

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SME MANAGED WEBSITE

Effective as of [6 October 2026]

StarHub SME Managed Website - Specific Terms and Conditions

The StarHub SME Managed Website service provides website design, build, managed hosting and ongoing support for eligible small and medium enterprises under a selected service package.

These StarHub SME Managed Website Specific Terms and Conditions ("Service Terms") set out the basis on which StarHub Ltd. ("StarHub") will provide the Service to the Customer.

These Service Terms shall be read together with the StarHub Business General Terms and Conditions ("Business General Terms"), the Service Application Form and the SOW. In the event of conflict between these Service Terms and the Business General Terms, these Service Terms will take precedence over the Business General Terms. For the avoidance of doubt, any matters or terms not expressly addressed in these Service Terms (including, without limitation, indemnities, liability, and data protection) shall continue to be governed by the Business General Terms.

1. Definitions and Interpretation

1.1. In these Service Terms and the SOW, the following words and expressions have the meanings set out below:

"Agreement" means the accepted Service Application Form, the SOW, these Service Terms and the Business General Terms;

"Authorised Contact" means the person identified by Customer and accepted by StarHub as authorised to submit instructions and support requests concerning the Service;

"Business Day" means Monday to Friday, excluding public holidays in Singapore;

"Business Hours" means 9.00am to 6.00pm Singapore time on a Business Day;

"Charges" means the monthly recurring charges, additional allowance charges, third-party charges and all other fees payable for or in connection with the Service;

"Customer" means the company, business or organisation that applies for or acquires the Service from StarHub;

"Configuration Support" means assistance requested by the Customer to make changes or configure existing Website features that the Customer is unable to change or configure independently;

"Content Revision Cycle" means one consolidated batch of post-Go-Live changes to Website text, images, product information or layout, submitted together and actioned as one round;

"Contract Start Date" means the earlier of (a) the Go-Live date and (b) the date falling 30 calendar days after the Order Submission Date;

"Contract Period" means the period of 24 months beginning on the Contract Start Date;

"Customer Content" means all information, text, images, logos, product details, prices and other materials supplied or approved by Customer for the Website;

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
SME MANAGED WEBSITE

“Delivery Partner” means MyRepublic Broadband Pte. Ltd., Genaxis Pte. Ltd. or another qualified service delivery provider appointed by StarHub;

“Go-Live” means deployment of the Website for access by the public following Customer’s express approval and signed handover confirmation;

“Managed Services” means routine support and maintenance for the Website, including applicable security updates and other activities described in the SOW;

“Order Submission Date” means the date on which Customer’s order for the Service is submitted to StarHub;

“Platform” means Wix or Shopify, as selected by StarHub based on Customer’s requirements and the applicable package;

“Service” means the StarHub SME Managed Website service described in these Service Terms and the SOW;

“SOW” means the applicable scope of work contained in the Service Application Form, quotation, price book or other document accepted by StarHub; and

“Website” means the website designed, built, hosted and supported under the Service.

- 1.2. Unless the context requires otherwise: words in the singular include the plural and vice versa; headings do not affect interpretation; “include”, “includes” and “including” mean including without limitation; and references to laws include amendments and replacements.

2. Scope of Service

- 2.1. StarHub agrees to provide, and Customer agrees to take and pay for, the Service package stated in the SOW.
- 2.2. The Service is provided at Customer’s request. Customer is responsible for selecting a package suitable for Customer’s needs and for confirming that the standard capabilities of the Platform meet those needs.
- 2.3. The standard package entitlements are summarised below. The SOW may contain further package-specific details.

