

Business LTE Broadband Service – Specific Terms and Conditions

The Business LTE Broadband Service ("**LTE BB Service**") is a reliable business fibre high-speed internet service for enterprises requiring connectivity for general surfing and surveillance.

The LTE BB Service Specific Terms and Conditions ("**LTE BB Service Terms**") set out the basis in which MyRepublic will provide the LTE BB Service to you.

This LTE BB Service Terms shall be read in conjunction with the MyRepublic Business General Terms and Conditions ("**Business General Terms**").

1. Definition and Interpretation

1.1. In these LTE BB Service Terms, words and expressions shall have the following meaning:

"**Business Hours**" refer to Monday-Friday (excluding public holidays), from 8am to 5.30pm in Singapore;

"**Customer**" means the company, business or organisation that applies for and/or acquires services from MyRepublic; and "you" and "your" have corresponding meanings;

"**Equipment**" means any network equipment owned by either MyRepublic, or MyRepublic supplies that is used to provide the LTE BB Service to you, and excludes any network equipment that you have purchased from MyRepublic and have fully paid for, or is otherwise supplied by yourself to access the LTE BB Service;

"**Installation Address**" refers to the address of the Premises at which we agree to provide the LTE BB Service to you. The address must be registered and have a correct, existing and valid unit number within the Premises. Where there is no valid unit number, we may have to offer the LTE BB NBAP service subject to NLT classification;

"**LTE**" means Long-Term Evolution which is the standard for wireless broadband communication which we or our mobile network partner uses for the mobile service to provide the LTE backup service;

"**MyRepublic**" means MyRepublic Broadband Pte. Ltd. (Company No: 202125011N), and "we", "us" and "our" have corresponding meanings;

"**Network**" means the telecommunications and data systems owned by us and our suppliers which we use to provide the LTE BB Service to you and other customers;

"**Premises**" means the property bearing the Installation Address which we provide the LTE BB Service and is connected to the Network; and

"**Service Commencement**" means the successful connection of the LTE BB Service so that the service is available for use by the Customer;

"**SIM**" means subscriber identification module and widely known as SIM card, securely store the international mobile subscriber identity (IMSI) number and its related keys used by us or our mobile network partner to provide the mobile service for the LTE backup service;

"**Vendor**" or "**Vendors**" means MyRepublic's suppliers or vendors, of which MyRepublic is an authorised reseller, that provide LTE BB service to Customer. and

1.2. For the purposes of interpretation and construction of the agreement:

1.2.1. words importing the singular or plural include the plural and singular respectively

- 1.2.2. headings are inserted for convenience only and do not affect the interpretation of this agreement;
- 1.2.3. words "include", "includes" and "including" shall be deemed to be followed by the phrase "without limitation"; and
- 1.2.4. any reference to any statute or regulation is a reference to that statute or regulation as amended or replaced.

2. Scope of Services

- 2.1. We will supply the LTE BB Service to you in accordance with the details set out in the application form, until the LTE BB Service is terminated in accordance with the provisions of this agreement.
- 2.2. The LTE BB Service is offered only to premises located within Singapore covered by our Network.
- 2.3. Our scope of works includes installing Equipment and SIM card in your Premises, configuring the Equipment, and testing and activating the LTE BB Service, providing support for the LTE BB Service and Equipment, and collection of Equipment when you terminate the LTE BB Service with us.
- 2.4. In the event that we suspect that you are using or allowing the LTE BB Service to be used for fraud, misconduct or any other illegal or improper purpose, we will refer this to the relevant authorities without notice to you and comply with directions or guidelines issued by them without further reference to you.

3. Application and Eligibility

- 3.1. You may apply for the LTE BB Service through our authorised representative in person or in writing using our latest application forms ("**Application**").
- 3.2. You must comply with the below requirements in order to be eligible for the LTE BB Service:
 - 3.2.1. be an entity that is registered with the Accounting and Corporate Regulatory Authority (ACRA) of Singapore or with a Singapore Unique Entity Number (UEN);
 - 3.2.2. qualify under our credit policy including not having any outstanding debt with us;
 - 3.2.3. provide details of an authorised contact person with a valid email address and contact phone number; and
 - 3.2.4. provide us accurate and complete background information necessary or desirable for us to supply the LTE BB Service, and
 - 3.2.5. not have been a customer who has previously misused our services.
- 3.3. As part of the Application assessment, we may seek verification of your identity and credit status with our authorised bodies / suppliers. You authorise us to verify your credit status with any credit reference agency, at our cost, and to disclose information about you to any credit reference agency for that purpose. Subject to any applicable privacy laws, we do not have to disclose our credit criteria or the reasons for our decision on any Application. We do not accept responsibility for the accuracy of any information provided to us about you by a credit reference agency.
- 3.4. We may impose additional conditions when accepting an Application such as a credit limit, or we may require you to pay a security deposit before we activate and supply the LTE BB Service.
- 3.5. We reserve the right not to accept your Application of the LTE BB Service at our discretion and without any liability to you.

- 3.6. The provisioning lead-time of the LTE BB Service is 5 business days measured from the date we accept your Application, subject to mobile network coverage, availability of network, service, resources, access, in-building cabling and tray and the procurement of all relevant approvals.
- 3.6.1. The Request for Service (“**RFS**”) date in your application form should not be shorter than the provisioning lead-time of the LTE BB Service. We have the right to reject your Application if we are unable to meet your RFS date.
- 3.6.2. We shall not be liable if the provisioning lead-time is not met due to events outside our control, including but not limited to, any third party’s act and/or omission. We reserve the right to change the provisioning lead-time without liability.
- 3.7. If we accept your Application, we will inform you in writing that your Application has been accepted for processing. Thereafter, we will use our commercially reasonable endeavours to provide the LTE BB Service on the RFS date, subject to clauses 2.2, 3.1 and 3.6 above.
- 3.7.1. If you cancel an Application after we accepted your Application, a cancellation charge shall apply.
- 3.7.2. If you cancel an Application after the LTE BB Service has been installed, termination clause 14.3 shall apply.

