

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
HOMEHUB GO**

These are StarHub's Service Specific Terms & Conditions for our customers who subscribed for our HomeHub Go Plan.

**1. Service Specific Terms & Conditions**

1.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the Service that you have subscribed for or the value-added Services that you have purchased.

1.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with 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 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 us.

1.3 **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.

1.4 All prices stated are inclusive of GST. Prices will be adjusted according to the prevailing GST rates.

**2. Terminology**

<b>Term</b>	<b>Description</b>
Content	Refers to all information, text, sound, music, Software, photographs, videos, graphics, data, messages, links or other materials
Charges	Refers to all activation, connection, disconnection, reconnection, subscription, Fibre Link Access, installation, service call, transactional, rental administrative charges and other fees and charges to be paid by you for or relating to the Services or the Equipment. The Charges will be in accordance with the rates in our prevailing rate tables available on our website or at our customer servicecentre
Equipment	Refers to any equipment which we may provide, sell, lease or rent to you, maintain for you or which is otherwise needed for the provision of the Services
HD	Refers to high definition format
HomeHub Go Plan	Refers to any of our HomeHub Go bundled subscription services which entitles you to subscribe to a combination of the following Services under a single price plan:-  (a) our mobile Service known as "StarHub Mobile";  (b) our fibre broadband internet access service known as "Fibre Home Broadband Service";  (c) our television Services provided via our Network including:-

	<p>(i) the pay television Service known as "StarHub Fibre TV" which includes Smart TV and HDTV;</p> <p>(ii) the television Service known as "StarHub TV Go VAS"; and</p> <p>(iii) such other television Services as may be provided by us from time to time, excluding StarHub TV Lite Services,</p> <p>(collectively the "<b>StarHub TV Services</b>");</p> <p>(d) our mobile broadband Service known as "MaxMobile Service"; and</p> <p>(e) our fixed line Service known as "Digital Voice Home Service".</p> <p>The Services described above shall each be referred to hereinafter as an "<b>Individual Service</b>"</p>
HomeHub Voucher	Refers to any voucher that we may issue to you in respect of your HomeHub Go Plan
Minimum Period of Service	Refers to such period as may be set out in the applicable Consumer General Terms & Conditions, Service Specific Terms & Conditions or in our tariff tables starting from the Commencement Date

### 3. Additional terms

3.1 Your HomeHub Go Plan is governed by these Service Specific Terms & Conditions, which are in addition to:-

3.1.1 Service Specific Terms & Conditions that are applicable to each of the Services subscribed to under the HomeHub Go Plan, including:-

- (a) StarHub Mobile;
- (b) Fibre Home Broadband ("MaxInfinity") Services;
- (c) StarHub TV Services;
- (d) MaxMobile Plans; and
- (e) Digital Voice Home; and

3.1.2 any other signed agreement in relation to the HomeHub Go Plan,

(collectively the "**Agreement**").

3.2 **Conflict or inconsistency:** In the event of any conflict, ambiguity or inconsistency between the Consumer General Terms & Conditions, these Service Specific Terms & Conditions and any other Service Specific Terms & Conditions, the following order of precedence shall apply:-

3.2.1 these Service Specific Terms & Conditions;

3.2.2 any other Service Specific Terms & Conditions; and

3.2.3 the Consumer General Terms & Conditions.

**4. Eligibility**

4.1 **Residential use only:** Unless otherwise permitted by us in writing, the HomeHub Go Plan is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.

4.2 **Other discounts, plans and perks:** CIS monthly subscription discounts, Share Plus Plan and StarHub Youth Perks are not applicable with the HomeHub Go and HomeHub Go Mobile Add-on Plan.

4.3 **Outstanding accounts:** At the time of application, you must not have any outstanding accounts with us that are due and owing to us.

