



## Singtel Prepaid Automated Top-Up Terms and Conditions

### 1. Definitions and Interpretation

- 1.1 In these Terms and Conditions, the following words and terms shall have the following meanings unless the context otherwise requires.
- “**Automated Top Up**” means top-up will be automatically charged to customer’s credit card that is saved in the Singtel OnePay system once the customer’s Main Account balance fulfils the top-up conditions defined in the hi!Account portal.
- “**hi!Account**” means the portal where all Singtel Prepaid customers can manage and top up their Singtel Prepaid accounts. No data charges are charged for visiting the portal.
- “**Main Account**” refers to the User’s charging account against the use of all chargeable data when the Data Account reaches zero value and/or has a shortfall. “General Terms” refers to Singapore Telecommunications Limited’s General Terms and Conditions of Service.
- “**Top-up Conditions**” means the criteria determined by customers that will trigger a charge to the saved credit card to perform a top-up transaction to the Singtel Prepaid mobile Main Account
- “**Account Balance**” refers to the balance amount in Main Account.
- “**Account Expiry**” refers to the number of days after which customer’s Prepaid account is going to expire.
- “**Credit Card saved**” means customer has successfully saved a Credit Card detail in their Singtel Prepaid account.
- “**Notifications**” refers to sending of receipt of each top-up transaction to the Singtel Prepaid mobile via customer’s email address or any Singtel mobile number.
- 1.2 Unless the context otherwise requires or permits, references to a singular number or entity shall include references to the plural number or entity and vice versa; and words denoting any gender shall include all genders.
- 1.3 The headings to the Terms and Conditions are to facilitate references and shall not affect or influence in any way the construction of any of the Conditions.

### 2. General Rules

- 2.1 Automated Top-up setup requires account verification via OTP login to hi!Account and login to Singtel OnePay system. Credit Card details are stored under Singtel OnePay system.
- 2.2 Automated Top-up service is available to all Singtel Prepaid mobile customers with the exception of hi!Tourist SIM and hi!Data SIM customers.
- 2.3 Customers are able to set up automated top-up to their Singtel Prepaid mobile with the criteria of either Main Account Balance reaching a balance of \$1, \$3, \$5, \$8 or \$10, or Main Account Expiry at 3, 7, 14, 30 days before expiry date, or both. In a condition where both criteria are selected, automated top-up will trigger a top-up transaction to the Singtel Prepaid mobile account when at least one of the criteria set has been met.
- 2.6 Customers are able to change the previously selected automated top-up conditions within hi!Account. All changes made by the customer to the Top-up Conditions will be effective immediately.
- 2.7 The maximum automated top up transaction charged to the Credit Card saved is capped at one (1) automated top up transaction per day. Should the first attempt at Credit Card charging or top-up to Singtel mobile account for that day fail, the system will not trigger a second attempt in the same day.
- 2.8 The customer’s contact method for receiving the Notification of successful automated top-up transaction is a mandatory field, where either an email address or a Singtel mobile number must be saved. All automated top-up transaction receipts will be sent to the email address or Singtel Mobile number saved in the account. If the customer provides both an email address and Singtel mobile number to receive Notifications, he will receive Notifications via both contact methods for each successful automated top-up transaction.
- 2.9 Customers may change the Credit Card details saved under their Singtel Prepaid account for automated top-up. Customer will be prompted to input Login ID and password in order to change the credit card details.



### **3. Bonus**

- 3.1 A top-up bonus will be awarded to Singtel's Prepaid Mobile customers for each eligible top-up done by the Customer with a minimum top-up value of \$10. The bonus amount varies depending on the top-up channels used by the Customer and the respective top-up denominations. Top-ups performed via the Automated top-up service are eligible for top-up bonus.
- 3.2 The amount of bonus awarded shall be decided solely at the discretion of Singtel from time to time.
- 3.3 Singtel reserves the right to substitute the bonus with another reward of lower or equivalent value, whether of similar nature or otherwise without prior notice.
- 3.4 All bonuses are subjected to the Singtel Prepaid "Bonus Program Terms & Conditions".

### **4. Payment Charges**

- 4.1 All automated top-up transactions are charged to the Credit Card saved under Singtel OnePay system by the customer. By using the automated top-up service, the customer is deemed to have given consent to charge the top-up transaction to the Credit Card saved.

### **5. General**

- 5.1 Singtel Mobile reserves the right to amend these Terms and Conditions at any time and without notice.

\*"Singtel" refers to Singapore Telecommunications Limited. For the avoidance of doubt, Singtel is not a party to this Customer Agreement.