

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
MOBILE SERVICES – 5G Unlimited+ and 5G Platinum Plans**

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**I. SECTIONS**

- I.1 These are StarHub's Service Specific Terms & Conditions for customers who have subscribed for or who have purchased any of the 5G Unlimited+ plans, 5G Platinum plans, 5G Senior plan, and 5G Data only plans (collectively, the “**5G Plans**”), and Services described hereunder via the StarHub App (“**App**”) (collectively, the “**Mobile Services**”).
- I.2 These Service Specific Terms & Conditions for the Mobile Services are divided into the following sections: -
  - (i) Section A: Eligibility
  - (ii) Section B: Mobile Services
  - (iii) Section C: DeviceDollars
  - (iv) Section D: Wallet
  - (v) Section E: Delivery of SIM Card
  - (vi) Section F: Prices and Payment
  - (vii) Section G: StarHub Buy Now Pay Later
  - (viii) Section H: SmartSupport
  - (ix) Section I: Suspension, Cancellation and Termination
- I.3 For the avoidance of doubt, only the Section(s) relating to the Mobile Services which you have subscribed for or used or purchased would apply to your relationship with us.

1.4 Unless otherwise specified, all promotions set out herein are valid and available at the rates stated until such date as determined by us.

## 2. SERVICE SPECIFIC TERMS & CONDITIONS

2.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the Mobile Services that you have subscribed for.

2.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions (save in respect of Section 1 and 2 of the Consumer General Terms & Conditions), and other Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Mobile Services in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time. The provisions of StarHub's Personal Data Protection Policy would also apply to your relationship with StarHub.

2.3 **Capitalised terms:** Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the Consumer General Terms & Conditions.

## SECTION A: ELIGIBILITY

1. **Eligibility:** You can subscribe for the Services if you are at least 18 years old. We may refuse to provide Mobile Services at our discretion.

### 2. How to sign-up:

2.1 You can sign-up for the Mobile Services via the StarHub website, the App, or StarHub shops .

2.2 You must follow our sign-up process and provide all correct information and supporting identification documentation (including but not limited to NRIC and FIN) as requested in the sign-up process. In the event of any non-submission or non-approval of identification documentation, we reserve the rights to decline your request, recall and release the mobile number you have selected.

2.3 You will need to verify your account with a valid identification ("**ID**") when signing up for your 5G Plan. You will be triggered via the App to update your account with a valid ID for verification.

2.4 If you do not successfully verify your account with a valid ID and activate the service within 21 days from the date of signing up for your 5G Plan, we reserve the right to terminate your 5G Plan immediately without further notice and liability. No refunds will be given to you under any circumstances.

2.5 If you wish to retain your active StarHub postpaid mobile number, you can request to switch to a 5G Plan.

2.5.1 Upon successful switching of your service to a 5G Plan, your existing contract for your postpaid mobile service shall be automatically terminated. Any Early Termination Charge(s) and remaining purchase price for your device instalment, if applicable, will be charged to your next postpaid bill.

- 2.5.2 StarHub postpaid services that have been switched to a 5G Plan are non-reversible. The relevant 5G Plan cannot be switched back to a postpaid service.
- 2.6 If you wish to retain your active non-StarHub postpaid mobile number, you can request for Port-In Service.
- 2.6.1 “Port-In Service” is a service provided by StarHub which allows you to port-in your line from your current mobile service provider (“**Donor**”) to a 5G Plan. When you select the option to port-in, you consent to the release of your information to a third party central number port service provider and/or the Donor for the purpose of activating the Port-In Service.
- 2.6.2 For your Port-In Service request to be successful, you must ensure the following conditions are fulfilled: (i) the non-StarHub mobile line to be ported-in is an active postpaid number. Prepaid mobile lines are not supported; (ii) the non-StarHub mobile line is registered under the same full name and ID as the 5G Plan you have registered with us, and (iv) you have paid all outstanding charges (if any) to the Donor prior to the commencement of the Port-In Service.
- 2.6.3 Upon commencement of the Port-In Service, which is upon successful SIM card delivery and successful SIM card activation, your existing contract with the Donor shall automatically terminate.
- 2.6.4 If your Port-In Service request is rejected by StarHub due to any outstanding issues with the Donor, you shall resolve these outstanding issues with the Donor directly. If you fail to resolve any outstanding issues with the Donor, your Port-In Service request will be unsuccessful. However, you can continue to enjoy the Services on the new 5G Plan mobile number that has been allocated to you. There will be no refund of fees for any reason related to unsuccessful Port-In Service request.