4. Minimum Commitment Period

- 4.1. The LTE BB Service under this agreement shall remain active or in-service for a period not less than the contract term as set out in the application form, starting from the Service Commencement date (“**Minimum Commitment Period**”).
- 4.2. If the LTE BB Service was suspended from active service, the Minimum Commitment Period of the LTE BB service will be extended by the period of suspension.
- 4.3. If we agree to any changes to the LTE BB Service requested by you (including any upgrade of service plan) or the renewal of the LTE BB Service plan, we are entitled to require the Minimum Commitment Period to be continue until its expiry or added to the new contract term if it is an early renewal.

5. Service Provisioning and Activation

- 5.1. You acknowledge and agree that the installation, provisioning and activation of the LTE BB Service is subject to:
 - 5.1.1. availability of all required information, including detailed demarcation information and onsite contact information;
 - 5.1.2. availability of mobile network, service, resources, access and the procurement of all relevant approvals at the time at which the LTE BB Service is requested or delivered;
 - 5.1.3. you, your representative, cooperating with us in the installation and provisioning procedures;
 - 5.1.4. geographic and technical capacity of our Network and of our delivery systems at the time at which the LTE BB Service is requested or delivered; and
 - 5.1.5. provisioning lead-time for the LTE BB Service and/or the Equipment. Such provisioning lead-time will be determined by us in our discretion and may be changed by us.
- 5.2. We reserve the right not to provision the LTE BB Service to your Premises where we consider it uneconomic or unsafe to do so, or if:
 - 5.2.1. the service application form that you submitted is not duly completed and signed;

- 5.2.2. you did not provide us with the information we need in clause 3.7.1 above;
- 5.2.3. we are unable to provide the LTE BB Service due to any of the reasons stated in clause 5.4 below;
- 5.2.4. you do not agree to pay for additional charges that is not borne by us, including to provide scissor lift, boom lift or scaffolding in places where ceiling or cabling route are 3m or higher from the floor, for civil works, additional mechanical and electrical works; or
- 5.2.5. the operating conditions and specifications stipulated by us for the proper performance of the LTE BB Service, or the installation, operation and maintenance of the LTE BB Service and the Equipment, is not provided.
- 5.3. We may need to access your Premises to conduct a site survey, and subsequently followed by the installation of the Equipment and SIM card, configuration of Equipment, and testing and activation of the LTE BB Service. You represent and warrant that you are the lawful owner or occupier of such Premises and that you have obtained all necessary consents, licences and permits, and to provide us (including our employees, our contractors and their employees) safe access to your Premises if required.
- 5.3.1. You or your representative, including building management must be physically present at the time of installation and any other locations on the date(s) agreed to by us. Such building access and escort must also be provided to other necessary personnel to perform the installation of the LTE BB Service.
- 5.4. We have the right to decline to install the LTE BB Service or impose such conditions (including the provision of equipment, the payment of any charges or reimbursement of expenses by you) as we may deem appropriate and defer the installation and/or provision of the LTE BB Service to you until after all such conditions have been fulfilled if we are of the opinion that the installation of the LTE BB Service at the Premises would result in (or likely to result in) or cause (or likely to cause):
 - 5.4.1. any risk of injury to any person;
 - 5.4.2. the use of equipment which not commonly used in the installation of the LTE BB Service;
 - 5.4.3. the relocation of any structure, fixture or fitting at the Installation Address;
 - 5.4.4. costs, expenses or manpower resources which exceeds the amount usually required on the part of us for the installation of the LTE BB Service; or
 - 5.4.5. us to provide any services which are not usual to, or are outside the scope of, our standard installation services.
- 5.5. We have the right to cancel or terminate the Application if you postpone, delay or do not respond to our request for site survey and/or Equipment installation, or service activation beyond the RFS date in your Application. In such a case, the cancellation charge shall apply. You are therefore advised not to submit an Application if the installation site is not ready or if you are not available for us to engage you for the purpose of this agreement.
- 5.6. Deferment of RFS date: You can defer the RFS date given in your application form to your account manager up to a maximum of 7 days ("initial deferment period"). Thereafter we will proceed with the Equipment and SIM card installation. Subsequent request for deferment of RFS date will not be allowed. You acknowledge that the Application will be cancelled, and the cancellation charge will be imposed, if you do not allow us to continue installing and activating the LTE BB Service after the initial deferment period.
- 5.7. Cancellation of LTE BB Service after collection/delivery of SIM or after Equipment and SIM card have been installed: If you cancel your Application after successful collection/delivery of SIM or after the Equipment and SIM card have been installed, we will treat it as a termination request and termination clause 14.3 shall apply.

