



Singapore
Advanced Research
and Education Network

Service Update Form

- *Upgrade of current plan*
- *Subscription of new services*

Please e-mail the completed form to admin@singaren.net.sg. This form contains **3 pages**.

Organisation	Organisation Name
	Organisation Address

(If there are updates to your organisation’s “Billing Contact” and “Technical Contact”, please fill in the sections below.)

Billing Contact	<i>Please fill in the particulars of the contact person for service subscription application and billing issues.</i>		
	Last name (Surname)	First name (Given name)	Job Title
	Address (if different from the organisation address stated above)		
	Email	Telephone	Fax

Technical Contact	<i>Please fill in the particulars of the contact person for technical matters.</i>		
	Last name (Surname)	First name (Given name)	Job Title
	Address (if different from the organisation address stated above)		
	Email	Telephone	Fax



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Update of Service Plan with SingAREN

(Please indicate “Y” for the services that your organization would be subscribing in relation to the update of service plan with SingAREN.)

Component	Monthly Charges (SGD) (subject to GST)	Services Subscription <i>(Please indicate “Y” for the services that your organisation would be subscribing to.)</i>
1. Research & Education (R&E) Subscription		
i. Low Bandwidth Utilization	\$500	
ii. Medium Bandwidth Utilization	\$2,000	
iii. High Bandwidth Utilization	\$10,000	
2. Port Charges		
i. 1GE	\$150	
ii. 10GE	\$600	
iii. 100GE	\$3,000	
3. * Fibre Leasing (per pair of fibre) <i>(* Subject to fibre availability)</i>	\$6,000	
4. Wavelength (per pair)	\$2,000	



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NOTE:

Please read the Terms and Conditions for using SingAREN’s services and the following statements carefully before signing.

Authorisation

I hereby authorise and confirm that this service update application is valid, and the abovementioned service(s) is/are to commence from:

D	D	M	M	Y	Y	Y	Y

We understand and agree:

- that this service will be effective from the abovementioned date until: (a) we provide SingAREN with 1 month’s notice prior to the requested termination date or (b) pay the service subscription charges for 1 month in lieu of such notice;
- that it will take 7 working days to process this application provided that all the information is complete and in order;
- that any errors and/or omissions in this form may cause delay in processing or even rejection;
- that my organization shall bear all relevant costs that may be incurred in order to commission this service;
- that there is a minimum subscription period of one year. In the event that the Subscriber terminates the service with SingAREN before this minimum subscription period, SingAREN reserves the right to levy fees and / or charges as it deems fit;
- that we shall fully comply with all terms and conditions and acceptable use policy for using this service (*The terms and conditions and acceptable use policy are enclosed in this form*);
- that SingAREN reserves the right to terminate my organisation’s subscription, without advance notice, in the event that any party of my organisation breaches any of the above-stated compliance frameworks.

Signature and Full Name

Organisation
stamp

Date



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SingAREN Service Plans: Terms and Conditions

DEFINITIONS

“**Acceptable Use Policy**” or “AUP” refers to the policy that a Subscriber must agree to follow in order to be provided with access to the SingAREN Service. The AUP is available on the SingAREN website: www.singaren.net.sg.

“**Network Availability**” is defined as the measure of the degree to which the network is operable and not in a state of failure or outage at any point of time. It measures the total downtime of the network and its servers including the log-in server, email facilities and connection to the network backbone over a month. All scheduled downtime for the purposes of maintenance and upgrading of the network system will be excluded from the calculation while all unscheduled downtime will be included.

“**Service**” refers to the provision of connectivity to the global research and education community, eg. INTERNET2 by SingAREN to the Subscriber.

“**SingAREN**” refers to **Singapore Advanced Research and Education Network**, Singapore's national research and education network. It is the sole provider of local and international networks dedicated for serving the Research and Education (R&E) community in Singapore. SingAREN is a not for profit organization registered with the Registry of Societies, Singapore.

“**Subscriber**” refers to any individual, activity, organisation, institution, school, research group, etc, that will subscribe to the SingAREN Service Plans.



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BASIC AGREEMENT

1. Introduction

1.1. Subscriber intending to subscribe to SingAREN service (through the SingAREN Service Application Form) must read this document.

1.2. By signing the SingAREN Service Application Form, the Subscriber must have understood and willing to comply with all terms and conditions stated in this document. This set of terms and conditions, and any revised version hereafter, apply as long as the Subscriber remains connected to the SingAREN network. The set of applicable Terms and Conditions is available for reference on SingAREN website: www.singaren.net.sg.

2. Terms of Service

2.1. The Service shall be in force until the Subscriber has informed SingAREN through the signing of the SingAREN Service Termination Form, and SingAREN has received and acknowledged this form.

3. Service Subscription and Activation

3.1. The Subscriber who wishes to subscribe to SingAREN Service Plans shall submit the completed SingAREN Service Application Form, available on SingAREN website, **7 working days** in advance of the intended date of activation of the SingAREN Service.

3.2. SingAREN shall activate the Service on the date of activation as indicated by the Subscriber in the SingAREN Service Application Form submitted **provided that:**

- the SingAREN Service Application Form has been duly completed, and
- the Subscriber's network has been successfully connected to SingAREN core router in Singapore.