4.4 **Personal identification documentation:** In order for us to process your application, you will need to produce the relevant personal identification documentation described below:-

Residency Status	Additional terms and conditions	Relevant documentation
Singaporean & Permanent Resident	-	<ul style="list-style-type: none"> <li>• NRIC; or</li> <li>• Singapore Armed Forces Identity Card (SAF IIB) for Regular &amp; NSF ONLY; or</li> <li>• Singapore photo-driving licence,</li> </ul> <p style="margin-left: 20px;">with proof of billing address</p> <p style="margin-left: 20px;">Proof of billing address<sup>(1)</sup> if address on blue NRIC is a foreign address</p>
P1, P2, Q1, Employment Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass	<ul style="list-style-type: none"> <li>• Your Employment Pass, Diplomat Pass, Entrepass or Training Visit Pass must have a minimum validity period of 6 months</li> <li>• If the validity period of your Employment Pass / Diplomat Pass / Entrepass / Training Visit Pass is less than 6 months, a letter from your employer indicating intent of renewal is required. The letter must be from a manager of your company</li> <li>• If you are below 21 years old, a local sponsor is required for your application of 1900 services</li> </ul>	<p>Your Employment Pass, Diplomat Pass, Entrepass or Training Visit Pass</p> <ul style="list-style-type: none"> <li>• If your Employment Pass / Diplomat Pass / Entrepass / Training Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>• Proof of billing address<sup>(1)</sup> is required if there is no local address present on your Employment Pass/ Diplomat Pass / Entrepass / Training Visit Pass</li> </ul>

<p>S Pass</p>	<ul style="list-style-type: none"> <li>• Your S Pass must have a minimum validity period of 6 months</li> <li>• If the validity period of your S Pass is less than 6 months, a letter from the employer indicating intent of renewal is required. The letter must be from a manager of your company</li> <li>• A deposit of \$200 (or such other rate as may be prescribed by us) is applicable upon your application for our mobile Services</li> <li>• If you are below 21 years old, a local sponsor is required for your application of our mobile, iDD, ilDD and SHICC Services</li> <li>• Please note that 1900 services will not be available to you</li> </ul>	<p>Your S Pass</p> <ul style="list-style-type: none"> <li>• If your S Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> </ul>
<p>Work Permit, Student Pass</p>	<ul style="list-style-type: none"> <li>• Your Work Permit or Student Pass must have a minimum validity period of 6 months</li> <li>• If the validity period of your Work Permit is less than 6 months, a letter from the employer indicating intent of renewal is required. The letter must be from a manager of your company</li> <li>• If the validity period of your Student Pass is less than 6 months, a letter from the principal of your school indicating your continual studies is required</li> <li>• A deposit in the range of \$200 - \$800 (or such other rate as may be prescribed by us) is applicable upon application of our mobile Services</li> <li>• An Equipment deposit of \$250 (or such other rate as may be prescribed by us) is applicable for each main set-top box for our TV Services and \$300 (or such other rate</li> </ul>	<p>Your Work Permit or Student Pass</p> <ul style="list-style-type: none"> <li>• If your Work Permit / Student Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>• Proof of billing address<sup>(1)</sup> is required if there is no local address present on your Work Permit / Student Pass</li> </ul>

	<p>as may be prescribed by us) for each Voice-enabled Optical Network Terminal for your Fibre Broadband Service</p> <ul style="list-style-type: none"> <li>• Please note that International roaming / Pay As You Roam and 1900 services will not be available to you</li> <li>• If you are below 21 years old, a local sponsor is required for your application of our mobile, iDD, iLDD and SHICC Services</li> </ul>	
<p>Dependant Pass, Long Term Social Visit Pass</p>	<ul style="list-style-type: none"> <li>• Your Dependant Pass or Long Term Social Visit Pass must have a minimum validity period of 6 months</li> <li>• If the validity period of your Dependant Pass or Long Term Social Visit Pass is less than 6 months, a letter of extension from the Ministry of Manpower will be required</li> <li>• Please note that International roaming / Pay As You Roam and 1900 services will not be available to you</li> <li>• If you are below 21 years old, a local sponsor is required for your application of our mobile, iDD, iLDD and SHICC Services</li> </ul>	<p>Your Dependant Pass or Long Term Social Visit Pass</p> <ul style="list-style-type: none"> <li>• If your Dependent Pass / Long Term Social Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>• Proof of billing address<sup>(1)</sup> is required if there is no local address present on the Dependant Pass/Long Term Social Visit Pass</li> </ul>

