

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
POST-PAID MOBILE PLANS, VALUE-ADDED SERVICES AND OTHERS

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
POST-PAID MOBILE SERVICES**

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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 our post-paid mobile voice, mobile data, roaming Services and/or other mobile value-added Services, promotions or otherwise (collectively, the "**Mobile Services**") whether under any of our post-paid Mobile Services Plans (each a "**Plan**") or otherwise.
- I.2 These Service Specific Terms & Conditions for post-paid Mobile Services are divided into the following sections:-
- (i) Section A: Post-paid Mobile Services
  - (ii) Section B: CIS and Others
  - (iii) Section C: Data-free Apps
  - (iv) Section D: Voice over WiFi
- I.3 For the avoidance of doubt, only the Section(s) relating to the Services which you have subscribed for or used or purchased would apply to your relationship with us.
- I.4 Unless otherwise specified, all promotions and Plans 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 plan that you have subscribed for or the value-added Services that you have purchased.
- 2.2 **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 Mobile Services in accordance with the Terms & Conditions and our policies,

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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: POST-PAID MOBILE SERVICES****I. Basic terms and conditions**

**I.1 Applicability:** Clause I of this Section A are a set of terms and conditions which apply to subscribers of our post-paid mobile Plans offering any combination of voice calls, SMS, mobile data and other mobile Services (for the purposes of this section, the "**Services**").

**I.2 Charges that may apply**

**I.2.1 Subscription Charges:** The subscription Charges, as well as any additional Charges that may apply, will be billed monthly and charged to your StarHub Mobile bills.

**I.2.2 Additional Charges:** In addition to the stipulated Charges (for example, in our applicable brochures, marketing materials or otherwise), other Charges may apply to you, including, but not limited to, the Charges in connection with your SIM, administrative Charges and the excess Charges set out in the Clause I.10.

**I.2.3 Other Local Charges (toll-free etc.):** In addition to foregoing, there may be additional Charges for (i) the airtime usage for local toll-free calls (including calls made to the 1800- and/or 800- services, through the Services); and (ii) the airtime usage for calls made to premium rate services (including calls made to the 1900- services, through the Services).

**I.2.4 Roaming Charges:** In the event that you use our Services outside of Singapore, additional roaming Charges will apply. Please refer to Clause I.11 for terms and conditions applicable to Roaming Services for post-paid customers.

**I.2.5 Records supplied by another Service Provider:** You agree that at all times the Charges will be calculated based on records supplied to us by another Service Provider. The Charges will also be dependent on such Service Provider's calculation and billing methodology, which falls outside of our control.

**I.3 Period of Service**

**I.3.1 Minimum Period:** Unless otherwise stated at the time of application of the Services, the minimum period of a Service (the "**Minimum Period**") is as follows:-

- (a) if the Services subscribed for includes mobile data Services, the Minimum Period is 12 months;
- (b) if the Services subscribed for do not include mobile data Services, the Minimum Period is 3 months; and
- (c) for any Mobile value-added Service, the Minimum Period is 1 month.

**I.3.2 Automatic renewal:** Unless you terminate the Services at the end of the Minimum Period, the Services will renew automatically for successive periods of 1 month each in accordance with our Consumer General Terms & Conditions.

**I.3.3 Suspension of Services:** In the event you request for a suspension of the Services, a suspension Charge applies. The period of suspension does not count towards the Minimum Period. Please also note that the Services can only be suspended by you for a maximum duration of 6 consecutive months.

**I.3.4 Reconnection of Services after Termination:** In the event any Service is terminated and you wish to reconnect it, you must notify us and complete the reconnection of the relevant Service within 3

months from the date of termination of such Service, subject to availability of the mobile number. The applicable reconnection Charge would apply.

- I.4 **Credit limit on Charges:** We may apply a credit limit for Charges (including any roaming Charges and mobile data Charges) incurred under your account. Services may be suspended in the case of non-payment or if this limit is exceeded.
- I.5 **Telephone numbers**
  - I.5.1 **Usage:** When we allocate any telephone numbers to you, you will not have any rights to these telephone numbers except for the sole purpose of using the Services in accordance with the Terms & Conditions. You cannot sell or agree to transfer these telephone numbers to anyone else. You must not apply or try to apply for registration of these telephone numbers as trademarks, whether on their own or together with any word or mark.
  - I.5.2 **Withdrawal or change:** We may, for commercial, operational or technical reasons or compliance with any requirement of the relevant Regulatory Authority or other authority, withdraw or change any telephone number allocated to you. However, we will endeavour to give you reasonable notice in this event.
- I.6 **Abuse of Services:** You should not abuse or misuse the Services offered to you, whether under any of our Mobile Services Plans (including 4G Plans) or otherwise, regardless of whether or not the Services, Mobile Services and/or Mobile Services Plan are a paid or free service. All 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:-
  - I.6.1 suspend, restrict and/or terminate your access to certain features or your entire Services, Mobile Services, Mobile Services Plan and/or any part thereof, without any liability to you until the end of the affected day, period or bill cycle; and/or
  - I.6.2 charge you at the prevailing rates for your use of the relevant Service, Mobile Service and/or Mobile Services Plan beyond fair usage.
- I.7 **Information not generated in itemised bill:** Please note that if you have requested for itemised billing details, the information on traffic generated by your use of any of the mobile data Services will not be reflected.
- I.8 **Handsets or devices**
  - I.8.1 **StarHub's approval:** To ensure compatibility with our Services, we must approve the handset or device that you intend to use to access and use the Services.
  - I.8.2 **Suitability on other Networks:** We do not warrant the performance or suitability of your handset or device on any network other than our Network.
  - I.8.3 **Loss and theft:** If the handset or other equipment which you use to obtain or access the Services (the "Equipment") or your SIM card is lost or stolen, you must immediately inform us verbally and follow up with a written confirmation within 24 hours. Until you tell us about the loss or theft, you will continue to be responsible for the Charges incurred on the Equipment or the SIM card, whether you know of it or not.

**I.9 Change of data Plan subscriptions:** Our post-paid mobile customers can change their data Plan subscription if their accounts are not suspended, blacklisted or with outstanding balances. Any change in data Plans may result in a temporary disruption of Service and/or loss of data and we shall not be liable for any liability arising from or in connection with such Service disruption or loss of data.

