



TECH SUPPORT TERMS AND CONDITIONS

Effective Date: 13 October 2026

1. Terms and Conditions for Complimentary Tech Support

- 1.1. These terms and conditions ("Tech Terms") govern the complimentary technical support ("Support") provided by Swap Telecommunication Pte. Ltd. ("Swap Mobile", "we", "us") to customers with an active subscription to a service ("Customer") offered by Swap Mobile governed under the Consumer Mobile Terms and Conditions ("Consumer Mobile Terms"). By using the Support, the Customer acknowledges that he/she has read, understood and agreed to these Tech Terms.
- 1.2. This Support service is offered at no additional charge and no refund, rebate or credit is given if the Customer does not use this Support.

2. Scope of Support

- 2.1. The scope of the Support consists of advice and guidance for the following:
 - (a) **Data backup and transfer:** from the Customer's eligible device to an upgraded or downgraded device provided under our SIM with device subscription plan, or to a new device.
 - (b) **Software updates:** guidance on manufacturer over-the-air (OTA) software updates and general device maintenance;
 - (c) **Device settings:** network, customisation and accessibility settings; and
 - (d) **Backup and restoration** of the Customer's eligible device.
- 2.2. Support excludes:
 - (a) repair of, or diagnosis or advice relating to, any hardware fault (hardware claims are handled under the Customer's Protect Pro plan or by the manufacturer);
 - (b) remote access to, or remote control of, Customer's device;
 - (c) on-site assistance;
 - (d) faults in third-party apps or services, or recovery of third-party accounts that only the provider can carry out;
 - (e) devices that are rooted, jailbroken, running unofficial software, or not compatible with our Service (including devices without VoLTE support);



- (f) recovery of data from damaged devices, or bypassing passcodes, activation locks or factory-reset protection;
- (g) billing disputes which are handled as per the process set out in our Consumer Mobile Terms; and
- (h) business or enterprise IT services, including device-management systems.

3. **Support Channels and Hours**

- 3.1. The Customer may request for Support through any of the following Support channels the details of which including the availability hours are published on our website at www.swap-mobile.com/sg and/or Mobile App:

- (a) Hotline;
- (b) Live Chat;
- (c) WhatsApp;
- (d) Email or by submitting a ticket through the Mobile App or Website; and
- (e) In-App Self-Help Knowledge Base

- 3.2. Support channels may be unavailable for short periods for maintenance or reasons beyond our control. We may add or change the Support channels.

- 3.3. We will never ask the Customer for a one-time password (OTP), the User Account password or banking credentials through any Support channel. Messaging platforms such as WhatsApp are also subject to their own terms.

4. **Customer Obligations**

- 4.1. The Customer must provide accurate and complete information about the issue.
- 4.2. The Customer must follow the advice and recommendations given by Support exactly as provided. If the Customer is unsure about any step, the Customer should check back with Swap Mobile before continuing.
- 4.3. The Customer is responsible for backing up his/her data before carrying out any step we advise, particularly software updates.



- 4.4. The Customer must cooperate with identity verification, keep their user account credentials secure, and never share any OTP with anyone, including anyone claiming to be from Swap Mobile.
- 4.5. Customer must own, or be authorised to use, the device and user account for which the Customer request Support.
- 4.6. The Customer must use Support lawfully, reasonably and for personal, non-commercial purposes. Customer must not abuse, threaten or harass our staff, or make excessive or vexatious requests.

5. **Disclaimers**

- 5.1. Swap Mobile makes no guarantees, representations or warranties express or implied regarding Swap Mobile's ability to advice, provide recommendations or solutions for all the requests made by the Customer.
- 5.2. Swap Mobile is not an authorised repair service provider for any mobile device brands sold in Singapore. All advice and recommendations provided by Swap Mobile are conducted independently and do not constitute endorsement or authorisation by the respective brands. The Customer agrees and acknowledges that Swap Mobile is not responsible for any damages, warranty and/or issues resulting from the advice and/or recommendations and Support provided by Swap Mobile.
- 5.3. Swap Mobile is not responsible for any failure to resolve the issues for which the Support is provided. The Customer understands and agrees that not all problems can be diagnosed or resolved through the Support.
- 5.4. Swap Mobile shall not be held liable for any damage to the eligible device that may occur during the provision of Support for any reason whatsoever.
- 5.5. The Customer is solely responsible for the data backup or restoration of data. Swap Mobile shall not be held liable for any loss of data, corruption or unrecoverable information resulting from the Support.



- 5.6. Swap Mobile shall not be held liable for any software corruption, incompatibility, device malfunction and/or damage to the eligible device because of the Support service provided. This includes issues resulting from software installation, updates or configuration changes made during the Support.
- 5.7. Swap Mobile does not provide any warranties regarding the Support, solutions recommended or implemented during the Support. The Customer assumes all risk associated with any subsequent eligible device hardware or software malfunction.

6. **Limitation of Liability**

- 6.1. To the fullest extent permitted by law, Swap Mobile disclaims all liability for any damages, losses or claims arising out of or related to the use of the Support. This includes but is not limited to, direct, indirect, incidental, consequential or punitive damages.
- 6.2. The Customer shall indemnify and keep Swap Mobile indemnified fully at all times against all loss, claims, actions, expenses, damage, cost and liabilities whatsoever (including legal expenses on a full indemnity basis including solicitor and client costs) which Swap Mobile may sustain or incur as a consequence of the Customer's (a) breach of these Tech Terms; (b) Customer's fraudulent or unlawful use of Support; (c) false or misleading information provided by the Customer to obtain Support, including in relation to identity verification.
- 6.3. Swap Mobile total aggregate liability to the Customer arising out of or in connection with Support, whether in contract, tort (including negligence), breach of statutory duty or otherwise shall not exceed an amount equal to one (1) month subscription fee.

7. **Personal Data and Privacy**

- 7.1. Swap Mobile and/or our appointed agents may collect, use and disclose your personal data in accordance with the Personal Data Protection Act 2012 of Singapore ("**PDPA**") and our privacy policy available at our website at www.swap-mobile.com/sq.
- 7.2. By using Support, Customer consents to our collection, use and disclosure of his/her personal data to verify his/her identity, provide Support, maintain service quality and training, improve our services and comply with legal and regulatory requirements.



7.3. Calls may be recorded, and chat, WhatsApp and email records are retained, for quality, training, fraud prevention and dispute resolution. Customer will be informed at the start of a recorded call.

7.4. We may engage affiliates and service providers, including providers located outside Singapore, to deliver Support.

8. **Assignment and Subcontracting**

8.1. Support is personal to Customer and may not be assigned or transferred to any third party.

8.2. We may subcontract the provision of Support to our affiliates or service providers. We remain responsible for Support provided on our behalf.

9. **Suspension and Termination of Support**

9.1. We reserve the right to immediately terminate Support, without any prior notice and further obligation to the Customer. Upon the termination of Support, the Customer shall not be entitled to the complimentary Support services. Any request for Support open at the time of termination and/or suspension will be closed.

10. **Governing Law and General Provisions**

10.1. These Tech Terms shall be governed by and construed in accordance with the laws of Singapore and the parties shall submit to the exclusive jurisdiction of the courts of Singapore.

10.2. A person who is not a party to these Tech Terms has no rights under the Contracts (Rights of Third Parties) Act 2001 to enforce any of them.

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