- 5.8. We will not be liable in any way to you for any loss, damage or liability incurred or sustained by you caused by or arising as a result of:
- 5.8.1.1. the rejection of any application for the LTE BB Service; and/or
 - 5.8.1.2. our determination that the Installation Address or Premises is not feasible for installation or operation of the LTE BB Service.
- 5.9. Unless otherwise stated, all works will be carried out during our Business Hours. You may request for works to be carried out after Business Hours with additional fees (refer to Field Engineer On-site (After Business Hours) charges in clause 19. This fee will be charged if you cancel or postpone an appointment less than 2 hours from the appointment time, or if you fail to process access and on-site guidance to our Field Engineers (FE) at the agreed appointment time.
- 5.10. If during installation of the Equipment, we find that the LTE network signal where the Equipment is to be installed is weak, we will seek your permission to install an external antenna with up to 15 meters of cable to a position within your Premises where the signal strength is stronger. We do not guarantee that we can obtain a reasonable signal strength at the Equipment location or within your Premises or with the antenna. You accept that due to the LTE technology and mobile network inherent characteristics, if the Equipment is unable connect to the LTE mobile network, the LTE BB Service may not be able to provide any LTE connectivity.
- 5.11. You may cancel the part of the LTE BB Service that we are unable to provide, without paying any cancellation charges on that part, if we are unable to provision and activate the LTE BB Service 7 days beyond the RFS date or our provisioning lead-time (whichever later) at the Installation Address. If any part of the LTE BB Service is installed, you have deemed to have accepted any delay to this agreement and cancellation charges, or deactivation charges and early termination charges as provided in clauses 5.5 and 5.7 shall apply should you require the LTE BB Service to be cancelled.
- 5.12. If you have procured other MyRepublic products, services, professional service and/or managed services together with the LTE BB Service Application, where the scope of work which we have quoted for and are provided in your Application, we will endeavour to coordinate and deliver the services together during the installation period, subject to the terms and conditions of the specific products and services, availability of hardware, resource, timeslot and access to the Premises.
- 5.13. If you have made any change request to an order during installation and provisioning of the LTE BB Service, the provisioning lead-time shall restart from the date of acceptance of the revised Application, subject to clause 3.6.
- 5.14. Unless otherwise explicitly specified in the Application, we do not support any 3rd party equipment and/or services (e.g. router, switch, firewall, CCTV, network printer, servers) that we do not supply. You will need to engage your IT personnel or vendor to set up, maintain, support, configure, replace and troubleshoot any issues related to the 3rd party equipment and/or services. Where your IT personnel or vendor need to be present to connect to our Equipment and/or LTE BB Service, you are fully responsible to communicate, coordinate, arrange and ensure their presence during our installation works. We should not be held back, delayed or hindered in our works by the absence of your IT personnel or vendor. Where we are being delayed due to such scenarios, additional FE on-site charges in clause 19 shall apply.
- 5.15. You acknowledge and agree that:
- 5.15.1. We shall use reasonable endeavours to supply the LTE BB Service in accordance with this Agreement in all material respects. Within the framework of provision of the MyRepublic Services, MyRepublic may engage Vendors, consultants and subcontractors for the provision of the

Services. MyRepublic does not control and is not responsible for actions or omissions by such Vendors, consultants and subcontractors, provided that, as between the Parties, MyRepublic shall be responsible for any breach of this Agreement made as a result of actions or omissions by such Vendors, consultants and subcontractors, except as specifically set forth in this Agreement.

- 5.15.2. All information and data collected with respect to LTE BB Service and any other services purchased is stored for a period of 6 months on Vendor's servers, after which it will be cyclically deleted. You may request in writing to move the stored data to an offline media or storage, at your own expense. Without derogating from the foregoing, MyRepublic and the Vendor shall be permitted to delete all information regarding the LTE BB Service provided hereunder and the use thereof by you upon the lapse of 6 months after the lapse of the Term (as defined below, or as specified in the applicable Service Activation Form). MyRepublic and the Vendor shall bear no liability on account of any deleted information or data.
- 5.15.3. The LTE BB Service and any maintenance, service and support that is provided to you is subject to and in accordance with the terms, conditions and restrictions set forth in this Agreement and the Vendor's terms of use available here: <https://flolive.net/terms-of-use/#>
- 5.15.4. MyRepublic and the Vendor shall provide the LTE BB Service in accordance with applicable laws and in accordance with the terms of this Agreement.
- 5.15.5. MyRepublic and the Vendor do not undertake, represent or guarantee that the LTE BB Service will be provided in an uninterrupted manner or to provide the LTE BB Service fault free.
- 5.15.6. It is acknowledged that during the Term, MyRepublic and the Vendor may update the LTE BB Service to reflect changes in, among other things, laws, regulations, rules, technology availability, industry practices, patterns of LTE BB Service use, and availability of third-party content/services. MyRepublic and/or the Vendor's updates to the LTE BB Service will not materially reduce the level of performance, functionality, security or availability of the LTE BB Service during the Term. The Parties acknowledge that the LTE BB Service may not always be available during reasonable periods of maintenance ("System Downtime") and that any such System Downtime caused by planned or emergency maintenance will not be deemed to be a breach of any provisions of this Agreement.
- 5.15.7. Without prejudice to any other right of suspension as set out in this Agreement, MyRepublic may, in its sole discretion, immediately suspend the LTE BB Service, or any part thereof, without notice in the event of:
 - 5.15.7.1. an emergency and MyRepublic considers it necessary or appropriate (in its absolute discretion).
 - 5.15.7.2. receipt of instruction, or under the direction, of a government body, the emergency services, a regulatory body or a competent court.
 - 5.15.7.3. the provision of the LTE BB Service constitutes or potentially constitutes a breach of any applicable law.
 - 5.15.7.4. if MyRepublic is notified by a law enforcement authority, legal or other regulatory body that the LTE BB Service are used in a manner, or in relation to, the commission of offences or alleged offences against any relevant law or regulation or in violation of law by you in respect of the use of, or activities connect with the use of, the LTE BB Service.
 - 5.15.7.5. In the event that you had failed to timely or fully pay amounts due to MyRepublic.
- 5.15.8. All SIM Cards have a warranty of twelve (12) months starting from the date of delivery of the SIM Cards to you the "SIM Card Warranty Period". MyRepublic warrants to you that for the SIM Card Warranty Period; (i) the SIM Cards as provided shall be free from defects in materials and workmanship which may arise under proper and normal use and service; and (ii) the SIM Cards will perform substantially in accordance with its accompanying documentation (if any). MyRepublic's total liability and your exclusive remedy for breach of these warranties shall be