**I.10 Charges<sup>1</sup>**

**I.10.1 Charges in connection with your SIM and/or eSIM**

	Description of Charge	Amount of Charge	Explanation
(a)	SIM card Activation Charge	\$38.15 per SIM card  This Charge may, at our discretion, be waived during certain promotions that we may run from time to time.	A one-time Charge chargeable upon activation of a SIM card (including the activation of a multi-SIM card).
(b)	eSIM profile download Charge	\$10.90 per eSIM profile download  This Charge may, at our discretion, be waived during certain promotions that we may run from time to time.	A Charge chargeable upon each download of an eSIM profile.  For the avoidance of doubt, the Charge applies each time you download an eSIM profile, even if you have downloaded that same eSIM profile before.
(c)	Mobile Service Charge	\$10.90	Chargeable when you subscribe for a Service (including a subscription to our Mobile Data Plans except for the ones listed below).
		Nil if you subscribe to the following plans: (i) \$25 SIM Only Plan; (ii) \$50 SIM Only Plan; (iii) \$80 SIM Only Plan; (iv) \$25 SIM Only 1-year Plan; (v) \$50 SIM Only 1-year Plan; (vi) \$80 SIM Only 1-year Plan; (vii) \$50 2-year Plan; (viii) \$75 2-year Plan; (ix) \$105 2-year Plan; (x) \$238 2-year Plan; (xi) Welcome Plan; (xii) \$55 2-year Plan; (xiii) \$80 2-year Plan; (xiv) \$110 2-year Plan; (xv) 4G \$80 2-year Plan; (xvi) 4G \$110 2-year Plan; (xvii) Mobile+ \$155 2-year Plan; (xviii) 4G \$25 SIM Only Plan; (xix) 4G \$50 SIM Only Plan;	

		(xx) 4G \$25 SIM Only 1-year Plan; (xxi) 4G \$50 SIM Only 1-year Plan; (xxii) Mobile+ \$38 SIM Only 1-year Plan; (xxiii) Mobile+ \$45 SIM Only 1-year Plan; (xxiv) such other plan(s) that we may prescribe from time to time.	
(d)	SIM card Replacement Fee	\$38.15 per SIM card	Per replacement SIM card issued to you in the event of loss or damage of SIM card.  In such an event, you will also have to pay the SIM card Activation Charge upon activation of the replacement SIM.

#### 1.10.2 Other administrative Charges

	Description of Charge	Amount of Charge	Remarks
(a)	Administrative Fee for Re-contracting of Services <sup>2</sup>	\$10.90	Payable upon re-contracting of Services <sup>3</sup> or upon a change of usage Plan for the Services except for the plans listed below.

<sup>1</sup> StarHub reserves the right to change any of the items, Services, Plans, Charges and/or manner of charging without prior notice.

<sup>2</sup> The following customers are exempt from this administrative fee: (a) Platinum customers; (b) Customers who upgrade their Plans and such upgrade shall be as determined by us; (c) Customers who re-contract via our online store; and (d) Such other customers as may be determined by us from time to time.

<sup>3</sup> For the avoidance of doubt, such administrative fee shall apply on top of the usual Charges, including but not limited to Mobile Service Plan Charges. We will validate your status at the point where you re-contract with us.

		<p>Nil if you subscribe to the following plans:</p> <ul style="list-style-type: none"> <li>(i) \$25 SIM Only Plan;</li> <li>(ii) \$50 SIM Only Plan;</li> <li>(iii) \$80 SIM Only Plan;</li> <li>(iv) \$25 SIM Only 1-year Plan;</li> <li>(v) \$50 SIM Only 1-year Plan</li> <li>(vi) \$80 SIM Only 1-year Plan;</li> <li>(vii) \$50 2-year Plan;</li> <li>(viii) \$75 2-year Plan;</li> <li>(ix) \$105 2-year Plan;</li> <li>(x) \$238 2-year Plan;</li> <li>(xi) Welcome Plan;</li> <li>(xii) \$55 2-year Plan;</li> <li>(xiii) \$80 2-year Plan;</li> <li>(xiv) \$110 2-year Plan;</li> <li>(xv) 4G \$80 2-year Plan;</li> <li>(xvi) 4G \$110 2-year Plan;</li> <li>(xvii) 4G \$25 SIM Only Plan;</li> <li>(xviii) 4G \$50 SIM Only Plan;</li> <li>(xix) 4G \$25 SIM Only 1-year Plan;</li> <li>(xx) 4G \$50 SIM Only 1-year Plan;</li> <li>(xxi) Mobile+ \$38 SIM Only 1-year Plan;</li> <li>(xxii) Mobile+ \$45 SIM Only 1-year Plan;</li> <li>(xxiii) such other plan(s) that we may prescribe from time to time.</li> </ul>	
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(b)	Suspension Charge	\$5.45 / month	This Charge is a non-prorated, monthly recurring charge.
(c)	Reconnection Charge	\$16.35 / Service	For reconnection of Services after termination.

- I.10.3 **Excess Charges:** While a fixed number of voice calls, SMS and data are bundled into your relevant Plan, if your use of the Services exceeds the stipulated bundled amounts, the following excess Charges shall apply in connection with your use of the Mobile Services over and above the stipulated bundled amounts.

	Description of Charge	Amount of Charge	Remarks
(a)	<b>Voice Calls</b>	<p>In respect of the following plans:</p> <ul style="list-style-type: none"> <li>(i) \$25 SIM Only Plan;</li> <li>(ii) \$50 SIM Only Plan;</li> <li>(iii) \$80 SIM Only Plan;</li> <li>(iv) \$25 SIM Only 1-year Plan;</li> <li>(v) \$50 SIM Only 1-year Plan</li> <li>(vi) \$80 SIM Only 1-year Plan;</li> <li>(vii) \$50 2-year Plan;</li> <li>(viii) \$75 2-year Plan;</li> <li>(ix) \$105 2-year Plan;</li> <li>(x) \$238 2-year Plan;</li> <li>(xi) Welcome Plan;</li> <li>(xii) \$55 2-year Plan;</li> <li>(xiii) \$80 2-year Plan;</li> <li>(xiv) \$110 2-year Plan;</li> <li>(xv) 4G \$45 2-year Plan;</li> <li>(xvi) 4G \$55 2-year Plan;</li> <li>(xvii) 4G \$80 2-year Plan;</li> </ul>	16.35 cents per minute.