Entitlement	Lite	Core	Business
Standard pages	Up to 5	Up to 10	Up to 15, plus e-commerce pages
Platform	Wix	Wix	Wix or Shopify
Managed Services allowance	16 hours	24 hours	36 hours
Configuration Support allowance	16 hours	24 hours	36 hours
Post-launch Content Revision Cycles	1	3	5
Administrator training	1 session of 1 hour	3 sessions of 1 hour	5 sessions of 1 hour
Backup	Optional add-on	Optional add-on	Included, subject to Platform capability

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

SME MANAGED WEBSITE

- 2.4. All packages include mobile and tablet-responsive design, the relevant Platform subscription during the Contract Period, SSL/HTTPS where available, contact and existing-email integration, basic content support, package-specific SEO setup, proactive outage monitoring and remote support.
- 2.5. Basic content support consists of organising, drafting and lightly editing Website wording using information supplied by Customer. It does not include specialist copywriting, legal review, independent fact-checking or any guarantee of marketing performance.
- 2.6. For the Business package, standard Platform features for e-commerce, product catalogues, checkout, order tracking, bookings and subscriptions are included where required and supported by the selected Platform plan. Customer-supplied product information may be loaded without a package-specific product-count limit during the initial build.
- 2.7. After Go-Live, Customer is responsible for managing product information and other Website content. Customer may request assistance using Configuration Support or, for a consolidated larger change within the existing Website scope, a Content Revision Cycle.
- 2.8. Website migration, email creation or hosting, email migration, logo design, branding, photography, videography, translation, custom code, custom applications, bespoke integrations, a full redesign and migration to another platform or provider are excluded unless StarHub expressly agree otherwise in writing. An existing website will be treated as a new website build and will not be migrated.
- 2.9. Paid apps, premium themes, stock media licences, payment-gateway fees, transaction-processing charges and other third-party fees are payable separately by Customer unless expressly included in the SOW.

3. Application and Eligibility

- 3.1. Customer may apply for the Service through an authorised StarHub representative using StarHub's latest application process and forms.
- 3.2. To be eligible, Customer must be registered with the Accounting and Corporate Regulatory Authority of Singapore or hold a Singapore Unique Entity Number, satisfy StarHub's credit requirements, provide accurate and complete information, and nominate an Authorised Contact with a valid email address and telephone number.
- 3.3. StarHub may conduct identity, credit, risk and eligibility checks, request additional information, impose reasonable conditions such as a deposit or credit limit, and accept or reject an application at StarHub's discretion, subject to applicable law.
- 3.4. An order becomes binding when StarHub accepts it. If the Customer cancels an accepted order before the Contract Start Date, the Customer must pay a cancellation charge equal to the reasonable costs and expenses incurred or irrevocably committed by StarHub or its Delivery Partner in connection with the Service up to the date of cancellation, including any third-party costs and work undertaken in preparing, designing or developing the Website, as determined by StarHub in its sole discretion.
- 3.5. StarHub reserves the right not to accept the Customer's application at our discretion and without any liability to the Customer.

4. Website Development Delivery and Acceptance

- 4.1. Customer must provide all information and materials requested for the Website within 30 calendar days after the Order Submission Date.

- 4.2. Before the end of the period specified in Clause 4.1, StarHub will notify the Customer in writing of any requested information or materials that remain outstanding.
- 4.3. If any requested information or materials remain outstanding at the end of that period, the Contract Start Date will nevertheless occur in accordance with Clause 1.1 and the Charges will commence on that date in accordance with Clause 12.1. StarHub or its Delivery Partner will proceed with procuring the applicable Platform subscription and preparing the Website build.
- 4.4. The Customer may provide the outstanding information or materials at any time after the period specified in Clause 4.1. The Website build will proceed once StarHub or its Delivery Partner has received all information and materials reasonably required for the build. Any delay in providing them will not postpone the Contract Start Date, the commencement of the Charges or the Contract Period.
- 4.5. The estimated delivery period is 30 working days beginning when StarHub has received all required information and materials. This period is an estimate and is not a guaranteed completion date.
- 4.6. The estimated delivery period runs continuously once it begins and does not pause while StarHub awaits Customer's feedback or approval. StarHub will not be responsible for delay to the extent caused by Customer's failure to provide content, approval, access or other required assistance.
- 4.7. During the initial build, Customer may request revisions within the agreed package scope until Customer approves the Website. Changes to the agreed requirements, bespoke features and work outside the package scope may be quoted separately and will begin only after Customer approves the additional Charges.
- 4.8. The Website will not go live until Customer has expressly approved it and signed the handover confirmation. Customer's signed handover confirms that Customer accepts the Website as meeting the agreed scope.
- 4.9. Work required to correct an error caused by StarHub or its Delivery Partner will be performed without additional charge and will not reduce Customer's support allowances or Content Revision Cycles.

