

UTILITY SERVICES - TELECOMMUNICATION ORDER FORM

[OF-031]

Services provided by Starhub

This order form is for telecommunication services. Please complete and return this form to services@suntecsingapore.com no later than Monday 2nd November 2020.

All forms are to be completed by the signatory of the licensing agreement. To change authorised personnel for submissions, please complete AP-001 Change in Authorised Personnel Permit.

Contact Details

Event Name:

Hall Number:

Booth Number:

Billing Name:

Billing Company:

Billing Address:

Billing Contact Number:

Onsite Contact Person:

Onsite Contact Number:

Terms & Conditions

- Upon submission a copy of this form will be shared with Starhub.
- Starhub will liaise directly with all Organisers to confirm the technical requirements
- An invoice will be sent via the Starhub representative.
- Pre-payment is required for all orders.
- Orders will only be confirmed once payment has been made.
- Order forms are applicable for pre-orders only. Submission of pre-orders should follow the stipulated timeline.
- Suntec Singapore & Starhub reserve the right to revise the indicative prices and service offerings without prior notice given.
- Overnight charge is defined as any installation required between 0000hrs and 0759hrs and is charged as: 1 – 10 circuits = \$300.00, 11 – 50 circuits = \$500.00, more than 50 circuits = \$900.00.
- For technical specifications, see **Technical Guide [Venue]**.
- All confirmed orders are non-refundable and non-returnable.
- All prices are subject to prevailing government taxes.
- All standard terms and conditions apply.
- All information is intended as a guide only.
- For vendor's terms and conditions, please refer to **Starhub's Terms & Conditions** on page 5.
- This form is valid till 31 December 2019.



Suntec
SINGAPORE
Convention & Exhibition Centre

The Preferred Place To Meet

[OF-031]

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[OF-031]

ORDER FORM – IT & TELECOMMUNICATIONS SERVICES

Event Name : _____ Company Name: _____ ("Customer")

Period of Event: _____ ("the Term") Hall & Booth No: _____

TELEPHONE LINE

A) Telephone Line (Local Access Only – Free Local Call)^

B) Telephone Line (Local & IDD Access – IDD Usage is Chargeable)^!

- Surcharge – Buildup period (Less than 48hrs notice)
- Surcharge – Show Day (Less than 12 hrs notice)
- Relocation charge
- Telephone Extension (Within Booth Area)
- Fault Rectifying (3rd Party Issue)

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$200.00	\$60.00	-		
\$250.00	\$60.00	-		

\$100.00	-	-		
\$200.00	-	-		
\$60.00	-	-		
\$90.00	-	-		
\$60.00	-	-		

ISDN

A) ISDN2 (Local Access Only) ^

B) ISDN2 (Local & IDD Access) ^!

- Surcharge – Buildup period (Less than 48hrs notice)
- Surcharge – Show Day (Less than 12hrs notice)
- Relocation charge

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$270.00	\$60.00	-		
\$270.00	\$60.00	\$200.00		
	-	-		
\$135.00	-	-		
\$270.00	-	-		
\$60.00	-	-		

BROADBAND – Per Circuit

A) 2Mb DHCP#

B) 4Mb DHCP#

C) 6Mb DHCP#

D) 10Mb DHCP#

- Surcharge – Buildup period (Less than 48hrs notice)
- Surcharge – Show Day (Less than 12hrs notice)
- Relocation Charge

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$3,300.00	\$800.00	-		
\$3,800.00	\$800.00	-		
\$4,800.00	\$800.00	-		
\$6,000.00	\$1,000.00	-		

\$1,200.00	-	-		
\$2,400.00	-	-		
\$300.00	-	-		

Ethernet Leased Line – Per Circuit

A) 2Mb ELL (16 Static IP, With Internet access)

B) 4Mb ELL (16 Static IP, With Internet access)

C) 6Mb ELL (16 Static IP, With Internet access)

D) 8Mb ELL (16 Static IP, With Internet access)

E) 10Mb ELL (16 Static IP, With Internet access)

F) 20Mb ELL (16 Static IP, With Internet access)

G) 30Mb ELL (16 Static IP, With Internet access)

H) 40Mb ELL (16 Static IP, With Internet access)

I) 50Mb ELL (16 Static IP, With Internet access)

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$6,300.00	\$2,000.00			
\$7,700.00	\$2,000.00			
\$9,900.00	\$2,000.00			
\$13,000.00	\$2,000.00			
\$15,300.00	\$2,000.00			
\$17,500.00	\$2,000.00			
\$19,900.00	\$2,000.00			
\$21,200.00	\$2,000.00			
\$25,400.00	\$2,000.00			