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		<p>(xviii) 4G \$110 2-year Plan;  (xix) Mobile+ \$65 2-year Plan;  (xx) Mobile+ \$95 2-year Plan;  (xxi) Mobile+ \$125 2-year Plan;  (xxii) Mobile+ \$155 2-year Plan;  (xxiii) 4G \$25 SIM Only Plan;  (xxiv) 4G \$50 SIM Only Plan;  (xxv) 4G \$25 SIM Only 1-year Plan;  (xxvi) 4G \$50 SIM Only 1-year Plan;  (xxvii) Mobile+ \$38 SIM Only 1-year Plan;  (xxviii) Mobile+ \$45 SIM Only 1-year Plan;  (xxix) Mobile+ \$69 2-year Plan;  (xxx) Mobile+ \$99 2-year Plan;  (xxxi) Mobile+ \$129 2-year Plan;  (xxxii) Mobile+ \$169 2-year Plan;  (xxxiii) such other plan(s) that we may prescribe from time to time.</p>	<p>Charging starts from a minimum one-minute charge and subsequently, on a per minute charge basis unless otherwise notified.</p>
		All other plans apart from the above.	<p>16.35 cents per minute.</p> <p>Charging starts from a minimum one-minute charge and subsequently, on a per second basis unless otherwise notified.</p>
(b)	<b>SMS</b>	5.45cents per SMS	
(c)	<b>Mobile Data Services</b>	0.00109 cents / KB up to a maximum as may be set out by us in other applicable Service Specific Terms & Conditions	
(d)	<b>Mobile Data Services</b>	<p>In respect of the following plans:</p> <p>(i) \$25 SIM Only Plan;</p>	10.90 cents / MB up to a maximum of \$10.90 per GB, capped at \$242.45 / month

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	(ii) \$50 SIM Only Plan; (iii) \$80 SIM Only Plan; (iv) \$25 SIM Only 1-year Plan; (v) \$50 SIM Only 1-year Plan (vi) \$80 SIM Only 1-year Plan; (vii) \$50 2-year Plan; (viii) \$75 2-year Plan; (ix) \$105 2-year Plan; (x) \$238 2-year Plan; (xi) Welcome Plan; (xii) \$55 2-year Plan; (xiii) \$80 2-year Plan; (xiv) \$110 2-year Plan; (xv) 4G \$45 2-year Plan; (xvi) 4G \$55 2-year Plan; (xvii) 4G \$80 2-year Plan; (xviii) 4G \$110 2-year Plan; (xix) Mobile+ \$65 2-year Plan; (xx) Mobile+ \$95 2-year Plan; (xxi) Mobile+ \$125 2-year Plan; (xxii) Mobile+ \$155 2-year Plan; (xxiii) 4G \$25 SIM Only Plan; (xxiv) 4G \$50 SIM Only Plan; (xxv) 4G \$25 SIM Only 1-year Plan; (xxvi) 4G \$50 SIM Only 1-year Plan; (xxvii) Mobile+ \$38 SIM Only 1-year Plan; Mobile+ \$45 SIM Only 1-year Plan; (xxviii) Mobile+ \$69 2-year Plan; (xxix) Mobile+ \$99 2-year Plan; (xxx) Mobile+ \$129 2-year Plan; (xxxi) Mobile+ \$169 2-year Plan; (xxxii) such other plan(s) that we may prescribe from time to time.	
	Lite, XS, S, M, L, XL	0.0109 cents/KB up to maximum \$10.90 / GB, capped at \$242.45 / month

	4G300M, 4G 3, 4G 4, 4G5, 4G 6, 4G 12, SurfHub 12, SurfHub 15, HomeHub Go SurfHub 15 & HomeHub Go SurfHub 15 Add-On	0.0109 cents / KB up to maximum \$10.90 / GB, capped at \$171.14 / month
	SmartSurf HD Value & SmartSurf HD Plus	0.0109 cents / KB up to maximum \$10.90 / GB, capped at \$171.14 / month
	SmartSurf HD Premium Plan	0.0109cents / KB up to maximum \$5.45 / GB, capped at \$109 / month

**1.10.4 GST:** Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of GST. Prices will be adjusted according to the prevailing GST rates.

**1.11 Roaming Service for Post-paid mobile Plans:** If you are a subscriber of any of our post-paid mobile Plans and wish to use the Services outside of Singapore (for the purposes of this Clause, our "**Roaming Services**") through any of our Plans for Roaming Services (our "**Roaming Plans**"), the terms and conditions in this Clause 1.11 will apply to you.

**1.11.1 Subscription and activation:** If you intend to use Roaming Services, you must first subscribe to and activate either our International Roaming or Pay-As-You-Roam Service. Please refer to the instructions on our website for more details. If you fail to do so, you will not be able to use our Roaming Services. Customers who have subscribed to our International Roaming or Pay-As-You-Roam Service will be subject to our roaming Charges and all other Charges incurred. For Pay-As-You-Roam Service, a 20% surcharge will apply on all roaming Charges. Roaming is available in roaming destinations listed on our website [www.starhub.com/roaming](http://www.starhub.com/roaming).

**1.11.2 Roaming Charges:** Roaming Charges are based on our prevailing roaming rates. Such Charges include our prevailing roaming rates for overseas use of mobile data, SMS, calls and additional Charges for calls made/received, even if such calls are not connected, remain unanswered or are unsuccessful for any reason whatsoever and howsoever caused. For the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call. Roaming calls are charged on a per minute basis and all calls below 1 minute are charged a minimum of 1 minute. For example, a 13 seconds call will be charged as a 1-minute call. A 21 minutes 7 seconds call will be charged as a 22-minute call.

If your Equipment or your SIM card is lost or stolen, it is your duty to and you must immediately inform us verbally and follow up with a written confirmation within 24 hours. Until you tell us about the loss or theft, you will continue to be responsible for all Charges incurred on the Equipment or the SIM card, regardless of whether or not you are aware of or know of such Charges.

**1.11.3 Service Specific Terms & Conditions:** In the event you subscribe for or purchase any of our Roaming Plans (including DataTravel Plans and RoamEasy Plans), Roaming Services used will also be subject to other applicable Service Specific Terms & Conditions.