5. Customer Responsibilities

- 5.1. Customer must provide complete, accurate and timely Customer Content, decisions, approvals, Platform access, email settings and other information reasonably required to provide the Service.
- 5.2. The Customer warrants that Customer Content is lawful, accurate and properly licensed, and that its use by StarHub and the Delivery Partner to provide the Service will not infringe any third-party rights.
- 5.3. Customer is responsible for reviewing and approving all Customer Content, Website claims, prices, product details, regulatory statements and legal notices before Go-Live and after any change.
- 5.4. Customer must keep all account credentials secure, restrict administrator access to authorised persons, maintain any third-party accounts held by Customer and promptly inform StarHub of suspected unauthorised access or a security incident.
- 5.5. Customer must not use the Service or Website for unlawful, fraudulent, malicious, infringing or abusive purposes, or in any manner that may damage, disable, overburden or compromise any system, Platform or other user.

6. Domain Platform and Accounts

- 6.1. Customer is responsible for selecting, registering, purchasing, renewing and managing Customer's domain name. StarHub may guide Customer and will assist in connecting Customer's domain to the Website, but StarHub does not register, purchase, own or renew the domain for Customer.
- 6.2. StarHub will select Wix or Shopify based on Customer's requirements and the applicable package. The Platform and its functions remain subject to the provider's terms, technical capabilities, availability, usage limits and changes.
- 6.3. Customer will own the Wix or Shopify account. Customer authorises StarHub and the Delivery Partner to access and administer that account to the extent reasonably necessary to design, build, host, maintain and support the Website.
- 6.4. The applicable Wix or Shopify subscription is included in the monthly recurring charge during the Contract Period. The monthly recurring charge will not increase during that period solely because the Platform provider increases its hosting price.
- 6.5. Customer must provide the settings and access needed to connect an existing email account to Website forms and notifications. The Service does not include creating, hosting or migrating email accounts.

7. Ownership and Intellectual Property

- 7.1. At signed handover, Customer owns the completed Website design and the content created specifically for Customer, subject to the rights, terms and technical restrictions of Wix, Shopify and any other third party.
- 7.2. Customer retains ownership of Customer Content and Website data. StarHub and its Delivery Partners retain ownership of their pre-existing materials, methods, know-how, templates, tools and reusable components.
- 7.3. Ownership of the completed Website does not include the Figma design files, source materials not deployed to the Website, or ownership of the Platform, third-party software, themes, apps or licensed media.
- 7.4. Ownership transfer at handover does not affect Customer's obligation to pay all Charges for the full Contract Period or any applicable early termination charge.