Switched Ethernet – Per Circuit

- A) 2Mb SWE (8 Static IP, With Internet access)
- B) 4Mb SWE (8 Static IP, With Internet access)
- C) 6Mb SWE (8 Static IP, With Internet access)
- D) 8Mb SWE (8 Static IP, With Internet access)
- E) 10Mb SWE (8 Static IP, With Internet access)
- F) 20Mb SWE (8 Static IP, With Internet access)
- G) 30Mb SWE (8 Static IP, With Internet access)
- H) 40Mb SWE (8 Static IP, With Internet access)
- I) 50Mb SWE (8 Static IP, With Internet access)

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$3,900.00	\$1,548.00			
\$5,200.00	\$1,548.00			
\$5,700.00	\$1,548.00			
\$6,200.00	\$1,548.00			
\$6,600.00	\$1,548.00			
\$7,300.00	\$1,548.00			
\$8,400.00	\$1,548.00			
\$10,500.00	\$1,548.00			
\$11,700.00	\$1,548.00			

SERIAL DIGITAL INTERFACE

- A) SDI 270Mb (1 Way Transmission)

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$10,000.00	\$4,000.00			

STARHUB TV*

- A) News Package (CNN, CNBC, BBC, Bloomberg TV)
- B) Sports Package (ESPN, Football Channel, Golf Channel)
- C) Entertainment Package
(Discovery, MTV SEA, STARWORLD)

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
\$690.00	\$345.00			
\$1,200.00	\$600.00			
\$550.00	\$275.00			

*Price excludes cabling cost

WIFI SERVICES

Free Wifi

Complimentary

EQUIPMENT RENTAL & CABLING

- A) Telephone Set
- B) CAT-3 Cable (for Telephone line)
- C) CAT-5 UTP Cable (for Data/ Leased line)
- D) CAT-5 UTP Computer Network Cabling Outlet (within same booth)
- E) CAT-6 UTP

1 st block of 1 – 7 days	Subsequent 7 days block	Deposit	Qty	Total (\$)
Upon Request	-	\$100.00		
\$200.00	-	-		
\$400.00	-	-		
\$150.00	-	-		
\$535.00	-	-		

Important Information to Note:

1. All charges stated above are exclusive of the 7%GST.
2. Starhub is strictly on prepayment term; kindly ensure that all payment is received by Starhub before events commence.
3. "A" Telephone set(s) and telephone cord(s) are excluded.
4. "H" Hub(s)/switch(s) and internal cabling are excluded.
5. "Build up Period" refers to the set up period of the exhibition as informed by the organizer of the exhibition to StarHub in writing.
6. "Show Day" refers to the day upon which Customer requests for the Equipment and/or Services to be provisioned on event days.
7. Switched Ethernet (SWE) and Ethernet Leased Line (ELL) orders requires a standard lead time of 18 working days for order to be processed. Orders which come in later requiring express charges will be reviewed before order can be committed.
8. Broadband (ADSL), Switched Ethernet (SWE) and Ethernet Leased Line (ELL) orders' bandwidth are as per circuit, and bandwidth subscribed will be shared among all devices connected.
9. Lead time to provide onsite orders is estimated at 4 hours, and subject to site condition and organizer approval
10. Overnight charge is applicable for any installation done between 00:00 and 07:59.
 - a. 1 – 10 Circuits = \$300.00
 - b. 11 – 50 Circuits = \$500.00
 - c. More than 50 circuits = \$900.00
11. Payment milestones: The One Time Charges (OTC) for the equipment shall be paid in the following manner, unless otherwise agreed by us in writing:
 - a. upon your signing of this quotation: 100% of the total sales order.
12. In the event of a termination of the contract by customer during the contract period or in the event StarHub terminates the contract due to the customer's default, customer shall pay StarHub the following:
 - a) any and all outstanding charges;
 - b) the specified cancellation fee;
 - c) StarHub's early termination charge which is equivalent to the monthly recurring charges for the rest of the remaining contract period;
 - d) any and all damages or losses which StarHub may suffer as a result of and/or in connection with the termination, for example, without limitation, non-refundable deposit paid by StarHub, cancellation fees imposed by a third party on StarHub, early termination fees imposed by a third party on StarHub.
13. Subject to the foregoing clause 12, a cancellation fee amounting to 75% of total sales order value shall be imposed on customer in the event customer cancels the order before StarHub orders the equipment. A cancellation fee amounting to 80% of total sales order value shall be imposed on customer in the event customer cancels the order after StarHub orders the equipment.