4. Minimum Subscription Period

4.1. There is a minimum subscription period of **one year** for any Subscriber subscribing to SingAREN services. In the event that the Subscriber terminates the service with SingAREN before this minimum subscription period, SingAREN reserves the right to levy fees and/or charges as it deems fit.



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5. Change of Service

- 5.1. Any Subscriber who wishes to amend the subscribed SingAREN Service Plans shall submit a duly completed SingAREN Service Update Form to SingAREN, available on SingAREN website.
- 5.2. The Subscriber agrees to give SingAREN **7 working days** advance notice for any change of service requests.

6. Service Termination

- 6.1. Any Subscriber who wishes to terminate the subscribed SingAREN Service Plans shall submit a duly completed SingAREN Service Termination Form, available on SingAREN website, giving **one month** advance notice.
- 6.2. Service termination requests shall take effect only in **the following month**. SingAREN is not liable to refund any fees or monies rendered for the unutilised portion of the service beyond termination date.

SingAREN OBLIGATIONS

7. Technical Provisions

- 7.1. SingAREN shall provide at least 99.9% Network Availability to the Subscriber on a non-penalty basis Service Level.

8. Invoices

- 8.1. SingAREN shall issue an invoice (unless otherwise agreed) to the Subscriber at the end of each month.

9. Protection of Service Information

- 9.1. SingAREN shall protect Subscriber's information which is limited to Subscriber's billing names and addresses (unless otherwise agreed).



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SUBSCRIBER OBLIGATIONS

10. Connection Setup

10.1. The Subscriber is responsible for all arrangements, both contractual and physical, for establishing its connection to SingAREN. Such arrangements include, but not limited to, providing, operating, and maintaining the equipment necessary for connection to SingAREN. Although such arrangements are the Subscriber's responsibility, SingAREN may provide advice and assistance, as available.

11. Security

11.1. The Subscriber is responsible for establishing and maintaining their own access security, including the security of user identification and passwords. The Subscriber is also self-responsible for any confidential information to be transmitted through the SingAREN network.

12. Proper Contents

12.1. The Subscriber is to ensure that the service is used for **educational and research** purposes only and will use all commercially reasonable endeavours to facilitate that data, material and information transmitted through the SingAREN network will be for educational and research purposes. For avoidance of doubt, any internet traffic originating from and terminating to an education and research organization is considered to be traffic for educational and research purposes. The Subscriber must also comply with all terms and conditions imposed by the Info-communications Media Development Authority of Singapore (IMDA) on proper contents transmission.

13. Compliance

13.1. The Subscriber shall comply with all notices, directions or instructions given by SingAREN from time to time in respect of the use of SingAREN service, including but not limited to, the guidelines stated in SingAREN Acceptable Use Policy, and such other similar guidelines, as set out in SingAREN web page. The Subscriber shall assume responsibility for and indemnify SingAREN in full against all third-party claims resulting from any actions undertaken by its directors, officers, employees, representatives, contractors and consultants.



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14. Payment

14.1. The Subscriber agrees to pay within **30 days** from the date of issue of the invoice. SingAREN reserves the right to impose penalty charges or terminate the service rendered to Subscribers who failed to pay the service charges after being issued a reminder.

OTHER ISSUES

15. Service Interruption

15.1. The Subscriber understands that SingAREN will need to, from time to time, interrupt its network for the purpose of network maintenance and upgrading. This shall not be constituted as Network Unavailability.

16. Service Suspension

16.1. SingAREN reserves the right to suspend or terminate service provided to the Subscriber if the Subscriber causes technical harm to SingAREN network. SingAREN shall also report any illegal or improper activities on its network to the relevant authorities for further action.

17. Amendment to Terms & Conditions

17.1 SingAREN reserves the right to amend any of the terms and conditions and/or tariffs when necessary.



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Singapore Advanced Research and Education Network (SingAREN)

Acceptable Use Policy (AUP)

1. Acceptable Use

1.1 All network use by Singapore Advanced Research and Education Network (SingAREN) members and those connected via SingAREN members shall be for, or in support of, research and education.

2. Unacceptable Use

2.1 It is not acceptable to use the SingAREN network for purposes which violate the law of Singapore.

2.2 It is not acceptable to use the SingAREN network for any purpose which violates the intellectual property rights of others.

2.3 It is not acceptable to use the SingAREN network in a manner that intentionally or negligently disrupts normal network use and service. Such disruption would include the intentional or negligent propagation of computer viruses, the violation of personal privacy, and the unauthorized access to protected and private network resources.

2.4 It is not acceptable to use the SingAREN network for commercial activities that are not in support of education, research, or other approved usage of the network.

3. Enforcement of Policy

3.1 Each SingAREN member must make reasonable efforts to publicize the policies of SingAREN and to require compliance of those connected through them.

3.2 Reported and perceived violations of the Acceptable Use Policy will be reviewed by the SingAREN Executive Committee. Violations that are not promptly remedied by the member institution may result in action including the suspension or termination of SingAREN's service.

4 Modification of Policy

4.1 SingAREN reserves the right, through its published governance processes, to modify this AUP (and its posted guidelines or other rules) from time to time. Advance notice will be provided for any such modifications.