## SECTION B: MOBILE SERVICES

### I. Mobile Services:

- I.1 The Mobile Services are provided on a post-paid and SIM-only basis. Unless otherwise agreed by us, you can sign up a maximum of 10 lines under your name or account.
- I.2 The Mobile Services start on the day the SIM card is activated and will continue until the end of the calendar month of activation.
- I.3 The Mobile Services will be automatically renewed for successive periods of 1 calendar month each (“**renewal cycle**”) unless terminated in accordance with these Terms & Conditions.
- I.4 The Mobile Services consist of a monthly plan and extra or optional services, if subscribed by you. We reserve the right to decline requests, cancel or amend orders at our sole and absolute discretion.

### 2 Monthly Plans

- 2.1 We currently offer the following plans:

#### A. 5G Unlimited+ plans

|                              | 5G Lite | 5G Core   | 5G Plus   | 5G Max    |
|------------------------------|---------|-----------|-----------|-----------|
| Monthly Subscription Charges | \$22    | \$38      | \$48      | \$78      |
| Local Data                   | 150GB   | Unlimited | Unlimited | Unlimited |
| Voice                        | 1000    | Unlimited | Unlimited | Unlimited |

|                      | <b>5G Lite</b> | <b>5G Core</b> | <b>5G Plus</b> | <b>5G Max</b> |
|----------------------|----------------|----------------|----------------|---------------|
| SMS                  | 750            | Unlimited      | Unlimited      | Unlimited     |
| IDD                  | -              | Unlimited      | Unlimited      | Unlimited     |
| Caller ID            | Included       | Included       | Included       | Included      |
| DeviceDollars#       | NA             | \$5            | \$10           | \$20          |
| Global Roaming Data  | 1GB            | 3GB            | 5GB            | 20GB          |
| Global Roaming Voice | Unlimited      | Unlimited      | Unlimited      | Unlimited     |
| Global Roaming SMS   | Unlimited      | Unlimited      | Unlimited      | Unlimited     |
| SEA Roaming Data**   | 1GB            | 5GB            | -              | -             |
| APAC Roaming Data**  | -              | -              | 10GB           | -             |
| ScamSafe^            | Yes            | Yes            | Yes            | Yes           |

B. 5G Platinum plans

|                              | <b>5G Platinum</b> | <b>5G Platinum Elite</b> |
|------------------------------|--------------------|--------------------------|
| Monthly Subscription Charges | \$128              | \$188                    |
| Local Data                   | Unlimited          | Unlimited                |
| Voice                        | Unlimited          | Unlimited                |
| SMS                          | Unlimited          | Unlimited                |
| IDD                          | Unlimited          | Unlimited                |
| Caller ID                    | Included           | Included                 |
| DeviceDollars#               | \$50               | \$80                     |
| Global Roaming Data          | 30GB               | Unlimited                |
| Global Roaming Voice         | Unlimited          | Unlimited                |
| Global Roaming SMS           | Unlimited          | Unlimited                |
| SEA Roaming Data             | -                  | -                        |
| APAC Roaming Data            | -                  | -                        |
| ScamSafe^                    | Yes                | Yes                      |

C. 5G Senior plan:

|                              | <b>5G Senior</b> |
|------------------------------|------------------|
| Monthly Subscription Charges | \$12             |
| Local Data                   | 150GB            |
| Voice                        | 500              |
| SMS                          | 500              |
| IDD                          | -                |
| Caller ID                    | Included         |
| DeviceDollars#               | NA               |
| Global Roaming Data          | 1GB              |
| Global Roaming Voice         | Unlimited        |
| Global Roaming SMS           | Unlimited        |
| SEA Roaming Data**           | 1GB              |
| APAC Roaming Data**          | -                |
| ScamSafe^                    | Yes              |

D. 5G Data-only plans:

|                              | <b>Data-only Core</b> | <b>Data-only Plus</b> |
|------------------------------|-----------------------|-----------------------|
| Monthly Subscription Charges | \$5                   | \$15                  |
| Local Data                   | 20GB                  | 100GB                 |
| DeviceDollars#               | NA                    | NA                    |

|                     | Data-only Core | Data-only Plus |
|---------------------|----------------|----------------|
| Global Roaming Data | 1GB            | 1GB            |
| SEA Roaming Data**  | -              | -              |
| APAC Roaming Data** | -              | -              |
| ScamSafe^           | -              | -              |

Notes:

# Refer to Section C below

^ Click [here](#) for more details on ScamSafe

\*\* Full list of destinations under Global Roaming Data, SEA Roaming Data and APAC Roaming Data can be found [here](#).

2.2 **Subscription Charges:** There will be monthly recurring subscription fees payable under the 5G Plans (“**Subscription Charges**”).