8. Support Managed Services and Changes

- 8.1. Remote support is available during Business Hours. Requests must be submitted by an Authorised Contact to mydesk@starhub.com or another channel notified by StarHub.
- 8.2. StarHub will provide an initial response to a standard support or change request within three Business Days. After assessment, StarHub will agree a target resolution or completion timeline with Customer. A timeline may continue while StarHub awaits information from Customer, but StarHub is not responsible for delay caused by missing content, approval or access.
- 8.3. Each package includes separate Managed Services and Configuration Support allowances as stated in Clause 2.3. The allowances cannot be transferred or combined.
- 8.4. Time is deducted in one-hour blocks. Any part of an hour is rounded up to the next full hour. StarHub will provide allowance balance statements at months 6, 12, 18 and 24 of the Contract Period and upon request.
- 8.5. Unused included allowances expire at the end of the Contract Period and are not refundable. If an allowance is exhausted, additional allowance must be purchased at separately quoted Charges. StarHub will obtain Customer's approval before performing chargeable additional work.
- 8.6. A purchased top-up allowance is valid only for the remainder of the then-current Contract Period. Unused top-up allowance is non-refundable and expires when that Contract Period ends.
- 8.7. The Content Revision Cycles stated in Clause 2.3 become available after Go-Live. Initial-build revisions do not reduce them. A Content Revision Cycle may include a consolidated batch of layout, text, image and product-information changes and does not also reduce Configuration Support hours.
- 8.8. Unused Content Revision Cycles expire at the end of the Contract Period and are not refundable. Additional cycles may be purchased at separately quoted Charges and require Customer's approval before work begins.
- 8.9. All packages include four technical SEO maintenance reviews across the Contract Period. Each review may cover indexation, sitemap, robots.txt, redirects and broken-link checks, as applicable to the Website and Platform, and will be followed by a short report.

9. Outages Security and Backups

- 9.1. StarHub will proactively monitor Website availability for all packages. If StarHub's monitoring detects, or Customer reports, a Website outage, whichever occurs first, StarHub aims to acknowledge the outage and begin investigation within 24 elapsed hours, including weekends and public holidays.
- 9.2. The 24-hour period in Clause 9.1 is a response target and not a restoration guarantee. Website availability and restoration timing depend on Wix or Shopify and other third parties. StarHub will manage any Platform-side incident with the relevant provider.
- 9.3. Outage investigation and resolution do not reduce Managed Services or Configuration Support allowances and remain included throughout the Contract Period.
- 9.4. Security updates, malware protection, version history, restoration and other protective features depend on the capabilities and limits of the selected Platform plan. StarHub does not warrant that any measure will prevent every security incident.
- 9.5. For the Business package, backup and restoration of the whole Website, including product and order data to the extent supported by the Platform, are included without additional charge or deduction from support allowances. Backup frequency, available versions and retention are subject to Platform capabilities and limits.
- 9.6. Backup for Lite and Core is available only as an optional add-on quoted separately. Where no backup service applies, Customer is responsible for maintaining any exports or copies Customer requires.
- 9.7. Customer is responsible for security incidents caused by Customer's acts or omissions, compromised credentials, unauthorised account access, customer-installed code, or third-party apps or providers selected or authorised by Customer.
- 9.8. StarHub may temporarily suspend or take the Website offline where reasonably necessary to address a security threat, unlawful content or risk to the Platform or other users. In an urgent situation, StarHub may act without prior notice and notify Customer as soon as reasonably practicable.

10. Privacy and Data

- 10.1. Website, enquiry and order data will be stored on Wix or Shopify and will be subject to the relevant provider's terms, privacy practices and security measures.
- 10.2. StarHub and its Delivery Partners may access and use that data only to the extent reasonably necessary to provide, maintain and support the Service, subject to the Agreement and applicable law.
- 10.3. StarHub will configure privacy-policy and cookie-consent tools made available by the Platform where included in the agreed scope. Customer must provide or approve all privacy, cookie and consent wording and remain responsible for ensuring that the Website and Customer's processing of personal data comply with applicable law.

11. Ecommerce Services

- 11.1. Customer is solely responsible for the products and services offered through the Website, including their legality, descriptions, prices, taxes, stock, orders, payment arrangements, delivery, refunds, returns, subscriptions, cancellations, disputes and chargebacks.

- 11.2. Payment processing and other third-party commerce services are provided by the relevant providers under their own terms. StarHub is not the seller, merchant of record, payment processor or contracting party in transactions between Customer and Website users.