**1.11.4 Exceeding stipulated bundled amounts:** For the avoidance of doubt, if your use of Roaming Services exceeds the stipulated bundled amounts for the Roaming Plan subscribed for, you will be subject to roaming Charges for Roaming Services used over and above the stipulated bundled amounts.

**1.11.5 Spam Messages:** With effect from 31 October 2022, in accordance with regulatory requirements, we will introduce filtering capabilities at the network level ("In-Network Scanning") to scan all messages sent via SMS to our subscribers, regardless of whether they originate domestically or internationally, to filter out and block SMS which contain malicious uniform resource locators (i.e. URLs) (as determined in our sole and absolute discretion). The In-Network Scanning aims to reduce the number of spam SMS received by our subscribers and will be conducted in compliance with applicable law and regulatory requirements. Except as set out in these Service Specific Terms & Conditions, we expressly exclude all other liability we may have to

you, including all liability in contract, tort, negligence, misrepresentation, strict liability or statute, arising as a result of or in connection with the In-Network Scanning.

- 1.11.6 **Details may not be reflected in bill:** We do not guarantee that all call details will be reflected in your bill when you use our Roaming Services. You agree that certain details of your call will not be reflected in your bill, for instance: (i) the telephone number of the calling party of any incoming call; (ii) the telephone number of the party sending the SMS; and/or (iii) the telephone number of the party receiving the SMS.

- 1.12 **Reasonable and Fair Usage of SMS:** StarHub reserves the right to suspend excessive or abusive use of any post-paid Mobile Services, including but not limited to, SMS broadcasts or sending of unsolicited material. In the event that you use more than 300 local SMS per day, such usage shall be deemed as excessive and/or abusive and entitle StarHub to suspend or terminate your post-paid Mobile Services. For the avoidance of doubt, you shall not be entitled to any refund or compensation for such termination or suspension.

## 2. Mobile Data Plans

Not used.

## 3. Mobile Voice Plans

**Discontinued Services:** Do note that SmartSurf HD Plans (including SmartSurf HD Value/Plus/Premium mobile service plans) are no longer available for new subscriptions with effect from 19 September 2014. The 4G Plans (including 4G 300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12 mobile service voice plans) are no longer available for new subscriptions with effect from 31 August 2017.

The following plans are no longer available for new subscriptions with effect from a date to be notified by us, which is scheduled on 6 December 2018:-

- (a) Lite Plan;
- (b) XS/S/M/L/XL Plans;
- (c) SIM Only Plans (including Lite Plan, XS Plan, S Plan, M Plan, L Plan, XL Plan); and
- (d) SharePlus Dependent Plans.

In addition, do note that the following plans are no longer available for new subscriptions (including re-contract) with effect from 11 February 2020:-

- (a) \$50 2-year Plan;
- (b) \$75 2-year Plan;
- (c) \$105 2-year Plan; and
- (d) \$238 2-year Plan.

With effect from 6 August 2020, the following plans are no longer available for new subscriptions (including re-contract):-

- (a) \$55 2-year Plan;
- (b) \$80 2-year Plan;
- (c) \$110 2-year Plan;
- (d) \$25 SIM Only Plan;
- (e) \$50 SIM Only Plan;
- (f) \$80 SIM Only Plan;
- (g) \$25 SIM Only 1-year Plan;
- (h) \$50 SIM Only 1-year Plan; and
- (i) \$80 SIM Only 1-year Plan.

The following plans are also no longer available for new subscriptions (including re-contract) with effect from 15 January 2021:-

- (a) 4G \$80 2-year Plan; and
- (b) 4G \$110 2-year Plan.

Additionally, do note that the following plans are no longer available for new subscriptions (including re-contract) with effect from 17 June 2021:-

- (a) 4G \$50 SIM Only Plan; and
- (b) 4G \$50 SIM Only 1-year Plan.

Do also note that the Connecting Tones plan is no longer available for new subscriptions (including re-contract) with effect from 31 October 2021,

The following plans are no longer available for new subscriptions (including re-contract) with effect from 2 November 2022:-

- (a) Mobile+ \$65 2-year Plan
- (b) Mobile+ \$95 2-year Plan
- (c) Mobile+ \$125 2-year Plan
- (d) Mobile+ \$155 2-year Plan

**Terms and Conditions:** Please refer to the paragraphs below for the other terms and conditions which would apply specifically to the Plan you have subscribed for or the value-added Services you have purchased.

#### 4.1 **XS/S/M/L/XL Plans**

4.1.1 **Maximum speed:** The maximum speed that you can enjoy under our XS/S/M/L/XL Plans is 1 Gbps.

4.1.2 **IDD 018 value-added Service:** Additionally, if you subscribe to the IDD 018 VAS, Clause 4.2.2 below will also apply to you.

4.1.3 **2-year XL Plan:** If you subscribe to the XL Plan with a 2-year contract, we may issue to you:-

- (a) a \$500 voucher after you have completed 12 consecutive months of continuous active service on the XL Plan. The voucher will be applicable for your use upon your renewal of the XL Plan for another 24 months (if the XL Plan is not available for sale at the time of renewal, the voucher will apply to a prevailing equivalent mobile plan and of a similar tier to the XL Plan. At all times, the terms and conditions that are stated on the voucher will apply); or
- (b) a XL Plan on SIM Only or XL Plan on SharePlus dependent line. With these options, you will enjoy free International Roaming value-added Service and Caller Number Display value-added Service.

4.1.4 **Usage of handset voucher:** If you commenced your XL Plan after 31 August 2017 and wish to use the \$500 handset voucher referred to in Clause 4.1.3(a) above before the last day of your contract for the XL mobile plan, an early re-contract fee of \$300 will be charged to you.

#### 4.2 **Lite Plan**

4.2.1 **Maximum speed:** The maximum speed that you can enjoy under our Lite Plan is 1 Gbps.

4.2.2 **IDD 018 value-added Service:** If you subscribe to the Free IDD 018 value-added Service ("IDD 018 VAS"), you will be subject to a limit of 700 minutes a month for the maximum duration of IDD calls made under this IDD 018 VAS. If you exceed this limit, there will be a Charge imposed at the prevailing IDD 018 rates.