2.3 Payment for the Subscription Charges for the first month is made at point of sign up.

2.4 You will not get bill shocks for the Mobile Services as we will not charge you beyond what you have subscribed and paid for. No excess charges will be charged. All data, outgoing minutes, outgoing SMS and IDD calls will stop upon full utilisation. You will not be able to use excess data, outgoing minutes, outgoing SMS and IDD calls above and beyond what you have subscribed and paid for. You will, however, continue to receive incoming minutes and incoming SMS as they are free.

### 3 Multi-Line Discount

3.1 If you are subscribed to more than 1 mobile line under the plans listed in the below table, you will enjoy a fixed monthly discount in the amount stated in the table below (collectively referred to as the “**Multi-line Discount**”), provided that the total number of mobile lines registered under your name or account does not exceed 10. For the avoidance of doubt, the value of the Multi-line Discount that you enjoy for each plan is dependent on the total number of mobile lines that are registered in your name.

| No of Mobile Lines | 5G Core | 5G Plus | 5G Max | 5G Platinum | 5G Platinum Elite |
|--------------------|---------|---------|--------|-------------|-------------------|
| 2                  | \$3     | \$4     | \$6    | \$10        | \$13              |
| 3                  | \$6     | \$8     | \$12   | \$20        | \$28              |
| 4+                 | \$10    | \$12    | \$20   | \$32        | \$48              |

Example 1:

You are subscribed to a total of 3 mobile lines, consisting of 1 mobile line under the 5G Plus plan, and 2 mobile lines under 5G Platinum plan. You will enjoy a monthly discount of \$6 on the 5G Plus plan, and \$20 on each 5G Platinum plan.

Example 2:

You are subscribed to a total of 8 mobile lines, consisting of 4 mobile lines under the 5G Core plan, 2 mobile lines under the 5G Max plan, and 2 mobile lines under 5G Platinum Elite plan. You will enjoy a monthly discount of \$10 on each 5G Core plan, \$20 on each 5G Max plan, and \$48 on each 5G Platinum Elite plan.

3.2 The Multi-line Discount will take effect upon successful activation or renewal, whichever applies, of the mobile line that allows you to satisfy the requirement in Clause 3.1.

- 3.3 The Multi-line Discount does not apply to any mobile lines under 5G Lite plan and 5G Senior plan, Star Plan, Prepaid Plans and Traveler Plans.
- 3.4 If you are subscribed to any mobile lines which enjoy a CIS discount and/or other promotions, such mobile lines will not be counted towards your eligibility for the Multi-Line Discount.
4. **Add Ons:** In addition to the 5G Plans set out above, you can subscribe to extra services as may be offered by us from time to time as part of the Services ("**Add Ons**"). These Add Ons are set out below and described in detail in the clauses that follow:

| <b>Add Ons</b>                     | <b>Description</b>  |
|------------------------------------|---------------------|
| Local Data, SMS and Local Talktime | Refer to clause 4.1 |
| Roaming                            | Refer to clause 4.2 |
| International Calls                | Refer to clause 4.3 |

**4.1 Local Data, SMS and Local Talktime:**

- 4.1.1 If your 5G Plan does not come with unlimited local data, SMS and local talktime, you can sign up for the Local Data, SMS and Talktime Add On via the App to instantly top up these entitlements for the current renewal cycle.
- 4.1.2 You can purchase the Local Data, SMS and Talktime Add On multiple times up to a maximum of 5 packs per transaction. However each purchase will only be valid for the duration of your current renewal cycle.
- 4.1.3 All Local Data, SMS and Local Talktime Add Ons will immediately and automatically expire at the end of the applicable renewal cycle without notice. Any unused balance of Local Data, SMS and Local Talktime pack will also be immediately and automatically forfeited at the end of the current renewal cycle without further notice to you.
- 4.1.4 Payment for Local Data, SMS and Local Talktime Add On is made at the point of purchase. You will need to select one of the payment options available on the App.

**4.2 Roaming:**

- 4.2.1 You can purchase Roaming Add Ons if you intend to use data overseas. There is no charge to receive incoming SMSes that you may receive from overseas senders.
- 4.2.2 The roaming Services can only be used in selected supported destinations as may be determined by us from time to time. Below is the current list of destinations for Roaming Add On:

**Data Roaming Add On:**

|                                  | <b>Price</b> | <b>Bundled Data</b> | <b>Validity</b> |
|----------------------------------|--------------|---------------------|-----------------|
| 10GB for 20 APAC destinations    | \$10         | 10GB                | 30 days         |
| 15GB for 165 Global destinations | \$15         | 15GB                | 30 days         |