TERMS & CONDITIONS

- 1) Notwithstanding any prior representation, promises, arrangement, agreement, covenant or understanding, whether written or oral, the provisions stated herein read with StarHub's General Terms & Conditions and Specific Terms & Conditions for Info-communications Services at www.starhub.com (collectively "Terms and Conditions") form the entire Agreement between Customer and StarHub Ltd (Reg No. 199802208C) ("StarHub") and/or StarHub's Affiliate(s) providing Customer the use and/or access of the Equipment and/or Services. If any conflict shall arise between and the provisions stated herein and the Terms & Conditions, the provisions of this Agreement shall prevail.
- 2) Customer shall submit its orders by way of this form for the Equipment and/or Services with all necessary details to allow StarHub to set up and/or provision the Equipment and/or Services to Customer. The details to be provided include such markings in relation to the booth plan(s) of the respective exhibition hall(s) ("Premises") at the Suntec Convention Centre, (""). StarHub may be unable to provision the Equipment and/or Services to Customer if StarHub is unable to determine the Premises with certainty. StarHub shall only provision the Equipment and/or Services to the Customer at the Premises.
- 3) Customer shall submit its orders for the Equipment and/or Services to StarHub's Telecommunications Office at the Suntec Convention Centre ("Telecommunications Office") five (5) working days or such number of working days as may be informed by StarHub to Customer before the provisioning of the Equipment and/or Services to Customer ("Order Submission Date"). Customer shall pay StarHub such surcharge for the Equipment and/or Services, as may be determined by StarHub from time to time, for orders submitted by Customer to StarHub after the Order Submission Date. Customer shall contact the Telecommunications Office if Customer does not receive written acknowledgement of its orders two (2) working days after its orders have been submitted to StarHub.
- 4) Customer shall pay StarHub all Charges for the deposit, rental and provisioning of the Equipment and/or Services in full **prior** to the collection or provision of the Equipment and/or Services. Customer shall always pay StarHub for the Equipment and/or Services the amount that would have been paid to StarHub had Taxes not been imposed on the Equipment and/or Services. Customer acknowledges and agrees that unless otherwise stated in this form, there shall be no refund of any payment made to StarHub for Customer's cancellation of the provisioned Equipment and/or Services. Customer shall pay StarHub all Charges for the use and/or access of the Equipment and/or Services by the payment date of the invoice or within thirty (30) days from the date of the invoice, whichever is earlier. The deposit or such remaining sum of moneys after its appropriation towards any unpaid Charges, if any, will be returned to Customer after Customer has paid all Charges in relation to the Equipment and/or Services.
- 5) Customer shall collect the Equipment and/or Services from the Telecommunications Office one (1) working day before the Equipment and/or Services are required to be provisioned at the Premises or on such other collection date as may be informed by StarHub to Customer from time to time. Customer will be informed by StarHub of the date upon which the Equipment and/or Services will be provisioned to Customer. StarHub will not provision any Equipment and/or Services until StarHub receives full payment of the Charges for deposit, rental and provisioning of the Equipment and/or Services. Customer shall pay StarHub a relocation charge, as may be determined by StarHub from time to time, if the provisioned Equipment and/or Services are to be provisioned at a location other than the Premises as shall be agreed by StarHub in writing.
- 6) At the end of the Term, Customer shall return the Equipment and/or Services to the Telecommunications Office during normal business hours, and if not possible for reason of the closure of the Telecommunications Office, the following working day.
- 7) The Equipment and/or Services are provided to Customer on an "as-is" and "as available" basis. Customer acknowledges receipt of the Equipment in good working condition and agrees to return StarHub the provisioned Equipment in the same condition. Unless otherwise expressly agreed to by StarHub as stated as such in this form, Customer shall be responsible for any equipment or services required to use or access the Equipment and/or Services. Customer shall indemnify StarHub for any loss or damages to, or arising from or in relation to the use and/or access of the Equipment and/or Services during the Term.

CONFIRMATION & AGREEMENT

We hereby confirm and agree to be bound by all provisions herein:

Company Name: _____ BRN/ ROC No: _____

Company Address: _____ Postal Code (_____)

Contact Person: _____ Designation: _____

Tel No: _____ Mobile No: _____ Fax No: _____

Email: _____

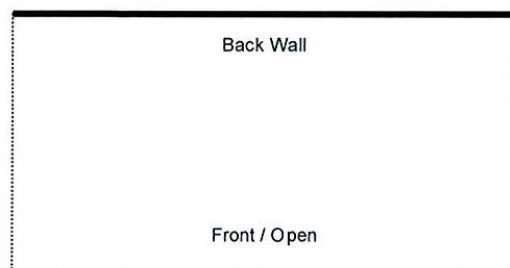
Booth Plan

Company Stamp : _____

Signature : _____

Date of submission : _____

Side
Wall /
Open



**Please indicate the location of the line at the plan /
provide the booth plan with the location*