limited to the following, at the MyRepublic's sole discretion; (a) replacing the defective SIM Cards; (b) using reasonable efforts to correct material, documented, reproducible defects in the SIM Cards and delivering such corrected SIM Cards to you; or (c) reimbursement of the price paid by you to MyRepublic for the defective SIM Cards. Any replacement SIM Cards will be warranted for the SIM Card Warranty Period. This warranty shall not apply to any SIM Cards which have been abused, used in any unauthorized applications, improperly stored, mishandled, damaged due to a force majeure event, or used in a manner inconsistent with its documentation.

- 5.15.9. You acknowledge that coverage and roaming capabilities offered by MyRepublic as a reseller of connectivity vendors/mobile operators ("**Connectivity Vendors**") may change from time to time due to roaming restrictions that such Connectivity Vendor may have (including, but not limited to: Radio Access Type support in specific countries or in specific areas within a country, Permanent Roaming restrictions in specific countries). Without derogating from the MyRepublic's limitation of liability as stated in the Agreement, MyRepublic is not liable for any such changes or any loss damage or cost to you resulting such changes.
- 5.15.10. You further acknowledge that due to regulatory and other restrictions applicable to each local connectivity market in the applicable territory in which you are using the Connectivity (the "Applicable Territory"), Connectivity may be suspended, altered or terminated at any time by the Connectivity Vendor. Without derogating from the provisions of Section 9 herein), neither the MyRepublic nor the Connectivity Vendors nor any of the respective affiliates shall be liable to you or to any third party for claim, action or causes of action of every kind and nature, whether in contract, equity, negligence, intentional conduct, tort or otherwise, and including any damages, costs or losses, direct, indirect, consequential or otherwise, resulting from, arising out of or relating to such suspension, alteration, stoppage or termination of Connectivity service in the Applicable Territory.
- 5.15.11. OTHER THAN AS STATED IN THE AGREEMENT, WE MAKE NO WARRANTIES, EXPRESSED OR IMPLIED, RELATING TO THE LTE BB SERVICE.
- 5.16. Unless otherwise informed in writing by you, we will arrange for delivery of the SIM cards at a charge listed in clause 19 which will be included in our monthly invoice to you.
- 5.16.1. We reserve the right to charge for any additional delivery attempt of the SIM cards for the LTE BB Service unless otherwise agreed by MyRepublic in writing.
- 5.16.2. Any self-collection of the SIM cards by representatives not listed in the Service Application Form at MyRepublic's authorised collection point will be rejected unless agreed in writing by MyRepublic.

6. Equipment

- 6.1. We may provide the necessary Equipment on a rental basis, and equipment which we have agreed to supply, for the activation of the LTE BB Service as provided in our quotation to you, and your Application to us.
- 6.2. As we are not the manufacturer of any equipment we provide, we shall not be held responsible for any equipment defects or any loss or damage arising out of such defects, even if we supplied the equipment.
- 6.3. You bear all risks associated with the equipment we provide, from the time we install the equipment at your Premises. You are responsible for the use and performance of the equipment. We will not be responsible for the performance (including but not limited to trouble-shooting) of the equipment, or any related hardware or software.
- 6.4. You will be responsible for the care and maintenance of all the equipment we provide at your premises, fair wear and tear excepted unless you fail to comply with clause 6.5. Where we need to replace the equipment due to loss or damage, the equipment charges and FE on-site service fee as provided in clause 19 shall apply.
- 6.5. You shall provide sufficient space, electrical power, keep and use the equipment in a suitable

place with appropriate operating conditions, including sufficient ventilation which is free from oil and dust, in accordance with the guidelines, instructions or specifications given by us or the manufacturer. We have the right to reduce our technical support scope, including replacing or loaner support for faulty equipment, if you do not meet our operating conditions and specifications stipulated by us for the proper performance of the LTE BB Service and the equipment we provided.

- 6.6. The equipment we provide comes with a limited warranty at the time of receipt. You need to refer to the warranty document provided with the equipment for information on the limitation and disclaimer of certain warranties. Remedies for breach of any such warranty or remedy for any defect in the equipment will be according to the terms of the manufacturer's warranty.
- 6.7. You must comply with all applicable laws and instructions, notices or directions issued by the relevant regulatory authority or us from time to time in respect of the installation, use, operation and/or upgrade of the equipment we provided.
- 6.8. You should not use the equipment in conjunction with any application, equipment, hardware, software or network other than in the manner approved by us.
- 6.9. You are solely responsible for the equipment and must not modify or in any way interfere with, nor allow anyone else (other than a person authorised by us) to do so. You must not change the electronic serial number or equipment identifier of the equipment we provided, or perform a factory reset of the equipment without our prior consent. We reserve the right to suspend or terminate your LTE BB Service and retrieve the Equipment if we determine that you have tampered with the Equipment. In the event of such suspension or termination, you will remain responsible for all the related charges such as the suspension and reactivation fee, deactivation fee and early termination fee where applicable.
- 6.10. You will be solely responsible for the Content/data retrieved, stored or transmitted through the LTE BB Service and/or the equipment we provided.
- 6.11. If there is a failure of the equipment we provided, and if we agree to replace the equipment, we do not guarantee that the replacement equipment will be of the same or similar model.
- 6.12. Where required, we may assign a user login credential and password to you to allow you access to the equipment or LTE BB Service.
- 6.13. You will keep the user login credential and password confidential and will not reveal or disclose the user login credential and/or password to any person except to your authorised user(s).
- 6.14. We will have the right to withdraw and assign a new user login credential and/or password to you when we have reason to believe the user login credentials and/or password has been compromised.
- 6.15. We will also have the right to withdraw the user login credentials and/or password from you:
 - 6.15.1. if the LTE BB Service is terminated; or
 - 6.15.2. when we find that you have not complied, is not complying or is likely not to comply with your obligations under this agreement.
- 6.16. You need to take all such measures as may be necessary (including but not limited to changing your password from time to time) to protect the secrecy of your user login credentials and/or password. You will fully indemnify us with your use of the LTE BB Service. This paragraph shall survive the termination of this agreement.
- 6.17. Except for the equipment we agreed to provide, you are solely responsible for providing all other equipment, hardware, software, telecommunications services and power supply necessary to connect to and use the LTE BB Service.