**Bundled destinations:**

- 20 APAC destinations** Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar, New Zealand, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam
- 165 Global destinations** Afghanistan, Alands Island, Alaska, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Azores, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Bermuda, Bhutan, Bornholm, Bosnia and Herzegovina, Botswana, British Virgin Islands, Brunei, Bulgaria, Burkina Faso, Cambodia, Cameroon, Canada, Canary Islands, Cayman Island, Central African Republic, Ceuta, Chile, China, Colombia, Crete, Cyclades, Czech Republic, Denmark, Dominica, Egypt, El Salvador, Estonia, Faroe Islands, Fiji, Finland, France, Georgia, Germany, Gotland, Greece, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Haiti, Hawaii, Hebrides, Honduras, Hong Kong, Hungary, Ibiza, Iceland, India, Indonesia, Ionian Islands, Iran, Ireland, Israel, Italy, Ivory Coast, Japan, Jersey, Kauai, Kazakhstan, Kuwait, Kyrgyzstan, Laos, Latvia, Liberia, Liechtenstein, Lithuania, Luxembourg, Macau, Madeira, Malaysia, Maldives, Mali, Mallorca, Malta, Mariana Islands, Mauritius, Menorca, Mililla, Mongolia, Morocco, Mozambique, Myanmar, Nauru, Nepal, Netherlands, New Caledonia, New Zealand, Northern Ireland, Norway, Oman, Orkney Islands, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peloponnese, Philippines, Portugal, Puerto Rico, Qatar, Rodrigues Island, Romania, Russia, Saint Lucia, Saint Vincent and the Grenadines, Sakhalin Island, Samoa, San Marino, Sardinia, Saudi Arabia, Serbia, Shetland, Sicily, Sint Maarten, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, St. Kitts & Nevis, Sudan, Svalbard, Sweden, Switzerland, Taiwan, Tajikistan, Tanzania, Thailand, Timor-Leste, Tonga, Tunisia, Turkey, Turks and Caicos, Ukraine, United Arab Emirates, United Kingdom, United States, US Virgin Islands, Uzbekistan, Vanuatu, Vatican City, Vietnam, Western Sahara, Zanzibar

The above list may be changed from time to time without notice.

- 4.2.3 Payment of Roaming Add On is made at point of purchase.
- 4.2.4 You will need to select one of the payment options available on the App.
- 4.2.5 You can purchase Roaming Add On multiple times up to a maximum of 5 packs per transaction and hold up to 5 inactive Roaming Add Ons at any point in time.
- 4.2.6 Each Roaming Add On pack will be activated when its first usage has been detected by our overseas roaming partner's network.
- 4.2.7 Each Roaming Add On pack will be valid for 30 days from date of activation.
- 4.2.8 If your Roaming Add On pack is not activated within 90 days from its date of purchase, it will be immediately and automatically forfeited from your account without notice. No refunds will be made to you in such an event.
- 4.2.9 You can select your preferred overseas network in the supported countries as Roaming AddOn is not network-locked.
- 4.2.10 Roaming Services are intended for your personal and non-commercial use only. You agree to use the Roaming Add Ons in accordance with fair and reasonable usage. The Roaming Add Ons are designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, file download/transfer, and gaming. If we determine that you are using the Roaming Add Ons in excess of fair and reasonable usage,

we may suspend, restrict or terminate your access to data roaming services without notice and liability to you.

#### **4.3 International Calls:**

- 4.3.1 You can purchase International Direct Dialling (IDD) Add On pack at any time via the App.
- 4.3.2 The IDD Add On pack comes with \$5 credit per pack for usage in all supported destinations or 200 minutes to India & Bangladesh.
- 4.3.3 You can sign up for IDD Add On pack multiple times up to a maximum of 5 packs per transaction. However, each sign-up will be valid and aligned to your current renewal cycle.
- 4.3.4 There are 165 supported destinations for IDD calls. The IDD rates can be referred to via the App or our website. IDD rates can be updated anytime without prior notice or liability.
- 4.3.5 IDD usage and Charges are rounded up to the nearest minute.
- 4.3.6 Payment for IDD Add On is made at the point of purchase. You will need to select one of the payment options available on the App.

#### **5 Usage alerts**

You will be notified of alerts via in-app notification and SMS for low balance & full utilisation. You can also check your balance on the App so that you can plan ahead and purchase Add Ons before your plan entitlement runs out.

#### **6 Usage priority**

Subject to these Terms & Conditions, your entitlement will be deducted according to the following list of priority, with an item above having priority over the item below it:

- i. free/bonus entitlement (if any, which may be offered during promotions);
- ii. entitlement under any of the Add Ons (if any);
- iii. entitlement from Base Plan.

