

# STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

## FIFA WORLD CUP 2026™

These are StarHub's Service Specific Terms & Conditions for our customers who subscribe to Mediacorp's FIFA World Cup 2026™ Season Pass.

### 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 Promotions 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.

### 2. Mediacorp's FIFA World Cup 2026™ Season Pass

#### Pricing

Promotional Period		One-time Charge (with GST)
Early Bird Price	2 to 30 April 2026	\$98.00
Retail Price	1 May to 20 July 2026	\$118.00

#### Promotion Terms & Conditions

- 2.1 These Promotions are only available until such date as we may determine and may be amended or rescinded at any time, in our sole and absolute discretion.
- 2.2 These Promotions cannot be used to offset existing subscription charges or outstanding balances due to StarHub.
- 2.3 These Promotions are non-exchangeable for cash or kind, non-refundable and non-transferable.
- 2.4 Unless we specify otherwise, these Promotions are not available with other discounts, promotions, special packages or external offers.
- 2.5 Mediacorp's FIFA World Cup 2026™ Season Pass
  - 2.5.1 The Mediacorp's FIFA World Cup 2026™ Season Pass is available as an add-on for StarHub TV+ and StarHub TV subscriptions.

- 2.5.2 The Mediacorp's FIFA World Cup 2026™ Season Pass is available as a standalone subscription for new customers without any existing StarHub service(s), or existing StarHub Broadband or Mobile post-paid customers without an existing StarHub TV+ or StarHub TV service. You will enjoy complimentary access to Starter+ Pass during your subscription period.
- 2.6 The one-time subscription charge for FIFA World Cup 2026™ Season Pass will be billed immediately after successful sign-up and charged to your StarHub bill.
- 2.7 Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of 9% GST. Prices will be adjusted according to the prevailing GST rates.
- 2.8 If you subscribe to Mediacorp's FIFA World Cup 2026™ Season Pass, the one-time subscription fee is non-refundable, even if you terminate, suspend or withdraw from the FIFA World Cup 2026™ channels before the end of the tournament, for any reason.
- 2.9 The Early Bird Price is only applicable for sign-ups on or before 30 April 2026 and may be amended or withdrawn prior to subscription, at StarHub's discretion.
- 2.10 The Retail Price is applicable from 1 May 2026 to 20 July 2026.
- 2.11 The content made available under the FIFA World Cup 2026™ Season Pass is subject to programming, scheduling and availability as determined by licensors and broadcasters, and may be modified, delayed or cancelled without prior notice.
- 2.12 StarHub reserves the rights to revise any of these Terms & Conditions without prior notice.

### 3. Eligibility

- 3.1 **Residential use only:** Unless otherwise permitted by us in writing, Mediacorp's FIFA World Cup 2026™ is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.
- 3.2 **Outstanding accounts:** At the time of application, you must not have any outstanding accounts with us that are due and owing to us. StarHub reserves the sole and absolute discretion to determine your entitlement to this subscription and may reject any application.
- 3.3 **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 photo-driving licence,</li> </ul> <p>with proof of billing address</p>

		Proof of billing address <sup>(1)</sup> if address on blue NRIC is a foreign address
PI, P2, Q1, Employment Pass, S Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass	<ul style="list-style-type: none"> <li>Your Employment Pass, Diplomat Pass, Entrepass, S Pass 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 / S Pass / 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> </ul>	<p>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass</p> <ul style="list-style-type: none"> <li>If your Employment Pass / Diplomat Pass / Entrepass / S Pass 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 / S Pass / Training Visit Pass</li> </ul>
Work Permit, Student Pass	<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> </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>
Dependant Pass, Long Term Social Visit Pass	<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</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> </ul>

	from the Ministry of Manpower will be required	<ul style="list-style-type: none"> <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>
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**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/telecommunications 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.

**4. Access, Viewing and Restrictions of Use**

**4.1 StarHub TV+**

- 4.1.1 You may access the programmes on FIFA World Cup 2026™ via the StarHub TV+ app (which can be downloaded from the Apple App Store and Google Play Store) or www.starhubtvplus.com by logging in with your Hub ID. You agree that your use of the Hub iD is subject to the applicable Service Specific Terms & Conditions.
- 4.1.2 The quality of the display of FIFA World Cup 2026™ content may vary from device to device, and is subject to a number of factors, including but not limited to your location, the bandwidth available through and/or speed of your Internet connection. HD availability is subject to your Internet service and device capabilities.
- 4.1.3 For each FIFA World Cup 2026™ subscription, you can register up to 5 devices and will be able to view the content concurrently on up to 2 devices.
- 4.1.4 If you are viewing FIFA World Cup 2026™ content on the StarHub TV+ set-top box, you understand that such viewing is only permitted at the service address under which your account is registered at.

**4.2 Fibre TV**

- 4.2.1 You may access the programmes on FIFA World Cup 2026™ via the Fibre TV set-top box delivered or transmitted over StarHub's IPTV platform connected to StarHub's Fibre network.
- 4.2.2 If you are subscribed to the StarHub TV Go Value-Added Service, you will be able to access live streaming of FIFA World Cup 2026™ via the StarHub TV+ app.
- 4.3 You may only access FIFA World Cup 2026™ content in Singapore.
- 4.4 You agree to access FIFA World Cup 2026™ content in accordance with all applicable laws, rules and regulations including restrictions on the use of the content set out therein.
- 4.5 You agree not to archive, reproduce, distribute, modify, display, perform, publish, license, create derivative works from, offer for sale, or use content and information contained on or obtained from or through FIFA World Cup 2026™. You agree not to use the Service or any content for any commercial purpose, including without limitation public viewing, exhibition in commercial premises, or any form of unauthorised commercial exploitation.
- 4.6 You may, through FIFA World Cup 2026™, obtain or rely on certain apps, information, products or services which are supplied by third parties. We do not provide the apps or third party information and do not represent or warrant the accuracy, correctness, completeness or timeliness of such third party information.
- 4.7 You agree not to access or attempt to access the Service outside Singapore, including through the use of VPNs, proxies or other means designed to circumvent geographical restrictions.
- 4.8 StarHub does not guarantee the availability, timeliness, or uninterrupted transmission of any match, programme or content forming part of the FIFA World Cup 2026™. Availability may be affected by factors including but not limited to technical issues, upstream feed disruptions, actions of licensors or broadcasters, or events beyond StarHub's reasonable control.
- 4.9 StarHub reserves the right to suspend or terminate the Service provided to you if we determine that any use, whether by you or another person, is a breach of these Service Specific Terms & Conditions.