7. Transfer Speed

- 7.1. You acknowledge and accept that as with any network, actual data transfer speed experienced by you when using the LTE BB Service is affected by many factors, such as
 - 7.1.1. LTE technology and mobile network characteristics, mobile network signal strength;
 - 7.1.2. type, compatibility, performance and configuration of your computer or equipment (such as the router, switch, firewall, wireless access point) connected to the Network;
 - 7.1.3. performance characteristics and location of your wireless equipment receiving the LTE BB Service, distance, physical environment, compatibility of Wi-Fi standards between devices, encryption standards, interference of other electronic devices and/or congested wireless channels;
 - 7.1.4. total number of users or equipment connected to the network in your Premises;
 - 7.1.5. applications, equipment, software or networks used by you;
 - 7.1.6. location and configuration of the accessed server or cloud-hosted applications;
 - 7.1.7. type of data accessed, whether non-cached or cached data; and
 - 7.1.8. overall network traffic condition.
- 7.2. We therefore do not warrant or give any guarantee on data transfer speed of the LTE BB Service.
- 7.3. We will issue IP address(es) for your LTE BB Service. We reserve the right to handle all requests for IP address changes at our discretion. We reserve the right to blackhole any IP addresses upon any detection of abuse or in cases where an IP address is being targeted by any Denial of Service attacks. You accept that the IP addresses are owned by the Asia-Pacific Network Information Centre (“**APNIC**”) and ownership, rights to or interest in the IP addresses is not transferable.
- 7.4. If you subscribe to a dynamic LTE BB Service plan, we will issue a dynamic IP address, and we reserve the right to change that dynamic IP address from time to time without notice to you. You reasonably believe that changing a dynamic IP address will not have a detrimental impact on you.
- 7.5. If you subscribe to a LTE BB Service plan with 1 static IP address, we will issue one IP address according to your Application. We have the right to change the IP addresses when you relocate your services. You reasonably believe that changing the IP address will not have a detrimental impact on you. The static IP addresses must be used within our Acceptable Use Policy. We have the right to recall the IP addresses from you without replacement and/or terminate the LTE BB Service with no liability to you if we find that you have breached the Acceptable Use Policy. We also have the right to change the IP addresses under exceptional circumstances where there are no reasonable alternatives (for example, if APNIC requires such a change or recall). If you request to change your static IP addresses, you need to provide us with valid reasons for the change, subject to our acceptance and approval, and a service request fee will apply.
- 7.6. You acknowledge that IP address used for hosting file servers, VPN servers, web servers, and proxy servers in Singapore for access by users from other countries, such as the People's Republic of China, may cause the IP address to be blacklisted. If the IP address have been blacklisted through your actions and/or those of your users, which we have reasonably concluded through our investigations, and where we have to issue new IP address to you, we have the right to charge the MRC for the new IP address and all blacklisted IP address caused by you or your users.
- 7.7. We shall not be liable for any cost as a result of any change to your IP address.

8. Billing

- 8.1. You will pay any one-time charges, recurring subscription fee(s), LTE data usage and excess LTE data usage charges for the LTE BB Service at the prevailing prescribed rate(s) within 7 Business Days or the credit payment term as agreed between us. You will be billed in advance for the subscription fees at monthly intervals or such intervals as may be approved by us.
- 8.2. The LTE BB Service promotional or discounted price is the charges below the usual price as provided in our quotation and applies for the Minimum Commitment Period only. The usual price will apply after the Minimum Commitment Period unless otherwise specified in the Application. You are strongly encouraged to renew your LTE BB Service package at least 1 month before the end of the Minimum Commitment Period to ensure that you continue to enjoy the promotional or discounted price.
 - 8.2.1. Free months, if offered, applies at the start of the contract term, unless otherwise provided in the Application.
- 8.3. If your LTE BB Service plan comes with a fixed data pack (for example 30GB) as provided in our quotation to you, and your Application to us, we will charge you for any excess LTE data usages incurred for that month based on our prevailing LTE data charges rate.
- 8.4. You acknowledge that the Vendor may change their rates at any time without prior notice or other restrictions, and these increased rates will permeate to you. Therefore, MyRepublic may increase its rates as a result of any increase in rates made by the Vendor, and such increase will not be considered a breach of this Agreement or entitle you, to any compensation or remedy.