#### **7 Abuse of Services**

By continuing to use the Mobile Services, you agree not to abuse or misuse the Mobile Services offered to you. All Mobile Services are offered for your personal use and not for commercial use. If we determine that you have exceeded your fair usage within a day, specified period or bill cycle as determined by us in our absolute discretion, we reserve the right to:-

- 7.1 suspend, restrict and/or terminate your access to certain features or your Services, 5G Plan and/or any part thereof, without any liability to you until the end of the affected period or renewal cycle; and/or
- 7.2 charge you at the prevailing rates for your use of the relevant Service, 5G Plan beyond fair usage.

### **SECTION C: DEVICEDOLLARS**

- I If you subscribed to a mobile line on 5G Core, 5G Plus, 5G Max, 5G Platinum and 5G Platinum Elite plans, you are eligible to receive DeviceDollars upon successful plan activation or plan renewal,

whichever applies. The number of DeviceDollars that can be earned under each plan is set out under Section B above.

- 2 You can only use your DeviceDollars to offset against the price of handsets, tablets and cellular wearables (such as smart watches) that you purchase from the App or StarHub shops (collectively, the “**Eligible Devices**”) either by paying in full upon checkout or through a StarHub Buy Now Pay Later arrangement. For the avoidance of doubt, you cannot use DeviceDollars to offset against any other fees or charges, including Subscription Charges.
- 3 Each DeviceDollar can be used to offset \$1 from the purchase price of Eligible Devices. You accept and acknowledge that StarHub is entitled to vary the amount that can be offset using DeviceDollars at its sole discretion from time to time.
- 4 Each DeviceDollar will expire on the last day of the calendar month in which the three-year anniversary of the date of issue. For example, if a DeviceDollar is issued on 20 January 2026, the DeviceDollar will expire on 31 January 2029.
- 5 DeviceDollars cannot be returned to StarHub, transferred to a third party, or sold in exchange for money.
- 6 If you decide to pay for your Eligible Device in full upon checkout, all of your accumulated DeviceDollars will be used to offset against the purchase price at the point of transaction.
- 7 The use of DeviceDollars to offset against the monthly instalments under a StarHub Buy Now Pay Later arrangement is subject to the following requirements:
  - 7.1 DeviceDollars earned from different mobile services will be accumulated and used for payment on the associated Buy Now Pay Later arrangement.
  - 7.2 Your DeviceDollars can offset the monthly instalment amount under one Buy Now Pay Later arrangement at any point in time.
  - 7.3 You will not be able to use the DeviceDollars to offset against the price of Eligible Devices that are paid for through other payment options once your DeviceDollars are linked to the relevant Buy Now Pay Later arrangement.
  - 7.4 All of your available DeviceDollars will be used to offset against the monthly repayment of the relevant Buy Now Pay Later arrangement.
  - 7.5 Your DeviceDollars cannot be retrospectively applied to an existing or ongoing Buy Now Pay Later arrangement.
- 8 DeviceDollars cannot be used to offset against the Remaining Purchase Price (as defined below in Section G – StarHub Buy Now Pay Later ) if you have (a) voluntarily asked to terminate the relevant StarHub Buy Now Pay Later arrangement via StarHub App, or (b) the relevant StarHub Buy Now Pay Later arrangement was terminated in accordance with Section G below.
- 9 Your DeviceDollars will be forfeited if you are no longer subscribed to any Star Plan, 5G Plan.
- 10 StarHub may, at its sole discretion, suspend, cancel or otherwise terminate the DeviceDollars programme at any time without liability to you.

## **SECTION D: WALLET**

- 1 Each mobile line subscribed under a 5G Plan will have one wallet. Wallet credits (“**StarHub Dollars**”) must be utilised prior to the termination of the 5G Plan. Any unused StarHub Dollars prior to 5G Plan termination will be forfeited, and there will be no refunds given.

- 2 StarHub Dollars usage: Subject to the terms and conditions, StarHub Dollars (if any) can be used for the following:
  - i. First 5G Plan Subscription Charges during new sign-up
  - ii. Subscription Charges for 5G Plans
  - iii. Add-on fees
  - iv. Transfer to another 5G Plan
- 3 StarHub Dollars top-up: Subject to the terms and conditions, wallet top-up can be done via the following:
  - i. Credit card/debit card
    - a. Minimum \$10 value and maximum \$200 value per transaction
    - b. Maximum \$200 value per day
    - c. Maximum 4 top-up transactions per day
  - ii. From another Torpedo customer wallet
    - a. Minimum \$10 value and maximum \$200 value per transaction
- 4 All items or amounts paid, top-up or transferred are strictly not refundable and cannot be transferred or used for any other StarHub services, except for Star Plans.
- 5 StarHub may change the terms and conditions at our discretion without prior notice.