#### 4.3 **HD Voice & HD Voice+**

- 4.3.1 **Description:** HD Voice/HD Voice+ are special features of the Mobile Services offered by us which you may enjoy without additional charge.
- 4.3.2 **Eligibility:** The HD Voice feature is offered to all our mobile subscribers and the HD Voice+ feature to subscribers of our StarHub 4G mobile plans. If you are not a subscriber of either of these plans, you will not be able to enjoy these features.
- 4.3.3 **HD Voice:** In order for you to enjoy our HD Voice feature, both the caller and recipient of the call must:-
- (a) use the relevant HD Voice enabled devices; and
  - (b) be a subscriber to any StarHub mobile plan.
- 4.3.4 **HD Voice+:** In order for you to enjoy our HD Voice+ feature, both the caller and recipient of the call must:-
- (a) use the relevant HD Voice+ enabled devices; and
  - (b) be subscribers of StarHub 4G mobile plans.
- 4.3.5 By using these features, you accept that your experience of the HD Voice/HD Voice+ features are subject to and may vary based on data traffic conditions which are dependent on a combination of factors including the type of handsets used, software used, location and time of use.

#### 4.4 **SIM Only Lite/XS/S/M/L/XL Plans**

- 4.4.1 **Description:** If you are a post-paid subscriber with an eligible mobile line registered under your NRIC or FIN, the following SIM only plans are available to you:-
- (a) with no contract commitment ("**SIM Only Plan (No Contract)**"); or
  - (b) with a 12 months' contract commitment ("**SIM Only Plan (12 Months' Contract)**"),
- (collectively, the "**SIM Only Plans**").
- 4.4.2 **Eligibility:** New customers and existing customers who are post-paid mobile subscribers without any existing contract commitment can sign up for the SIM Only Plans. If you have an eligible mobile line still active with any type of contract commitment, you will not be eligible to subscribe for the SIM Only Plans.
- 4.4.3 **Opt-In basis:** The SIM Only Plans are available on an opt-in basis for standalone lines and SharePlus main lines (excluding SharePlus dependent lines) on:-
- (a) Lite Plan;
  - (b) XS Plan;
  - (c) S Plan;
  - (d) M Plan;
  - (e) L Plan; or
  - (f) XL Plan.

**4.4.4 SIM Only Plan (No Contract):** If you are a subscriber of the SIM Only Plan (No Contract), you are entitled to the following discounts (as may be applicable):-

- (a) a 50% discount off the prevailing market subscription of your selected Base Plan on an on-going monthly basis without any mobile service contract commitment; or
- (b) if you are a Corporate Individual Scheme ("CIS") customer, a 50% discount on your Base Plan on an on-going monthly basis for a maximum duration of 24 months without any mobile service contract commitment. Upon expiry of the 24 months as stated above, full Charges on your SIM Only Plan (no contract) will resume.

**4.4.5 SIM Only Plan (12 Months' Contract) – Non CIS Customer:** If you are a non-CIS Customer and you have subscribed to a SIM Only Plan (12 Months' Contract), you are entitled to the following during the 12 months' contract period:-

- (a) a 50% discount off the prevailing monthly subscription of your selected Base Plan on an on-going monthly basis; and
- (b) double the Base Plan's local bundled data.

Upon expiry of the 12 months' contract period, your (i) 50% discount benefit on your Base Plan will continue on an on-going monthly basis without any mobile service contract commitment; and (ii) the Base Plan's original local bundled data will resume.

**4.4.6 SIM Only Plan (12 Months' Contract) – CIS Customer:** If you are a CIS customer and you have subscribed to a SIM Only Plan (12 Months' Contract), you are entitled to the following during the 12 months' contract period:-

- (a) a 50% discount off the prevailing monthly subscription of your selected Base Plan on an on-going monthly basis; and
- (b) double the Base Plan's local bundled data during the 12 months' contract period.

Upon expiry of the 12 months' contract, your (i) 50% discount benefit on your Base Plan will only be extended on an on-going monthly basis for a maximum additional duration for 12 months without any mobile service contract commitment; and (ii) the Base Plan's original local bundled data will resume.

**4.4.7 Non-eligibility for handset upgrade voucher:** Please note that the \$500 handset upgrade voucher for XL Plans will not be offered to you if you subscribe to the XL SIM Only Plans.

**4.4.8 Not valid with other promotions:** The benefits offered for the SIM Only Plans are mutually exclusive and will not apply together with any other discounts or promotions, for instance:-

- (a) Hub Club Go Discounts;
- (b) corporate discounts / CIS discounts / partner plan discounts (discounts and free value-added Services); and
- (c) subscription discounts.

**4.4.9 Hub Club Go membership:** With effect from 31 May 2021 to 31 May 2023, if you subscribe to the SIM Only Plans, Hub Club Go membership will be available to you as long as you meet all eligibility criteria

**4.4.10 Moving to SIM Only Plans:** If you are currently on mobile plans that are no longer offered for subscription, you must first change your price plan to the prevailing Base Plan prior to opting-in to the SIM Only Plans. If you change your price plan to any of these plans in accordance with this Clause you

will not be able to revert to your previous price plan as we no longer offer those plans.

#### 4.5 **SurfHub Plan (ceased with effect from 9 June 2018)**

4.5.1 **Eligibility:** You may subscribe to a SurfHub Plan under the CIS (NRIC or FIN). The SurfHub Plan is not applicable for business or corporate account ("**BRN**") registered customers. The SurfHub Plan is not available for standalone sign ups or re-contracts.

4.5.2 **Description of Service:** The SurfHub Plan is offered to you at a 50% discount on the condition that you must sign up/re-contract with 1 Gbps Fibre Broadband at the same time. Each Service is subject to a 2-year contract. To re-contract for your SurfHub Plan, you must also re-contract for the 1 Gbps Fibre Broadband in the same sales order.

4.5.3 Only **ONE** SurfHub Plan is allowed for every sign up/re-contract to 1 Gbps Fibre Broadband and you may choose any of the following plans:-

- (a) SurfHub 12;
- (b) SurfHub 15;

4.5.4 **Value-added Services at 50% discount:** When you sign up or re-contract for a SurfHub Plan, you may choose either of the following at a 50% discount:-

- (a) to opt in for either (a) a MultiSIM value-added Service subscription for 24 months; or (b) an International Roaming value-added Service subscription for 24 months; **OR**
- (b) to subscribe for the StarHub Go Select at a 50% discount for 12 months.