**Notes:**

- (1) List of documents that are accepted by us as Proof of your Billing Address include:-
- Legal tenancy agreement (valid for at least 6-month)
  - Insurance policy statement (except for travel insurance)
  - Bank or Credit card statement\*
  - SingTel/MI/Pacific Internet bill statement\*
  - Singapore Power bill statement\*
  - Original CPF statement or printed from Internet\*
  - Title deed
  - TV/Radio License from Singapore Broadcasting Authority
  - Form B or IR8A (Income Tax) sent to customer's residential/company address
  - Letter from company (signed by managerial position and above) indicating the company owned/leased/rented properties/customer's residential address
  - Letter from School (signed by principal) indicating the customer's residential address

\*All proof of local billing address must be dated within three months from date of application.

## 5. The Service

### 5.1 Provision of Services

- 5.1.1 We will provide the Services under the HomeHub Go and HomeHub Go Mobile Add-on Plans to you under a single billing account at a single Service Address, in accordance with the particulars set out in the relevant service agreement or work order, unless this Agreement is terminated in accordance with these Service Specific Terms & Conditions.
- 5.1.2 Unless otherwise permitted by us in writing, the Services under the HomeHub Go Plan will be provided to you at the Service Address and you may access and use the Services from and at the Service Address for residential use only.
- 5.1.3 Unless otherwise permitted by us in writing, any use of the Services for commercial or business purpose or any other non-residential use, whether by you or any other persons at the Service Address is a breach of this Agreement.

### 5.2 Charges

- 5.2.1 **Installation fees:** Standard fees will be chargeable by us for installing and activating the Services to any Equipment obtained by you for access to the Services at the Service Address.
- 5.2.2 **Changes to service particulars:** You may request for us to change, from time to time, the service particulars set out in the relevant service agreement or work order, subject to our confirmation and payment of a standard administrative fee chargeable by us. In the event of such change, the subscription fees payable and the service particulars will be amended accordingly. For the avoidance of doubt, you will continue to be liable for the payment of such revised subscription fees pursuant to Clause 5.3 below.

### 5.3 Billing

- 5.3.1 **Recurring subscription fees:** You are liable to pay a recurring subscription fee for the HomeHub Go Plan at the prescribed rate(s). You will be billed in advance for your subscription fees at monthly intervals or such intervals as may be approved by us, unless you elect to prepay your subscription fees. You will be subject to a standard late payment fee if payment is not made by the relevant due date.
- 5.3.2 **Change in payment method:** Any change in your method of payment will only be effected upon approval by the relevant financial institution of your application for the new method of payment.

### 5.4 Equipment and Software

- 5.4.1 **Set-top boxes:** There is a maximum limit of 4 set-top boxes that may be rented for each subscription of the StarHub Fibre TV Service. If the number of set-top boxes that you require exceeds the maximum limit, you may still procure them by entering into an additional subscription for the additional set-top boxes.
- 5.4.2 **VeONT:** You will need certain Equipment to access our Home Broadband Services, including the Voice-enabled Optical Network Terminal ("**VeONT**") for Fibre Home Broadband Service. We will provide the VeONT to you at no charge.
- 5.4.3 **No offset or exchange:** The value of the Home Broadband Equipment that we provide to you may not be used to offset existing subscription Charges or outstanding balances, or exchanged for cash or benefits-in-kind.

#### 5.4.4 Defects

- (a) **Manufacturer's warranty:** We will not be responsible for any defects in the Home Broadband Equipment or any items which you may have connected to the Equipment. The Equipment is covered under and subject to the terms of warranty from the relevant manufacturers.
- (b) **Problems with mobile Equipment:** If you encounter any issues with the mobile Equipment, you are advised to visit the relevant manufacturer's service centre. Further details can be found on our website at [www.starhub.com/manufacturers-sc](http://www.starhub.com/manufacturers-sc) (or such other hyperlink as we may prescribe).
- (c) **Return or exchange of mobile Equipment:** In the event of a return or exchange of the mobile Equipment, you should return the equipment to us (including the device, charger, battery, instructions and any other components and/or accessories) in the original packaging, accompanied by the original proof of purchase from StarHub.
- (d) **Liability:** We will not be responsible for any Equipment sold or any related hardware or software comprised therein, or any loss or damage caused by or as a result of the use of such Equipment, hardware or software, whether in conjunction with the Services or not.

