

## **gridRewards Terms and Conditions**

The gridRewards Programme ("the Programme")

### **1. Participation**

- 1.1. All customers who signed up for any of the grid mobile services will be automatically enrolled into the Programme.
- 1.2. A customer residing in Singapore and whose account(s) with us ("Account") is/are in good standing, as determined by grid mobile in its sole discretion, is entitled to participate in the Programme.
- 1.3. If the Account is terminated and/or suspended at any time, for any reason, whether by the relevant customer or grid mobile, the relevant customer will forthwith be disqualified from participating in the Programme and all unused gridPoints accrued, shall be put on hold or forfeited at the discretion of grid mobile; such gridPoints shall not be transferable to any other Account (whether relating to the relevant disqualified customer or any other person).

### **2. Issuance of gridPoints**

- 2.1. gridPoints will be credited into the Account by the end of each month and only after full payment of the bill every month.
- 2.2. gridPoints is awarded accordingly:
  - 2.2.1. **Loyalty points**
    - 2.2.1.1. 50 gridPoints is awarded monthly for each active grid mobile service subscription.
    - 2.2.1.2. gridPoints will not be awarded for buddy SIM lines.
  - 2.2.2. **Birthday points**
    - 2.2.2.1. 200 gridPoints is awarded on the customer's Birthday Month as stated on the NRIC, Passport or FIN number of the customer.
  - 2.2.3. **Referral Program**
    - 2.2.3.1. "Referral Code" refers to the unique referral code tagged to customer's billing account with grid mobile.
    - 2.2.3.2. "Referrer" refers to the individual whose Referral Code was successfully applied by a Referred Friend.
    - 2.2.3.3. "Referred Friend" refers to the individual (but not the Referrer) who when signing up for services with grid mobile for the first time successfully applied the relevant Referral Code into the referral code field during the online sign-up process before completing his/her order.
    - 2.2.3.4. For each successful referral,

2.2.3.4.1. 50 gridPoints will be awarded to the Referee every month until and unless the grid mobile services subscribed to by, and provided to, the Referee is terminated by the Referee or grid mobile. In the event of such termination, gridPoints will cease to be awarded.

2.2.3.4.2. 50 gridPoints will be awarded to the Referred Friend every month for the first three (3) months of service only. If the grid mobile services subscribed to by, and provided to, the Referred Friend is terminated by the Referred Friend or grid mobile within the first three (3) months, gridPoints will cease to be awarded.

2.2.3.5. gridPoints will only be awarded after the relevant customer has made full payment for his/her bill with grid mobile.

2.2.3.6. A Referred Friend can use only one Referral Code when signing up for grid mobile for the first time.

2.2.3.7. grid mobile will not award any gridPoints if the relevant Referral Code was not applied before the relevant order was completed.

### **3. Redemption of gridPoints**

3.1. gridPoints are valued at 100 points = SGD1.

3.2. Points can be used to redeem for bill rebates, cashback to the credit/debit card or redeem for merchant offers (available from October 2019).

3.3. gridPoints can only be redeemed after full payment has been made for any outstanding bill.

#### **3.3.1. Bill Rebates**

3.3.1.1. Upon accumulation of 1,000 gridPoints, the 1,000 gridPoints will automatically be applied to offset the charges from the following month's bill.

#### **3.3.2. Cashback**

3.3.2.1. Upon accumulation of 5,000 gridPoints, the 5,000 gridPoints will automatically be converted into cashback and the value will be credited into the credit/ debit card that was registered with us for payment.

3.3.2.2. Cashback will be reflected in customer's credit / debit card statement for the relevant month.

#### **3.3.3. Merchant offers**

3.3.3.1. Redemption for merchant offers will be available from October 2019.

### **4. General**

4.1. grid mobile's decision on all matters and disputes concerning gridRewards Programme shall be final and binding on the customer. Regardless of any disputes, grid mobile reserves the

right to debit the appropriate gridPoints from the Account, without prior notice to the customer under which the Account is registered.

- 4.2.** grid mobile shall have the absolute discretion to use agents or subcontractors to administer and/or implement the gridRewards Programme and grid mobile shall not be liable to any person for any act, omission or neglect on the part of such agents or subcontractors.
- 4.3.** The use and/or conversion of gridPoints may be subject to further terms and conditions or restrictions from time to time and grid mobile may, at its sole discretion and without prior notice, modify, suspend or terminate the Programme, and/or modify these gridRewards Terms and Conditions.
- 4.4.** grid mobile may notify customers of any such modifications or change(s) to the these gridRewards Terms and Conditions via electronic mails, posting updates on the grid mobile website, or by such other means of communication as grid mobile may determine in its absolute discretion.

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