Discounts for the value-added Services will cease when you are no longer on the SurfHub Plan or when the value-added Service is terminated, whichever is earlier. Upon reactivation of the value-added Service, the discount will not be reinstated.

4.5.5 **Termination of your Fibre Broadband Plan:** If you terminate your 1 Gbps Fibre Broadband Plan or transfer it out of your account, the 50% discount for the SurfHub Plan shall cease with immediate effect with the full subscription fees (or such other fees as may be prescribed by us from time to time) payable as follows:-

- (a) 106.79/month for SurfHub 12; and
- (b) \$147.16/month for SurfHub 15.

4.5.6 **Early re-contract fees:** An early re-contract fee of \$300 (or such other amount as may be prescribed by us from time to time) will apply if you choose to re-contract for the SurfHub plan between the 13<sup>th</sup> month and the 20<sup>th</sup> month of your current contract.

4.5.7 **Non-applicable:** The SurfHub Plans are not applicable alongside:-

- (a) SharePlus; and
- (b) Plus 3 Data Upsize value-added Service.

4.5.8 **Not valid with other promotions:** The 50% discount for the SurfHub Plan is mutually exclusive and is not applicable with any other discounts or promotions, for instance:-

- (a) Hub Club Go discounts;

- (b) CIS discounts / partner plan discounts / subscription discounts / bill rebates; and
- (c) SIM Only Plans discounts.

4.5.9 **Non-eligibility:** You will not be eligible for the discounts in clause 4.5.2 and 4.5.4 above if you had changed from another mobile plan to the SurfHub plan.

#### 4.6 **Unlimited Saturday and Sunday Local Data**

For our subscribers on the XS/S/M/L/XL Plans, you are eligible for unlimited Saturday and Sunday Local Data based on the following terms:-

- 4.6.1 free local data starting on Saturday 0000 to Sunday 2359;
- 4.6.2 Unlimited Saturday and Sunday local data cannot be shared or allocated with family members via the DataShare value-added Service;
- 4.6.3 to ensure that the activities of some users do not impair the ability of our customers to have access to reliable services, the unlimited Saturday and Sunday Local Data is subject to:-
  - (a) fair usage restrictions;
  - (b) strict personal use; and
  - (c) a cap of 10 GB per day. If you exceed 10 GB at any time on a Saturday or Sunday, we will impose a speed limit of 1 Mbps on your Mobile Services that subscribe to any of the XS/S/M/L/XL Plans. The speed limit will be lifted the next day.
- 4.6.4 For our subscribers on the Lite/ XS/S/M/L/XL Plans, to ensure that the activities of some users do not impair the ability of our customers to have access to reliable services, if certain users exceed the data usage beyond a threshold at any time during the monthly bill cycle, we may impose a speed limit of 1Mbps on the applicable Service(s) until the end of the affected bill cycle. Any speed limit imposed will be lifted at the start of your next bill cycle.

#### 4.7 **Unlimited SMS/MMS**

If you subscribe to our XL Plan or \$238 2-year Plan, you are eligible for unlimited SMS for each billing cycle subject to the following terms:-

- 4.7.1 fair usage (if you use more than 10,000 local SMS/multimedia messaging services ("**MMS**") per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount above will be charged at prevailing pay-per-use rates);
- 4.7.2 strict personal use; and
- 4.7.3 our prevailing IDD Charges will apply to any SMS/MMS that is sent to an overseas number.

#### 4.8 **Unlimited Local Voice Calls**

If you subscribe to either of the M/L/XL Plans, or \$238 2-year Plan, you are eligible for the unlimited local voice calls for each billing cycle subject to the terms below:-

- 4.8.1 fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount above will be charged at prevailing pay-per-use rates);

- 4.8.2 strict personal use; and
- 4.8.3 our prevailing IDD Charges will apply to any voice call that is sent to an overseas number.
- 4A. \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$238 2-year Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, 4G \$45 2-year Plan, 4G \$55 2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan, Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, Mobile+ \$169 2-year plan.**
- 4A.1 Maximum speed:** The maximum speed that you can enjoy under these plans is 1 Gbps.
- 4A.2 Caller Number Display:** If you subscribe to any of the plans set out in Clause 4A, excluding 4G \$45 2-year Plan, 4G \$55 2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan, Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, Mobile+ \$169 2-year plan. you will enjoy free Caller Number Display.
- 4A.3 International Roaming:** If you subscribe to these plans, you will enjoy free International Roaming if you choose to subscribe to it. You will be responsible for all roaming services and usage Charges. Pay-as-you-roam Service is not applicable with these plans. Your existing Pay-As-You-Roam Service will be automatically converted to International Roaming when you change to any these plans.
- 4A.4 Free IDD 018 add-on:** If you subscribe to the Free IDD 018 add-on, its terms in clause 7.4 will apply to you.
- 4A.5 International Direct Dial (IDD):** All IDD calls on these plans are subject to local call Charges unless otherwise specified by us and are charged on a per minute basis.
- 4A.6 Early recontract fee:** An early re-contract fee of up to \$350 (or such other amount as may be prescribed by us from time to time) will apply if you choose to re-contract between the 13<sup>th</sup> month and the 20<sup>th</sup> month of your current contract.
- 4A.7 Usage of \$500 handset voucher:** If you have been issued a \$500 handset voucher and the XL Plan or similar tier plan is not available at the point of usage, as a one-time goodwill exception, you will be entitled to utilize the \$500 handset voucher on the then highest available tier plan, which as of 2 November 2022 is Mobile+ \$169 2-year Plan. We reserve the right to change and determine the eligible plan from time to time at our discretion and without notice.. In addition to these terms & conditions, the terms of \$500 handset voucher will apply.
- 4A.8 Early Termination Charges and Downgrade plan fee:**
- 4A.8.1** New and existing customers will start their service subscriptions' commitment periods on and from their date of purchase of subsidized handsets (if any) up to 24 months thereafter, or such other committed periods as determined by us (the "**Commitment Period**").
- 4A.8.2** If your service subscription plan is terminated by us during the Commitment Period for your default (including payment default) or for any other lawful reasons, you shall pay us the termination Charges stated in your subscription contract.
- 4A.8.3** If you downgrade to a lower subscription service plan during the Commitment Period, you shall pay us a downgrade Charge. In certain situations, your downgrade may be considered as an early termination and subject to early termination Charges.
- 4A.9 Moving to 2-year Plans:** If you change your price plan in accordance with this clause, you will not be able to go back to your previous price plan as we no longer sell those plans.