#### 5.5 Minimum period of service

Unless we agree in writing, the minimum period of service for the HomeHub Go Plan is 24 months from the Commencement Date as determined in accordance with Clause 5.6 below (the "**Minimum Period of Service**").

#### 5.6 Duration of Service

This Agreement will commence from the date on which the last individual Service comprising the HomeHub Go Plan is fully installed and activated (the "**Commencement Date**"). Prior to the Commencement Date, each active individual Service will be charged to you at the prevailing rates (or such other rate as may be prescribed by us) applicable for the individual Service as set out below.

##### 5.6.1 For StarHub TV:-

- (a) 3 of 7 TV groups will be free; and
- (b) Charges will apply for additional TV subscriptions and set-top boxes.

##### 5.6.2 For Home Broadband:-

- (a) 200Mbps Fibre Broadband at \$40.65 per month;
- (b) 500Mbps Fibre Broadband at \$50.83 per month; or
- (c) 1000Mbps Fibre Broadband at \$50.83 per month.

##### 5.6.3 For HomeHub Go Mobile:-

- (a) \$61.12 per month; and
- (b) Excess usage Charges and value-added Services subscription(s) Charges will apply.

5.6.4 For MaxMobile Free 1GB, excess usage charges and value-added services subscription(s) will apply.

5.6.5 For Digital Voice Home:-

- (a) \$2.14 per month; and
- (b) IDD usage and value-added services subscription(s) will apply.

## 6. Termination

6.1 **Implications:** In the event you terminate the HomeHub Go Plan:-

6.1.1 each individual Service that is not terminated will continue to be in effect and we will continue to charge you at the prevailing rates for the individual Service at the time of termination;

6.1.2 a Fibre Link Access fee of \$16.35/month (or such other rate as we may prescribe from time to time) applies if you terminate the StarHub Fibre Broadband Service which you have subscribed for together with your TV Service that is registered under the same billing account and Service Address.

6.1.3 your terminated HomeHub Go Mobile plan and HomeHub Go Mobile Add-on plan will be changed to a 4G 4 plan;

6.1.4 the installation of any pending Service will be cancelled. If the service cancelled is StarHub Fibre Broadband, then a cancellation Charge will apply;

6.1.5 your HomeHub Go Plan may be terminated if:-

- (a) you request termination of your HomeHub Go Plan and/or any Service in the HomeHub Go Plan;
- (b) you request a port-out of the mobile line that was provided under the HomeHub Go Plan. Your remaining HomeHub Go Mobile and MaxMobile Services will also be terminated. Please note that any StarHub TV, Home Broadband and/or Digital Voice Service will remain active and you will be charged at prevailing rates (or such other rate as may be prescribed) as set out in the relevant Service Specific Terms & Conditions that apply to those particular Services;
- (c) you downgrade any of the bundled Services enjoyed under the HomeHub Go Plan;
- (d) you switch any Service in the HomeHub Go Plan with a Service that is outside the HomeHub Go Plan;
- (e) you suspend the HomeHub Go Plan for a period of more than 3 months; or
- (f) you fail to pay or are late to pay all or part of the Charges due under the HomeHub Go Plan.

6.2 **Mutual termination:** Without prejudice to the rights either party may have against the other under this Agreement for any antecedent breach of this Agreement and subject to the provisions of this Clause 6.2, your subscription to the HomeHub Go Plan and this Agreement may be terminated in the following manner unless otherwise agreed in writing by you and us:-

6.2.1 by you giving us prior notice of at least 1 month before the next billing cycle; or



6.2.2 by us giving you prior notice of 1 month if you are an individual.

