



Reg No. 200001459N

## LGA SURF & TALK PLANS SERVICES TERMS AND CONDITIONS

1. This promotion is open to both new and existing customers of **LGA Telecom Pte Ltd** ("LGA"). New and existing customers will start their contractual period from their date of purchase up to 24 months thereafter.
2. Customer has to subscribe to LGA's services for an initial period of 24 months ("Initial Period") to enjoy the **LGA SURF & TALK / LGA SURF & TALK PLUS / LGA SURF & TALK MAX / LGA SURF & TALK UNLIMITED** services. In the event that the customer prematurely terminates LGA's services on or before the Initial Period of 24 months, customer will have to pay to LGA the remaining contract value.

**Amount Payable = Total subscription charges x remaining months of the Initial Period**

3. Further, if the customer **enjoyed any handset promotions upon subscription** and in the event that the customer prematurely terminates these LGA's services on or before the Initial Period of 24 months for this handset, customer will have to pay to LGA **\$500** for each handset or the **retail price** for the handset at the point of termination, whichever is higher.
4. Customer who defaults on payment of his bill and is terminated by LGA before the contractual period of 24 months will also have to pay the amount as stated in Clause 2 and Clause 3 herein.
5. If a **LGA SURF & TALK / LGA SURF & TALK PLUS / LGA SURF & TALK MAX / LGA SURF & TALK UNLIMITED PLAN** customer downgrades to a lower subscription service plan on or before the contractual period of 24 months, the customers shall pay to LGA the amount as stated in Clause 2 herein.
6. If the customer's handset is lost or stolen before the contractual period of 24 months, customer will have to either:-
  - a) buy a new mobile phone at the recommended retail price and continue with the subscription up to the contractual period of 24 months; - or
  - b) terminate prematurely before the contractual period of 24 months and pay LGA the amount as stated in Clause 2 and Clause 3 herein.
7. Customer is not allowed to temporarily disconnect LGA's services before the contractual period of 24 months.
8. Customer is not allowed to transfer this LGA service.
9. For loss of your mobile phone/SIM card, you must report to us at our Technical Support at 6892 2308 opt 2. You must report any fraud, suspected fraud, dishonest use or theft of your mobile phone/SIM card to the police in Singapore or overseas (where applicable) and also to us at our Technical Support at 6892 2308 opt 2 within 24 hours.
10. LGA shall not be liable for any costs, loss or damage (whether direct or indirect), or for loss of revenue, loss of profits or any consequential loss whatsoever as a result of your using the mobile phone service and/or international telephone service or for whatever reason under this Agreement.
11. For trade in cases, the customer will be responsible for terminating their existing line with the other operator. LGA will not be responsible for the termination procedures nor be liable for any cost or loss incurred by customer.
12. Unless determined otherwise by LGA, each call shall be charged and billed according to LGA's prevailing rates and billing blocks
13. The per-minute rate applicable for each call shall be that as determined by LGA from time to time, which rate is subject to change without notice to the Customer or any one else.
14. Charging commences as soon as a call is answered, regardless
  - (i) whether the call is answered by man, machine or otherwise; and
  - (ii) if the call is answered by man, the identity of the person answering such call.

15. LGA's usual terms & conditions for the provision of services shall apply. Please visit <http://www.lgatelecom.net> for updates.

16. LGA reserves the right to amend terms & conditions without prior notice.

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

### **Talk Plans Application Form – Registration Guideline**

#### **Minimum Requirement**

- Applicant must be at least 21 years of age at time of application

#### **Deposit**

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

#### **3G Services**

- I agree to pay for all 3G services used

#### **Documents For Verification**

- Applicants must provide the following documents to sign up for LGA's service plans:

1. For personal applicant, please provide:

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

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

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

2. For Business applicants, please provide:

- a. With Certificate of Incorporation / BRN
  - Original NRIC of authorised officer / owner (sole proprietor). If authorized officer is a foreigner, original ID PassT2 and passport must be furnished.
  - Original Authorisation Letter on Company letterhead from Authoriser.
  - Original Company Stamp.
  - Photocopy of Certificate of Incorporation with BRN / Form 9 / 13 / 83 / K / or ACRA company search (for company incorporated from 13 January 2003 onwards).
  - Copy of ACRA company search (for private limited company only)
- b. Without Certificate of Incorporation / BRN
  - Original NRIC of owner / partner / authorized officer. If owner / partner / authorized officer is a foreigner, original ID PassT2 and passport must be furnished.
  - Original Authorisation Letter on Company letterhead from Authoriser.
  - Original Company / Organisation Stamp.

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

**Billing Addresses**

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

**Vendor & Dealers' Requirement (Where applicable)**

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

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**Declaration**

I have read and fully understood the above terms & conditions for the **LGA SURF & TALK /SURF & TALK PLUS / SURF & TALK MAX / SURF & TALK UNLIMITED PLANS SERVICES** and agree to abide by the said terms & conditions.

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

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

Name of Authorized Officer: \_\_\_\_\_

Designation: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Signature of Applicant/ Authorised Officer: \_\_\_\_\_

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

Company Stamp (if applicable) : \_\_\_\_\_