#### **SECTION E: DELIVERY OF SIM CARD**

- 1 Payment for delivery fees (if any) and delivery schedule is made at point of sign up.
- 2 Delivery is to address within Singapore only. We reserve the rights to restrict delivery to selected postal codes.
- 3 Reschedule of delivery must be done before 1400hr on the day before delivery and we reserve the right to charge a Reschedule Fee.
- 4 In event of failed delivery, you have to reschedule another delivery and we reserve the right to charge a Reschedule Fee.
- 5 Reschedule of appointment needs to be completed within 21 days of order submission. If you fail to reschedule appointment within 21 days from order submission, we reserve the right to terminate your order with further notice and liability. No refunds will be given to you under any circumstances.
- 6 You need to present your OTP during delivery.
- 7 In the event if you are unable to be present during delivery, you should
  - i. Reschedule the delivery; or
  - ii. Appoint a proxy to receive on behalf and present the following:
    - OTP
    - Letter of authorisation from subscriber
    - Subscriber's original document ID
    - Proxy's original document ID

#### **SECTION F: PRICES AND PAYMENT**

- 1 Unless otherwise stated by us, all prices listed on the App and our website are inclusive of prevailing GST rates.

- 2 All items or fees paid are non-refundable or exchangeable for cash, kind or any service or product.
- 3 There will be no returns or refunds for any unused value of lost, damaged or not activated SIM cards or unused, expired, cancelled or terminated plans, including but not limited to the 5G Plans and Add Ons.
- 4 Once you subscribe for and receive any of our Mobile Services, you must pay for the Mobile Services even if they are used by someone else (whether with your consent or your knowledge).
- 5 We will only charge you for the Services you subscribe for. Our charges are calculated based on our records or, where applicable, the records given to us by a Service Provider.
- 6 You are responsible for all Taxes (including GST).
- 7 You can pay for the Services via recurring payment through acceptable credit or debit cards or other payment modes as may be determined by us from time to time.
- 8 All credit and debit cards used must be valid.
- 9 By signing up for recurring credit/debit payment, you and the cardholder agree to us debiting the relevant fees billed to the relevant line or account as nominated.
- 10 The recurring credit/debit payment will continue to be in effect until you terminate it or until we receive a notification from the cardholder's card issuing bank. We reserve the right to terminate the recurring credit/debit payment arrangement at any time in our discretion.
- 11 If we are unable to make the deduction or settlement with the relevant bank for any reason whatsoever, you will be deemed to be in breach of your payment obligations and we shall be entitled to suspend and/or terminate your line or account without notice and liability, and we will not be responsible to you for such suspension and termination.
- 12 You use the recurring bill payment arrangement by credit card at your sole risk. To the fullest extent allowed by law, we do not give any assurances or guarantees, either express or implied, in relation to such recurring bill payment arrangements. We will not be liable for any loss, cost, delay, error, neglect or omission in facilitating the payment under such recurring bill payment arrangement by credit card, or any unsuccessful payment.
- 13 While we do our best to ensure that the charges are as up to date as possible at the point of purchase, charges you incur for the Services could be included in the bill in the subsequent renewal cycle.
- 14 Each bill is conclusive evidence against you of the accuracy and completeness stated in it. You must pay all charges or fees without any counterclaim, deduction, set off or withholding.
- 15 If you do not agree with any of the charges or fees, you should immediately not continue with your purchase of the Services, otherwise you shall be deemed to have accepted and agreed to these terms and conditions, including charges or fees.
- 16 **Payment deduction priority:** Subject to these Service Specific Terms & Conditions, your payment will be deducted according to the following list of priority, with an item above having priority over the item below it:
  - i. bonus credits (if any, which may be offered during promotions);
  - ii. StarHub dollars (if any); and
  - iii. credit card/debit card.

Your bonus credits and StarHub dollars (if any) will be deducted first and the balance amount will be deducted from your credit card/debit card.

- 17 In the event that refunds are approved and refunded to you, the processing period for refunds will take up to 14 working days. We reserve the right to determine the method of refunds.