6.3 **Termination during the Minimum Period of Service:** In the event of any termination of the Agreement during the Minimum Period of Service:-

6.3.1 early termination Charges will be imposed on you; and

6.3.2 Clause 6.6 below will apply.

6.4 **Compensation:** If this Agreement is terminated pursuant to the Consumer General Terms & Conditions or any of the events stated in Clause 6.5 below, you will compensate us for any damages or losses we may suffer because of the early termination, including the sums referred to in Clause 6.3 above.

6.5 **Events of termination:** In the event of any of the following:-

6.5.1 your death;

6.5.2 the requirements of any relevant regulatory authority result in us having to stop providing the Network connection, or to provide the Network connection in a manner which is unacceptable to us;

6.5.3 if the Premises or the building within which the Premises is located is or has been disconnected from the Network for any reason whatsoever; or

6.5.4 for any reason beyond our control (including loss of any licence, way-leave or easement, requirements of any governmental or regulatory authority or orders by the court and failure to deliver by a third party supplier) we are unable to provide any of the Services or the Network connection,

we may suspend or terminate all, any or part of the HomeHub Go Plan or Services or terminate this Agreement with 7 working days' notice (for Clause 6.5.3 above) or with immediate effect (for Clauses 6.5.1, 6.5.2 and 6.5.4 above) without compensation and without prejudice to our rights to damages for any antecedent breach by you of this Agreement. You may immediately contact our customer service, either by calling our customer service line or visiting any of our customer service centres to tell us why such suspension or termination should not occur. We will consider each case and where we deem appropriate, will not proceed with the suspension or termination of your account or take any other appropriate action.

6.6 **Events upon termination:** If this Agreement is terminated:-

6.6.1 all sums due, accruing due or payable to us in respect of the HomeHub Go Plan and the Equipment up to the date of termination (including late payment Charges) will, upon the termination, become immediately due and payable to us; and/or

6.6.2 we will be entitled to charge you at our standard prescribed rates for acquiring a replacement for any Equipment which is returned to us in a damaged or defective condition.

**7. Limitations**

7.1 **Termination point:** For HomeHub with MaxInfinity and/or StarHub Fibre TV, your Service Address must be fibre-ready and have a termination point within your property. If the termination point is not installed, you may contact the relevant network infrastructure operator for the installation of a termination point at your Service Address.

7.2 **Warranties:** We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose and non-infringement to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from us or through the Services will create any warranty not expressly made in this Agreement.

7.3 **Remedy:** If you are dissatisfied with any of the Services or with the Content, products or services available on or through any of the Services or with any of the terms and conditions of this Agreement, your sole and exclusive remedy is to discontinue accessing and using the Services or terminate the Services according to this Agreement.

**8. Additional Charges and rewards**

8.1 **Fees:** All new Services are subject to one-time registration, activation and installation fees.

8.2 **Fee table:** Without prejudice to the foregoing, the following standard fees (or such other amount as may be prescribed by us) are applicable in respect of the Services under the HomeHub Go Plan:-

Description	Fee (All prices are inclusive of GST)
Service Activation	StarHub TV Service activation: \$54.50
	Fibre Home Broadband Service activation: \$57.77
	StarHub Digital Voice Home Activation: \$21.80
	StarHub Mobile SIM Card fee: \$38.15
	StarHub MaxMobile one-time registration fee: \$10.90
	StarHub MaxMobile SIM activation fee: \$38.15
Equipment Installation	Fibre Home Broadband & StarHub TV installation: \$91.68
	StarHub TV 3rd party device installation: \$54.50 for each subsequent installation of 3rd Party Device
	Set-top Box Installation: \$54.50 for first set-top box and \$16.35 for subsequent set-top box on same trip at the same Service Address