- 4A.10 **Reasonable and fair billing policy on One-Time Charges and Monthly Charges:** If you subscribe to these plans, one-time Charges for the plan and add-ons are not chargeable. Monthly Charges for the plan and add-ons will be pro-rated according to your bill cycle and you will be provided with full plan and add-on entitlement. The services are subject to reasonable and fair billing policy, and if we determine that you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.
- 4B. \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan**
- 4B.1 **Description:** If you have an eligible mobile line registered under your NRIC or FIN, the following SIM only plan is available to you: no contract commitment ("**SIM Only Plan**").
- 4B.2 **Eligibility:** New and existing mobile customers without any existing contract commitment can sign up for the SIM Only Plans.
- 4B.3 **Opt-In basis:** The SIM Only Plans are available on an opt-in basis with effect from 6 August 2020 for standalone lines on 4G \$25 SIM Only Plan.
- 4B.4 **Maximum speed:** The maximum speed that you can enjoy under these plans is 1 Gbps.
- 4B.5 **Caller Number Display:** If you subscribe to any of the plans set out in Clause 4B, excluding 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan, you will enjoy free Caller Number Display.
- 4B.6 **International Roaming:** If you subscribe to these plans, you will enjoy free International Roaming if you choose to subscribe to it. You will be responsible for all roaming services and usage Charge. Pay-as-you-roam Service is not applicable with these plans. Your existing Pay-As-You-Roam Service will be automatically converted to International Roaming when you change to any of these plans.
- 4B.7 **Free IDD 018 add-on:** If you subscribe to the Free IDD 018 add-on, its terms in Clause 7.4 will apply to you.
- 4B.8 **International Direct Dial (IDD):** All IDD calls on these plans are subject to local call Charges unless otherwise specified by StarHub and are charged on a per minute basis.
- 4B.9 **Not valid with other promotions:** Unless stated otherwise, the benefits offered for the SIM Only Plans are mutually exclusive and will not apply together with any other discounts or promotions, including Hub Club Go discounts, corporate discounts, CIS discounts, partner plan discounts and subscription discounts.
- 4B.10 **Hub Club Go membership:** With effect from 31 May 2021 to 31 May 2023, if you subscribe to the SIM Only Plans, Hub Club Go membership will be available to you as long as you meet all eligibility criteria.
- 4B.11 **Moving to SIM Only Plans:** If you change your price plan to any of these plans in accordance with this clause, you will not be able to go back to your previous price plan as we no longer sell those plans.
- 4B.12 **Reasonable and fair billing policy on One-Time Charges and Monthly Charges:** If you subscribe to these plans, one-time Charges for the plan and add-ons are not chargeable. Monthly Charges for the plan and add-ons will be pro-rated according to your bill cycle and you will be provided with full plan and add-on entitlement. The services are subject to reasonable and fair billing policy, and if we determine that you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

**4C. \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan, Mobile+ \$45 SIM Only 1-year Plan**

**4C.1 Description:** If you have an eligible mobile line registered under your NRIC or FIN, the following SIM only plan is available to you: 1-year Plan ("**SIM Only 1-year Plan**").

**4C.2 Eligibility:** New and existing mobile customers without any existing contract commitment can sign up for the SIM Only 1-year Plans.

**4C.3 Opt-In basis:**

- (a) The SIM Only Plans are available on an opt-in basis with effect from 6 August 2020 for standalone lines on 4G \$25 SIM Only 1-year Plan;
- (b) The SIM Only Plans are available on an opt-in basis with effect from 17 June 2021 for standalone lines on:-
  - (i) Mobile+ \$38 SIM Only 1-year Plan; and
  - (ii) Mobile+ \$45 SIM Only 1-year Plan.

**4C.4 Maximum speed:** The maximum speed that you can enjoy under these plans is 1 Gbps.

**4C.5 Caller Number Display:** If you subscribe to any of the plans set out in Clause 4C, excluding 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan, Mobile+ \$45 SIM Only 1-year Plan, you will enjoy free Caller Number Display.

**4C.6 International Roaming:** If you subscribe to these plans, you will enjoy free International Roaming if you choose to subscribe to it. You will be responsible for all roaming services and usage Charge. Pay-as-you-roam Service is not applicable with these plans. Your existing Pay-As-You-Roam Service will be automatically converted to International Roaming when you change to any of these plans.

**4C.7 Free IDD 018 add-on:** If you subscribe to the Free IDD 018 add-on, its terms in Clause 7.4 will apply to you.

**4C.8 International Direct Dial (IDD):** All IDD calls on these plans are subject to local call Charges unless otherwise specified by StarHub and are charged on a per minute basis.

**4C.9 Not valid with other promotions:** Unless stated otherwise, the benefits offered for the SIM Only Plans are mutually exclusive and will not apply together with any other discounts or promotions, including Hub Club Go discounts, corporate discounts, CIS discounts, partner plan discounts and subscription discounts.

**4C.10 Hub Club Go membership:** With effect from 31 May 2021 to 31 May 2023, if you subscribe to the SIM Only Plans, Hub Club Go membership will be available to you as long as you meet all eligibility criteria

**4C.11 Moving to SIM Only Plans:** If you change your price plan to any of these plans in accordance with this clause, you will not be able to go back to your previous price plan as we no longer sell those plans.

**4C.12 Reasonable and fair billing policy on One-Time Charges and Monthly Charges:** If you subscribe to these plans, one-time Charges for the plan and add-ons are not chargeable. Monthly Charges for the plan and add-ons will be pro-rated according to your bill cycle and you will be provided with full plan and add-on entitlement. The services are subject to reasonable and fair billing policy, and if we determine that you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

**4D. Welcome Plan**

**4D.1 Description:** If you have an eligible mobile line registered under your NRIC or FIN, the Welcome Plan

may be offered to you.