9. Customer and Technical Support

- 9.1. We provide email and phone technical service support as provided in our website or through our authorized representative. For security and accountability purposes, we will only provide support to any of your officers listed in your application form.
- 9.2. We monitor the Equipment and connections for outages. If we receive an alert from our system, we will contact you to clarify and resolve the issue remotely.
- 9.3. If there is a fault that we could not resolve remotely, with your permission and agreement, we will dispatch a FE on-site to troubleshoot the issue as soon as we can or the next business day. The provision of on-site support is subject to resource availability.
- 9.4. We will only provide on-site support at the Installation Address provided by you in the application form.
- 9.5. If we established that the cause of the fault does not lie with our service, our network or the equipment supplied by us, we will need to charge you for FE on-site service fee. For clarity of doubt, you are responsible for any fault caused by damage to the cable/fibre, the trunking, the TP or equipment within your Premises.
- 9.6. If you request for a service call or request to change, replace or reconfigure any Equipment supplied by us, we have the right to charge our standard FE on-site service fee for every request. We will use our commercially reasonable endeavours to assist you in troubleshooting the Equipment supplied by us but will not be responsible if we fail to troubleshoot or resolve the fault.
- 9.7. We are not responsible for providing any support to your equipment or network.
- 9.8. Without derogating from the generality of the aforesaid, during the Term of this Agreement, The Vendor shall provide you with any and all upgrades and updates released by it (at the Vendor's sole discretion) with respect to the purchased LTE BB Service. You shall be required to implement any and all updates rendered to it as soon as practicable upon receipt. In addition, if an update is rendered by the Vendor to you on a gratis basis, and you fail to implement such Update, then neither

MyRepublic nor the Vendor shall not be responsible for any related effect of such non-installation, whether for operation of the LTE BB Service and such use of the LTE BB Service by you shall be excluded from any warranty provided by the Vendor hereunder. Upgrades and updates provided hereunder shall be considered part of the LTE BB Service for all purposes hereunder.

10. Change of Service Plan

- 10.1. You may request to upgrade your LTE BB Service plan during your contract term to an LTE BB Service plan with a higher bandwidth and an increase in the monthly subscription charges,
- 10.2. A downgrade of the LTE BB Service plan will constitute a termination of existing LTE BB Service and termination clause 14.3 shall apply.
- 10.3. A change of plan request is subject to clause 3 above.

11. Relocation

- 11.1. You may relocate your LTE BB Service to a new premise by informing us in writing, subject to clause 5 above and to our absolute discretion.
- 11.2. If we relocate any LTE BB Service, you must pay us our prevailing relocation charges for the relocation request. Once the Service has been provisioned at the new site, your existing contract (if applicable) will be transferred to the new circuit.
- 11.3. In the event where we are unable to provide the LTE BB Service, Equipment and/or ancillary items at the new site during the minimum period of service and/or if you decide to terminate the LTE BB Service due to delay in provisioning, termination clause 14.3 shall apply.

12. Renewal of Service Package

- 12.1. You may renew your LTE BB Service plan and secure a promotional or discounted price within 3 months remaining in the Minimum Commitment Period, subject to clause 4.
- 12.2. If you wish to renew your LTE BB Service plan earlier, we have the right to extend your contract period by the remaining terms in the Minimum Commitment Period and impose an early renewal fee (ERF).

13. Suspension and Reactivation

- 13.1. You may suspend your LTE BB Service once throughout the agreement for a period up to 15 calendar days, subject to clause 4 and a suspension and reactivation fee, via our customer service centre. You need to inform us when you intend to reactivate the LTE BB Service. We will automatically reactivate the LTE BB Service if we do not receive any instruction to reactivate the LTE BB Service upon the expiry of the 15 calendar days.
- 13.2. We reserve the right to suspend your LTE BB Service due to non-payment of our charges. We will reactivate your LTE BB Service after you have paid us all outstanding amounts due or payable to us, and subject to clause 4 and a suspension and reactivation fee.
- 13.3. We may suspend all or any part of the LTE BB Service without compensation and without prejudice to our rights to damages if:
 - 13.3.1. you breach any of the terms and conditions of this agreement or any other agreement you have with us; or
 - 13.3.2. you provide incorrect, false or incomplete information to us.
- 13.4. If and when you make good any breach or default within 7 business days, we will reactivate your LTE BB Service. If you do not take the necessary actions after 7 business days, we have the right to terminate your LTE BB Service immediately according to termination clause 14.3.

14. Termination

- 14.1. Either party can give at least 5 days' written notice to the other party to terminate the LTE BB Service and this agreement, unless otherwise specified herein.
- 14.2. We may terminate all or any part of the LTE BB Service or terminate this agreement with immediate effect without compensation and without prejudice to our rights to damages for any antecedent breach by you of this agreement if:
 - 14.2.1. you breach any of the terms and conditions of this agreement or any other agreement you have with us;
 - 14.2.2. you become or threaten to become bankrupt or insolvent, or die;
 - 14.2.3. 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;
 - 14.2.4. the equivalent of any of the events under the laws of any relevant jurisdiction occurs to you;
 - 14.2.5. you provide incorrect, false or incomplete information to us;
 - 14.2.6. the requirements of any relevant regulatory authority result in us having to stop providing the LTE BB Service or to provide the LTE BB Service in a manner which is unacceptable to us;
 - 14.2.7. if you are likely to create imminent harm to our Network or any third party's networks or systems or our provision of the LTE BB Service, or defraud us, or are likely to create imminent harm or are abusive to our personnel; or
 - 14.2.8. for any reason beyond our control (including loss of any licence, way-leave or easement, requirements of any governmental or regulatory authority or orders by the court and cessation or failure to deliver by a third-party supplier) we are unable to provide the LTE BB Service.
- 14.3. If the LTE BB Service is terminated:
 - 14.3.1. all sums due, accruing due or payable to us in respect of the LTE BB Service and if applicable, the Equipment, up to the date of termination (including late payment charges) will, upon the termination, become immediately due and payable to us. There will be no refund of any charges paid to us for any equipment (including the Equipment) purchased from us;
 - 14.3.2. you must immediately (and in any event, within 3 days of such termination) return to us all Equipment which we may have leased or rented to you in respect of the LTE BB Service in good condition, failing which we will be entitled to, at our absolute discretion:
 - 14.3.2.1. charge you all costs incurred in repossessing or acquiring replacement for such Equipment which you have failed to return to us, or at our standard prescribed rates for acquiring a replacement for any Equipment which is returned to us in a damaged or defective condition; or
 - 14.3.2.2. treat the Equipment as being sold to you and to charge you our prevailing charges for the Equipment. There will be no refund of any such charges paid; and
 - 14.3.3. you shall pay a service deactivation fee, applicable early termination charges and any excess data usage charges up to the date that we collected the Equipment from your premises if you did not power down the Equipment after giving us the termination notice.
- 14.4. The termination of this agreement will not affect any accrued rights or remedies of either party against the other party.