12. Charges Contract Period and Billing

- 12.1. The Contract Period and billing begin on the Contract Start Date, being the earlier of Go-Live or 30 calendar days after the Order Submission Date. This applies even if Customer has not yet approved the Website or signed the handover by the date falling 30 calendar days after the Order Submission Date.
- 12.2. Customer must pay the monthly recurring charge for the full 24-month Contract Period together with all other Charges under the Agreement.
- 12.3. Charges for excluded work, bespoke features, third-party services, additional allowances and other items not included in the package will be quoted or notified separately and incurred only in accordance with the Agreement.
- 12.4. If undisputed Charges remain unpaid for more than 30 days after their due date, StarHub may suspend Managed Services after written notice. Charges continue during the suspension period, and service may resume after payment of the outstanding amount.

13. Term Renewal Upgrades and Termination

- 13.1. The Service ends at expiry of the Contract Period unless Customer agrees to renew. StarHub intends to contact Customer approximately three months before expiry to ask whether Customer wishes to renew.
- 13.2. Any renewal package, scope, term and Charges will be quoted separately and require Customer's agreement. There is no automatic renewal.
- 13.3. Customer may request an upgrade during the Contract Period, subject to assessment and StarHub's approval. The applicable scope, Charges and effect on the Contract Period will be advised separately. Downgrades are not permitted during the Contract Period.
- 13.4. Either party may terminate the Service by giving at least 30 calendar days' written notice, subject to the Agreement and any applicable early termination charge.
- 13.5. If Customer terminates the Service before the end of the Contract Period, or if StarHub terminates due to Customer's breach, Customer must pay an early termination charge equal to the monthly recurring charge multiplied by the number of whole or partial months remaining in the Contract Period. The Parties agree that the early termination charge as set out in this Clause 13.5 forms part of the agreed commercial terms for the Customer's right to terminate the Service before expiry of the Contract Period and reflects, among other things, the fixed-term pricing of the Service, upfront costs incurred in designing, developing and deploying the Website, and third-party and Delivery Partner costs and commitments which StarHub may remain liable to pay for the remainder of the Contract Period.
- 13.6. Termination or expiry does not affect Charges already incurred, accrued rights or provisions intended to survive termination.
- 13.7. When the Service ends, StarHub will stop paying the applicable Wix or Shopify subscription and StarHub and its Delivery Partner will remove their administrator access. Customer retains control of the Platform account and may arrange and pay the Platform provider directly. If Customer does not do so, the Website may be suspended or become unavailable.
- 13.8. StarHub is not responsible for Website unavailability after the Service ends or for any loss caused by Customer's failure to establish or maintain direct Platform billing.

14. Service Limitations and Liability

- 14.1. SEO services do not guarantee any search-engine ranking, Website traffic, enquiries, leads, sales or other business result.
- 14.2. StarHub does not guarantee uninterrupted availability, compatibility with every browser or device, a fixed restoration time, or the continued availability or unchanged operation of any Platform, app, plugin, payment service or other third-party feature.
- 14.3. To the extent permitted by law and subject to the Business General Terms, StarHub is not responsible for downtime, data loss, security incidents or service issues caused by Wix, Shopify, another third party, or changes made by Customer or a person authorised by Customer.
- 14.4. The exclusions, limitations of liability, indemnities and remedies in the Business General Terms apply to the Service. No separate or additional liability cap is created by these Service Terms.

15. Delivery Partners

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
SME MANAGED WEBSITE

- 15.1. StarHub may appoint MyRepublic Broadband Pte. Ltd., Genaxis Pte. Ltd. or another qualified Delivery Partner to perform any part of the Service. StarHub may select or replace a Delivery Partner without requiring Customer to select or approve that provider, provided Customer's Service and ownership rights under the Agreement continue.
- 15.2. Customer authorises StarHub to disclose Customer Content, contact information, account details and other information reasonably required by a Delivery Partner to provide the Service, subject to applicable law and confidentiality obligations.
- 16. **Revision of Service Terms**
 - 16.1. StarHub may change, amend or revise these Service Terms in accordance with the Business General Terms. Revised Service Terms will take effect when notified or published by StarHub in the manner permitted under the Agreement.