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Loss or Damage of Equipment	<p>Fibre Home Broadband</p> <ul style="list-style-type: none"> <li>• \$239.80 per Optical Network Terminal</li> <li>• \$261.60 per Voice-enabled Optical Network Terminal</li> <li>• \$87.20 per activation of each Optical Network Terminal</li> </ul>
	<p>StarHub TV</p> <ul style="list-style-type: none"> <li>• \$327.00 per Fibre TV set-top box</li> <li>• \$16.35 per remote control</li> <li>• \$16.35 per power adapter</li> <li>• \$32.70 per Fibre TV set-top box for minor damage</li> </ul>
Delivery	\$13.08 per trip to the same Service Address (not applicable to Accessories / Equipment Swap)
Third Party Charges	Any charges arising from service provided by NetLink Trust or Nucleus Connect will be quoted by the respective company
Service Call	<p>\$13.08 Transport Charge (Mandatory)</p> <p>\$41.42 Service Charge (If the problem is due to our equipment or network, the Service Charge will be waived.)</p>
StarHub Mobile	Voluntary Suspension Fee: \$5.45 per month
HomeHub Go	Voluntary Suspension Fee: \$32.70 per month
StarHub Fibre Home Broadband Specific Charges	<p>Disconnection Fee: \$32.70 (this fee applies if Service is terminated at any point in time)</p> <p>Equipment Collection Fee: \$13.08 for each visit to your premises</p> <p>Administrative Fee: \$43.60 per request to change the Service plan (e.g. downgrade or modify configuration on the ONT Port)</p> <p>12-month Service Early Termination Charge: up to \$392.40 (charged on a pro-rated basis, based on number of unfulfilled months in the 12-month minimum period of service)</p>

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StarHub Fibre Home Broadband & StarHub Fibre TV Charges	Fibre Service Cancellation (if before ready-for-service date)
	<ul style="list-style-type: none"> <li>• \$239.80 for High-Rise premises</li> <li>• \$490.50 for Landed premises</li> </ul>
	Terminal Point Installation*
	<ul style="list-style-type: none"> <li>• \$163.50 for High-Rise premises</li> <li>• \$294.30 for Landed premises</li> </ul> <p>*Please note that for the repair of any existing Terminal Point (i.e. a Terminal Point that is damaged or faulty), you will have to engage NetLink Trust. The applicable charges for such repair will be quoted by NetLink Trust onsite.</p>
	TP Relocation Fee
	<ul style="list-style-type: none"> <li>• \$163.50 for High-Rise premises</li> <li>• \$294.30 for Landed premises</li> </ul>
	Extra Fibre Cabling: \$35.97 per additional 5 meters after initial 15 meters
	Relocation Fee (Per request to change residential Service Address): \$122.24
	Installation of Additional Set-Top box: \$109 for first data point
Switch for additional Set-Top box: \$37.69	
Fibre Access Link fee: \$16.35/month This fee applies if StarHub Fibre Broadband Service is terminated.	
StarHub Digital Voice Specific Changes	Disconnection Fee: \$32.70
	Number Change Fee: \$32.70
	Telephone Wiring: \$65.40
	Golden Number Selection: \$422.92 per number
	Silver Number Selection: \$95.92 per number
Late payment	\$5.45 for every 30 days of outstanding payment

8.3 **HD enabled set-top box:** A HD enabled set-top is required for the Service. Standard rental Charges apply for the rental of the set-top box.

- 8.4 **Mobile Broadband USB stick:** The Mobile Broadband USB stick is sold separately.
- 8.5 **Local mobile excess Charges:** Prevailing local mobile excess charges will apply if you exceed the local bundled units that are part of your HomeHub Go Mobile. Please refer to our Mobile Service Specific Terms & Conditions for further details.
- 8.6 **Excess data usage:** The MaxMobile 21Mbps (1GB) comes with 1GB of bundled data. Any excess data usage by you will be charged at \$8.72 per GB (or such other rate as may be prescribed by us). Your monthly bill is capped at \$171.14.
- 8.7 **Wireless AC Router:** You will need a Wireless AC Router for your Home Fibre Broadband Service. We will provide the Wireless AC Router, as the case may be, to you at no further Charge if you have fulfilled the Minimum Period of Service.
- 8.8 **Waiving the Charges:** We may, at our discretion, waive all or any applicable Charges, as part of any ongoing promotion or otherwise.