15. Your Responsibilities

- 15.1. You are responsible for the use of the LTE BB Service under your account and for any Content disseminated through the account.
- 15.2. You must not use or allow the LTE BB Service:
 - 15.2.1. to transmit or post any Content which may be defamatory, offensive, indecent, objectionable or illegal, or which may cause annoyance, harassment, irritation, inconvenience or anxiety to anyone, give rise to civil liability or otherwise violate any applicable laws, rules or regulations, or contains viruses, worms, trojan horses, time bombs, cancelbots or any other harmful, damaging or destructive programs;
 - 15.2.2. to make or attempt any unauthorised access to any part or component of the LTE BB Service, the Network or any third-party systems or networks to which you can connect through the LTE BB Service directly or otherwise;
 - 15.2.3. to disrupt the various networks that are connected to the LTE BB Service or violate the regulations, policies or procedures of such networks;
 - 15.2.4. in any manner that may constitute a violation or infringement of the rights (including intellectual property or confidentiality rights) of any party; and
 - 15.2.5. to be resold or to transfer the LTE BB Service and/or the Equipment to third parties without our prior written consent, whether or not for profit or otherwise. We reserve the right to immediately suspend or terminate your LTE BB Service if we determine, in our absolute discretion, that you resell or transfer the LTE BB Service.
- 15.3. You shall:
 - 15.3.1. Use the LTE BB Service solely for the purpose set forth herein and in line with the these LTE BB Service Terms and the Vendors' terms of use.
 - 15.3.2. While using the LTE BB Service, comply with any applicable laws and regulations, and hold all rights authorizations and licenses required under such applicable laws.
 - 15.3.3. Not use devices supplied by yourself to access the LTE BB Service that is defective or illegal, and not to use the LTE BB Service when authentication is not possible.
 - 15.3.4. When using connectivity provided by MyRepublic as a reseller of Connectivity Vendors - comply with any guidelines and/or user policies provided from time to time by the applicable Connectivity Vendor (including, if required, assure compliance of the devices with the Connectivity Vendor's network).
 - 15.3.5. Maintain its hardware and equipment used by you in the course of using the LTE BB Service, in full compliance with any and all applicable regulatory provision and any certification required by MyRepublic and/or the Connectivity Vendor, in each Applicable Territory in which you will be using the LTE BB.
 - 15.3.6. Use the LTE BB Service for IoT purposes only and comply with any other use limitation as may be applied by the MyRepublic and/or the Connectivity Vendor.
 - 15.3.7. Not copy, alter, modify, reverse engineer, or attempt to derive the composition or underlying information or structure of the LTE BB Service or the documentation.
 - 15.3.8. Not register any trademarks, trade names or symbols belonging to MyRepublic or the Vendor with respect to any of the LTE BB Service or which would otherwise violate applicable trademark law with respect to the LTE BB Service.
 - 15.3.9. Not use MyRepublic or the Vendor Trademarks except for indicating that the platform and/or services are based on or otherwise rely on the Vendor's other services.

- 15.3.10. MyRepublic and/or the Vendor shall be entitled to mention you as a client solely in promotional materials of MyRepublic and/or Vendor or otherwise for commercial purposes, and solely for that purpose, you hereby grant MyRepublic and/or the Vendor right to use your name, logo and/or symbols.
- 15.3.11. You shall only allow individual end users use of the LTE BB Service and you shall be solely responsible for informing each of your end users to whom you provide access to the LTE BB Service, of their responsibilities and obligations hereunder.

16. Matters beyond Our Control

- 16.1. 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) epidemics of infectious diseases or acts of terrorism.
- 16.2. Without prejudice to clause 16.1 above, we will not be liable for any delay or failure in performance under this agreement resulting from any delay or failure of any third party (including any supplier) to deliver or provide any facilities, infrastructure, equipment or services to us.

17. Indemnity

- 17.1. You must indemnify us, our affiliates, employees, directors, agents and suppliers against all claims, damages, losses and liabilities resulting from your use of the LTE BB Service, your negligence, omission, act or breach of this agreement.

