.3.1 You breach Our Agreement and continue to do so despite receiving notice from Us to stop doing so;
- 15.3.2 Charges are outstanding for over sixty (60) days;
- 15.3.3 You exceeded any credit limit in place and fail to make sufficient payments to restore Your credit limit within sixty (60) days of Us notifying You that You have exceeded Your credit limit;
- 15.3.4 You are abusive to Us or Our agents or You make abusive, offensive, malicious or nuisance calls or communications, or use any of the Services in an offensive way;
- 15.3.5 You have caused or are likely to cause any harm (including failure, interruption, disruption or congestion of or in Our Network or any other telecommunications network system or services;
- 15.3.6 We can reasonably demonstrate that You, or any person on Your Account have used the Services, or that You allowed another person, to use the Services for an unlawful or fraudulent purpose;
- 15.3.7 We have reasonable grounds to believe that Your use of the Services may violate applicable laws, rules or regulations;
- 15.3.8 We are acting in compliance with the requirement of any relevant regulatory authority, government agency or law enforcement body;
- 15.3.9 Your credit standing has deteriorated, We believe that there is a risk of non-payment of outstanding Charges or both;

- 15.3.10 You refused to pay the required advance payment, deposit or both;
 - 15.3.11 You become (or We can reasonably demonstrate that You are likely to become) insolvent; or
 - 15.3.12 We have been directed to do so by any court, relevant regulatory authority, government agency or law enforcement body.
- 15.4 Suspension or termination of the Services shall not affect any other rights We may have under Our Agreement.
 - 15.5 Unless otherwise stated, You will be liable for all Charges incurred (without pro-ration) and such Charges shall be immediately due and payable upon Service termination. You will not obtain a refund on any Charges paid regardless of effective date of termination.
 - 15.6 In the event if You wish to terminate Your Services with CMLink, please contact Our customer service team at the telephone number published on Our Website. Service termination will take effect on the same day as requested.
 - 15.7 Upon successful termination of Your CMLink plan, it can no longer be reinstated.

16 Corporate Individual Scheme (CIS)

- 16.1 CIS is open to all eligible CIS companies as may be determined by Us at Our absolute discretion from time to time, their employees and/or their employee's family members aged 16 years and above who successfully subscribe, port-in or re-contract to Our CIS plans for a minimum period of 12 months per mobile line. In addition, we reserve the right to determine the eligibility of each applicant under CIS at our absolute discretion.
- 16.2 All eligible CIS employees must sign up with a valid corporate email account. We reserve the right to request from eligible CIS employees and CIS applicants in general for other supporting information and documents for verification as may be determined by Us in Our absolute discretion.
- 16.3 CIS plan is not valid with any other offers, promotions, discounts, schemes and/or programmes which We may offer to Our customers from time to time.
- 16.4 CMLink will contact customers via their corporate email, when the 12 months period is due to expire, to renew their CIS benefits, Customers is required to respond to CMLink with an email acknowledgement, failing which the CIS benefits will not be renewed.
- 16.5 We reserve the right to change (whether in part of in whole), suspend or terminate CIS including these terms and conditions and/or any of the CIS service offerings, at any time without notice and liability.