## SECTION G: STARHUB BUY NOW PAY LATER

1 **Eligibility:** You are eligible to sign up for StarHub Buy Now Pay Later if you:-

- i. are a 5G Plan customer;
- ii. have signed up for or re-contracted to a 5G Plan that is tied to StarHub Buy Now Pay Later (each an “**Eligible Plan**”); and
- iii. are purchasing an eligible mobile device (“**Eligible Mobile Device**”);

We reserve the right to (i) determine your eligibility to participate in StarHub Buy Now Pay Later; and (ii) select the mobile device that is eligible for StarHub Buy Now Pay Later

2 **Description:** Subject to Clause 5 (Termination) below:

- i. If you are eligible and have enrolled in StarHub Buy Now Pay Later, you will be allowed to pay for the Eligible Mobile Device at a discounted price (such discount referred to as “**Discount**”) over a specified number of months (“**StarHub Buy Now Pay Later Term**”). The Discount can be stacked with an eligible device voucher (if any) and applicable trade-in value (if any). We reserve the right to change the Discount from time to time and determine which device voucher is eligible. The Discount, the value of the eligible device voucher (if any) and applicable trade-in value (if any) will be applied in equal monthly instalments over the StarHub Buy Now Pay Later Term as set out in Clause 2(ii) below.
- ii. The regular retail price of the Eligible Mobile Device at the time of your enrolment in StarHub Buy Now Pay Later (“**RRP**”), after applying (i) the Discount; (ii) the value of the eligible device voucher (if any); and (iii) applicable trade-in value (if any), will be charged in equal instalments (each, an “**Instalment Payment**”) through your monthly post-paid bill and you shall pay all the Instalment Payments on time.

3 **Enrolment in StarHub Buy Now Pay Later:** Depending on your eligibility, you may be allowed to enrol to one or more StarHub Buy Now Pay Later services per NRIC.

4 **Late Fee & Admin Charges:**

4.1 If you fail to pay an Instalment Payment in respect of a StarHub Buy Now Pay Later service by the payment deadline stated in your monthly post-paid bill, you will be liable to pay a fee of S\$38.15, including GST (“**Late Fee & Admin Charges**”).

4.2 Separate Late Fee & Admin Charges will be imposed if you fail to pay the Instalment Payments for more than one StarHub Buy Now Pay Later service. The maximum Late Payment Fee chargeable for each StarHub Buy Now Pay Later service is S\$38.15 (including GST).

4.3 For the avoidance of doubt, the imposition of the Late Payment Fee will not affect StarHub’s rights under Clause 5 (Termination) below.

5 **Termination:** If

- i. you miss an Instalment Payment;
- ii. you no longer have the Eligible Plan with us or the Eligible Plan has been changed to a plan type that is not a 5G Plan, regardless of whether this is due to expiry, termination or any other reason;
- iii. you port-out your mobile line to another telecommunications provider;
- iv. you transfer ownership of the Eligible Plan; or
- v. StarHub Buy Now Pay Later is terminated for any reason,

you will automatically be withdrawn from the relevant StarHub Buy Now Pay Later service without further notice. The Discount and eligible device voucher (if any) will cease to apply. In such event, you will be billed the Remaining Purchase Price in a single lump sum, such amount becoming due and payable immediately. The “**Remaining Purchase Price**” shall be the RRP (without taking into account the Discount or the value of any voucher), less applicable trade-in value (if any), divided by the total number of months in the StarHub Buy Now Pay Later Term, then multiplied by the number of months in the StarHub Buy Now Pay Later Term for which you have not been billed an Instalment Payment. You shall be responsible for ensuring that you have sufficient funds available in relation to your assigned credit/debit card in your App. If the charging of the Remaining Purchase Price to your assigned credit/debit card is not successfully processed, you expressly consent to and authorize StarHub to initiate the charging of the Remaining Purchase Price to another of your credit card on our file without further notice to you or liability.

**Example:**

RRP : \$1400

Discount : \$200

Eligible device voucher : \$50

Trade-in value : \$300

StarHub Buy Now Pay Later Term : 12 months

Instalment Payment =  $(\$1400 - \$200 - \$50 - \$300) / 12 = \$70.83$

Remaining Purchase Price (assuming customer is withdrawn from StarHub Buy Now Pay Later after being billed for 10 Instalment Payments) =  $((\$1400 - \$300) / 12) \times 2 = \$183.33$

For the avoidance of doubt, the Remaining Purchase Price is in addition to any applicable early termination charges and your obligation to pay the Late Fee & Admin Charges and any outstanding Instalment Payment(s).

- 6 **Suspension:** StarHub Buy Now Pay Later will not be suspended if the Eligible Plan is suspended for any reason. During the suspension period for the Eligible Plan, you will be charged for the instalments through the assigned credit/ debit card in your App and you shall continue to pay the instalments on time.

**SECTION H: SMARTSUPPORT**

- I. SmartSupport Service (“**Service**”) is an add-on service with a monthly subscription fee. Use of the Service is subject to our Consumer General Terms & Conditions (available at <http://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/consumer/general-terms-and-conditions.html> or such other link as notified by us from time to time), Service-Specific SmartSupport Terms and Conditions (available at <https://www.starhub.com/content/dam/starhub/legal-notices-and-terms/consumer/smartsupport.pdf> or such other link as notified by us from time to time) and these terms and conditions (collectively, “**SmartSupport Terms**”). Capitalized terms are defined in the context which they appear in the SmartSupport Terms.