**9. Pre-Agreement events**

- 9.1 **Failure to install home broadband:** If fibre home broadband installation is not possible or delayed by more than 3 months, your mobile line will default to a 4G 4 plan and your mobile contract will be deemed to have commenced from the date that you first signed up for our Service. The remaining active Services will default and be standalone Services and you may choose to subscribe to prevailing offers that apply to these standalone Services. However:-

- 9.1.1 If you choose to terminate StarHub TV, MaxMobile and/or Digital Voice, there will be no Early Termination Charges; and

- 9.1.2 If you choose to terminate a 4G 4 Subscription plan, Early Termination Charges will apply, as follows:-

<b>Early Termination Charges for 24 Months</b>											
1	2	3	4	5	6	7	8	9	10	11	12
\$872.00	\$836.03	\$798.97	\$763.00	\$727.03	\$689.97	\$654.00	\$618.03	\$580.97	\$545.00	\$509.03	\$471.97
13	14	15	16	17	18	19	20	21	22	23	24
\$436.00	\$400.03	\$362.97	\$327.00	\$291.03	\$253.97	\$218.00	\$182.03	\$144.97	\$109.00	\$73.03	\$35.97

- 9.2 **Porting out:** If you port out your HomeHub Go Mobile main line before the commencement of your HomeHub Go Bundle Subscription, then you will be subject to 4G 4 Mobile Early Termination Charges as set out above. Additionally:-

- 9.2.1 If your MaxMobile Service is active at the time that you port out your HomeHub Go Mobile main line, your MaxMobile Service will be terminated;

- 9.2.2 any active StarHub TV, Broadband and/or Digital Voice Services at the time of porting out will be Charged at the prevailing rates as set out in our Service Specific Terms & Conditions; and

- 9.2.3 the installation of any pending Service will be cancelled. If the cancelled Service is StarHub Fibre Broadband, then an additional cancellation Charge will apply.

## 10. HomeHub Voucher

10.1 **Monthly voucher:** By subscribing to the HomeHub Go Plan, you will, subject to these Service Specific Terms & Conditions, be entitled to receive from us a HomeHub Voucher each month. We shall determine the value of your HomeHub Voucher based on the type of HomeHub Go Plan you subscribe to and we will inform you of such value in through such means as we may approve.

10.2 **Issuance of the voucher:** Your HomeHub Voucher will be issued upon commencement of your HomeHub Go Plan.

### 10.3 Credit to bills

10.3.1 Your HomeHub Voucher will be credited into your bill on a monthly basis.

10.3.2 However, please note that the value under your HomeHub Voucher for each month will only be credited and reflected in your bill if there are applicable TV subscription fees that are eligible for offset in the manner described in Clause 10.4 below. Any unused or remaining value of the HomeHub Voucher will be forfeited and will not be carried forward to the following month.

### 10.4 Usage

10.4.1 **TV Services:** Your HomeHub Voucher may be used to offset certain Charges incurred by you in relation to StarHub TV Services which are over and above the minimum 3 Groups required for the subscription of the StarHub TV Service. We will notify you of such Charges from time to time. Currently, Charges which may be offset using the HomeHub Voucher are those related to additional groups of channels, add-on channels and/or add-on groups purchased by you, but excluding Add-on Packs<sup>1</sup>.

10.4.2 **Video-on-demand services:** Your HomeHub Voucher may be used to offset Charges for video-on-demand services purchased via your set-top-box only and cannot be used for video-on-demand services purchased via the StarHub TV Go Value-Added Service on the StarHub TV+ app.

10.5 **Active HomeHub Go Plans:** You will only be entitled to the full value of your HomeHub Voucher if all the Services under your HomeHub Go Plan remain active in the relevant month during which your HomeHub Voucher is valid. If your HomeHub Go Plan or any individual Service thereunder is suspended for any period whatsoever, you will not be entitled to the value of the HomeHub Voucher that is attributable to that period of suspension.

10.6 **No exchange or transfer:** Your HomeHub Voucher cannot be exchanged for cash or benefits-in-kind, and is non-transferable.

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<sup>1</sup> "**Add-on Packs**" include without limitation the Box Office Pack, Supreme Box Office Pack, Yu Le Pack, Qiang Dang Yu Le Pack, Thangam Pack, Impian Pack, Idaman Pack, Manoranjan Pack, Thangam Migai Pack and Ultimate Pinoy Pack.