18. Liability

- 18.1. The LTE BB Service (including any installation or support services) is provided on an "as is" and "as available" basis and you agree that you use the LTE BB Service or rely on any Content obtained through the LTE BB Service 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 LTE BB Service will create any warranty not expressly set out in this agreement. Without prejudice to the foregoing, we will not be liable for any delay or failure to provide the LTE BB Service, or any interruption or degradation of the LTE BB Service quality which may arise from the following:
 - 18.1.1. an act or omission of an underlying carrier, Service Provider, vendor or other third party;
 - 18.1.2. equipment, network or facility failure;
 - 18.1.3. equipment, network or facility upgrade or modification;
 - 18.1.4. force majeure events such as (but not limited to) acts of God, acts of nature, strikes, fire, war, riot, acts of terrorism and governmental actions;
 - 18.1.5. equipment, network or facility shortage;
 - 18.1.6. equipment or facility relocation;
 - 18.1.7. service, equipment, network or facility failure caused by the loss of power to you;
 - 18.1.8. any act or omission by you or any person using the LTE BB Service or Equipment provided to you;

- 18.1.9. any third party's service, equipment, software, network or facility; or
- 18.1.10. any other cause that is beyond our control, including, without limitation, a failure of or defect in any Equipment, the failure of an incoming or outgoing communication, the inability of communications to be connected or completed, or forwarded.
- 18.2. Without prejudice to clause 18.1 above, we make no warranty:
 - 18.2.1. that the LTE BB Service, the software or any equipment (which we provide to you, including the Equipment) will not cause any harm to your applications, equipment, hardware, software, networks or Content;
 - 18.2.2. as to the accuracy, reliability or quality of any content obtained through the LTE BB Service or that defects in any software will be corrected; and
 - 18.2.3. that the LTE BB Service and access to them are error free and uninterrupted or available at all times.

Except as set out in this agreement, we expressly exclude all other liability we may have to you, including all liability in contract, tort, negligence, misrepresentation, strict liability or statute. 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 ("the **Relevant Parties**") and whether it relates to anything caused by or resulting from anything any of us does or does not do or delays in doing (even if done, omitted or delayed fraudulently, wilfully, recklessly, maliciously or negligently), whether or not it is contemplated or authorised by any agreement you have with us.

- 18.3. Under no circumstances will we or any of the Relevant Parties be liable for any special, incidental, indirect, consequential or punitive damages, losses, costs or expenses, even if such damages, losses, costs or expenses were caused wilfully, recklessly or negligently.
- 18.4. Under no circumstances will we or any of the Relevant Parties be liable for any lost profits, revenue, business or anticipated savings, even if such damages, losses, costs or expenses were caused wilfully, recklessly or negligently.
- 18.5. If we or any of the Relevant Parties are liable to you and we cannot, for any reason, rely on the exclusion of liability set out in clause 18.3 to 18.5 herein, then in no event will our liability for damages, losses, costs or expenses suffered or incurred by you and anyone else (whether in contract, tort, negligence, misrepresentation, strict liability or statute or otherwise) exceed:
 - 18.5.1. the lower of your preceding month's charges applicable to the LTE BB Service in question or S\$5,000/- for any event or for any series of connected events; subject to no more than
 - 18.5.2. the lower of your preceding 12-months' charges applicable to the LTE BB Service in question or S\$10,000/- in any 12-month period.
- 18.6. The limitations and exclusions of liability in this agreement shall not apply to any liability we or any of the Relevant Parties may have in respect of any death or personal injury resulting from our negligence.
- 18.7. The limitations and exclusions of liability in this agreement shall not apply to any liability which cannot be lawfully excluded or restricted under the Unfair Contract Terms Act (Cap. 396).

19. General Charges

- 19.1. The following general charges may be levied against you:

Description	Charges (exclusive of GST)
General Charges	

Change to Billing Cycle	\$20.00 per account
Transfer of Ownership	\$20.00 per account
Unsuccessful Payment	\$10.00 per instance
Replacement of lost or damaged device or equipment	Refer to Equipment section below. A Field Engineer On-Site charge will also apply if an on-site visit is required.
Field Engineer On-site (During Business Hours: Mon-Fri, 9am-6pm, excluding public holidays)	\$250.00 per visit up to 2 hours
Field Engineer On-site (After Business Hours: Mon-Fri, 6pm-9am, weekends and public holidays)	\$450.00 per visit up to 2 hours
Early Renewal Fee	\$150.00 per circuit
Early Termination	Total sum of monthly recurring charges for the remaining applicable Minimum Commitment Period
LTE BB Service	
LTE Coverage Site Survey requested by Customer	\$250.00 per 1 hour on-site
SIM Card Courier Delivery	\$15 per delivery attempt
Additional/Replacement SIM card	\$5 per SIM card
Platform Services	\$1 per SIM card per month
Extended Setup Time (due to complex setup or customer delays)	\$250.00 per extra hour on-site
Service Setup and Activation	\$250.00 per circuit
Order Cancellation (before fibre or TP Installation)	\$250.00 per circuit
Equipment Relocation and Service Setup and Activation	\$500.00 per circuit
Service Reactivation (after temporary suspension due to late payment)	\$158.00 per circuit
No Fault Found fee	\$250.00 per incident
Deactivation Charge	\$250.00 per circuit
LTE data charges	\$9.00 per GB
Equipment	
CradlePoint AER 1600 4G LTE Router	\$1170.00 each
CradlePoint IBR 900 4G LTE Router	\$1300.00 each
Flat Panel Antenna	\$115.00 each

All above charges are exclusive of GST. We reserve the right to add, remove or change any of the charges from time to time without prior notice. Please procure written confirmation from us on the charges that apply to you.

20. Revision

- 20.1. We reserve the right to change, amend or revise these Specific Terms and Conditions. The revised Specific Terms and Conditions shall become effective once posted on the MyRepublic website.

Updated and effective on 8 Aug 2023