2. Your application will be processed within 7 days from the day your Device is delivered, and your first month's subscription fee will be made at point of application.
3. Unless StarHub notifies you within 7 days of your Application Date by email, telephone or SMS that your application has been unsuccessful, you will be enrolled for your Program with respect to an Eligible Device from the date of approval (the Start Date of the Services).
4. Unsuccessful applications will be charged with no refunds.
5. The Services will be automatically renewed for successive periods of 1 calendar month each ("renewal cycle") unless terminated in accordance with the SmartSupport Terms. You can pay for the Services via recurring payment through acceptable credit or debit cards, wallet credits or other payment modes as may be determined by us from time to time.
6. If you make a Service Request and such Service Request is approved, Swap Fees and/or Replacement Fees will apply, which you will pay directly to our Service Provider, NEW Asurion Singapore Pte Ltd, or such other party notified by us.

| Type of Registered Device | Retail Price of Device (Inclusive of GST, as of device launch date) | Service Fee (Inclusive of GST) |                 |
|---------------------------|---|--------------------------------|-----------------|
|                           |   | Swap fee                       | Replacement fee |
| Non-foldable devices      | Less than or equal to \$500   | \$80                           | \$220           |
|                           | Above \$500 to \$1,000  | \$150                          | \$500           |
|                           | Above \$1,000 to \$1,500  | \$170                          | \$550           |
|                           | Above \$1,500 to \$2,000  | \$250                          | \$680           |
|                           | Above \$2,000   | \$280                          | \$850           |
| Foldable devices          | Refer to service fees for non-foldable devices                      |                                |                 |
|                           | Above \$2,000 to \$2,300  | \$280                          | \$850           |
|                           | Above \$2,300   | \$600                          | \$1,200         |

7. The swap/ replacement Device as compared to your original Device may or may not be the same or different brand, model and/ or colour. It may be new or refurbished.
8. We reserve the right to terminate or reject any Service Request if we suspect any misuse or abuse of the Services.

## SECTION I: SUSPENSION, CANCELLATION AND TERMINATION

### I Suspension

- I.1 When your line or account is suspended, you will not be able to use any data, make/receive any outgoing/incoming calls or minutes or outgoing/incoming SMS. In order to resume the Mobile Services, you must make payment as soon as possible. We reserve the right to charge a one-time Reconnection Fee to resume your full service.
- I.2 You will not be able to purchase or remove any Add Ons, change your 5G Plan, or perform any port-in requests until resumption of your Mobile Services.
- I.3 Upon successful payment, your plan renewal will be based on your payment date and time.
- I.4 Where you have obtained your mobile number from us, you may even lose your right to continue to use such mobile number even after you have made payment. Mobile numbers are not owned by you

and we reserve the right to take back and release the mobile number you have obtained from us in the event of your non-payment or delayed payment.

- 1.5 Any entitlement balance (including roaming packs) from your 5G Plan and Add Ons will be forfeited. No refunds will be given under any circumstances.

## **2 Cancellation or termination**

- 2.1 If you wish to cancel or terminate the Mobile Services or line to avoid a renewal purchase, you can do so via the App and cancellation has to be requested at least 1 hour prior to the renewal date and time of the Services or line. Any cancellation or termination of the Services or line will only take effect on the last day of the month of your current renewal cycle.

- 2.2 You continue to enjoy all the Services that have been paid for in the current month up to the last day. No refunds will be given under any circumstances.

- 2.3 Any entitlement balance (including roaming Add On) and wallet balances from your 5G Plan or Add Ons or bonus will be forfeited. No refunds will be given under any circumstances.

## **3 Port-Out Service**

- 3.1 “**Port-Out Service**” is a service provided by StarHub which allows you to port your 5G Plan mobile line to another telecommunications provider. If you wish to request for Port-out Service, you must ensure the following conditions are fulfilled:

- (i) your 5G Plan mobile line is in active state (i.e. not cancelled, terminated or suspended); and
- (ii) your 5G Plan mobile line has no pending/outstanding charges.

- 3.2 In respect of clause 3.1 above, in the event that your Port-Out request to another telecommunications provider is unsuccessful (for any reason) before your next plan cycle and/or before your next subscription renewal date, StarHub will continue to charge you and you shall be liable to pay the applicable Subscription Charges. No refunds will be given under any circumstances. You can continue to enjoy all the Mobile Services that you have paid for.