- 4D.2 **Eligibility:** Selected customers may be offered the Welcome Plan as a new sign-up or to existing mobile customers without any existing contract commitment.
- 4D.3 **Opt-In basis:** The Welcome Plan will be offered as an opt-in basis as a standalone line.
- 4D.4 **Maximum speed:** The maximum speed that you can enjoy under these plans is 1 Gbps.
- 4D.5 **Caller Number Display:** You will automatically enjoy free Caller Number Display.
- 4D.6 **International Roaming:** You will enjoy free International Roaming if you choose to subscribe to it. You will be responsible for all roaming services and usage Charge. Pay-As-You-Roam Service is not applicable with this plan. Your existing Pay-As-You-Roam Service will be automatically converted to International Roaming when you change to this plan.
- 4D.7 **Free IDD 018 add-on:** If you subscribe to the Free IDD 018 add-on, its terms in Clause 7.4 will apply to you.
- 4D.8 **International Direct Dial (IDD):** All IDD calls on these plans are subject to local call Charges unless otherwise specified by StarHub and are charged on a per minute basis.
- 4D.9 **Not valid with other promotions:** Unless stated otherwise, the benefits offered for the Welcome Plan is mutually exclusive and will not apply together with any other discounts or promotions, including Hub Club Go discounts, corporate discounts, CIS discounts, partner plan discounts and subscription discounts.
- 4D.10 **Moving to SIM Only Plans:** If you change your price plan to any of these plans in accordance with this clause, you will not be able to go back to your previous price plan as we no longer sell those plans.
- 4D.11 **Reasonable and fair billing policy on One-Time Charges and Monthly Charges:** If you subscribe to these plans, one-time Charges for the plan and add-ons are not chargeable. Monthly Charges for the plan and add-ons will be pro-rated according to your bill cycle and you will be provided with full plan and add-on entitlement. The services are subject to reasonable and fair billing policy, and if we determine that you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

#### 4E. 10GB Data Upsize

- 4E.1 **Description:** 10GB is an add-on offered for selected mobile plans. It is not a standalone plan. You will receive an additional 10GB of local data per month for the period of your subscription.
- 4E.2 **Eligibility:** You are eligible to apply for 10GB Data add-on if you are an active subscriber of any of the following StarHub mobile plans:-
- (a) \$25 SIM Only Plan;
  - (b) \$50 SIM Only Plan;
  - (c) \$80 SIM Only Plan;
  - (d) \$25 SIM Only 1-year Plan;
  - (e) \$50 SIM Only 1-year Plan;
  - (f) \$80 SIM Only 1-year Plan;
  - (g) \$50 2-year Plan;
  - (h) \$75 2-year Plan;
  - (i) \$105 2-year Plan;
  - (j) \$238 2-year Plan;
  - (k) Welcome Plan;
  - (l) \$55 2-year Plan;

- (m) \$80 2-year Plan;
- (n) \$110 2-year Plan;
- (o) Mobile+ \$65 2-year Plan
- (p) Mobile+ \$95 2-year Plan
- (q) Mobile+ \$125 2-year Plan
- (r) Mobile+ \$155 2-year Plan
- (s) Mobile+ \$69 2-year Plan
- (t) Mobile+ \$99 2-year Plan
- (u) Mobile+ \$129 2-year Plan
- (v) Mobile+ \$169 2-year Plan; and
- (w) such other plan as may be notified by us from time to time (collectively, the "**Eligible Plans**" and each an "**Eligible Plan**").

- 4E.3 **Application:** Your application for 10GB Data add-on is subject to our acceptance at our absolute discretion.
- 4E.4 **No proration of data bundle:** Your 10GB Data will not be pro-rated. You will enjoy the full local data bundle of 10GB regardless of when the 10GB Data add-on is activated. For example, if the data add-on is activated on 25th July, you will receive the full 10GB of local data for the remaining same month of July, which you are encouraged to use by the end of July.
- 4E.5 **Charges:** The Charges for 10GB Data add-on are as follows:-
- (a) a monthly subscription fee of \$10.19 (inclusive of GST), or such other rate as we may notify you from time to time, and unless otherwise notified by us, such monthly subscription fee will be pro-rated according to when 10GB Data add-on is activated; and
  - (b) local excess data Charges apply if you exceed your bundled local data for both your Eligible Plan and 10GB Data add-on.
- 4E.6 **Unused data will be forfeited:** All unused data in the 10GB Data add-on and Eligible Plan in each bill cycle will be forfeited and will not be rolled over to the next bill cycle.
- 4E.7 **Upon termination:** When 10GB Data add-on is terminated during a bill cycle, your monthly subscription Charges will be pro-rated according to your bill cycle.
- 4E.8 **Reasonable and fair billing policy:** The services are subject to reasonable and fair billing policy, and if we determine you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

#### 4F. Unlimited Weekend

- 4F.1 **Description:** Unlimited Weekend Data is an add-on offered for certain eligible mobile plans. You will receive free local data starting on Saturday 0000 to Sunday 2359.
- 4F.2 **Eligibility:** You are eligible to subscribe to Unlimited Weekend data add-on if you are an active subscriber of any of the following StarHub mobile plans:-
- (a) \$25 SIM Only Plan;
  - (b) \$50 SIM Only Plan;
  - (c) \$80 SIM Only Plan;
  - (d) \$25 SIM Only 1-year Plan;
  - (e) \$50 SIM Only 1-year Plan;
  - (f) \$80 SIM Only 1-year Plan;
  - (g) \$50 2-year Plan;
  - (h) \$75 2-year Plan;

- (i) \$105 2-year Plan;
- (j) \$238 2-year Plan;
- (k) Welcome Plan;
- (l) \$55 2-year Plan;
- (m) \$80 2-year Plan;
- (n) \$110 2-year Plan; and
- (o) such other plan as may be notified by us from time to time (collectively, the "**Eligible Plans**" and each an "**Eligible Plan**").

**4F.3 Application:** Your application for Unlimited Weekend data is subject to our acceptance at our absolute discretion.

**4F.4 Use:** To ensure that the activities of some users do not compromise the quality and data experience of majority of our customers, the Unlimited Weekend data add-on is subject to:-

- (a) fair usage restrictions;
- (b) strict personal use; and
- (c) a cap of 10GB per day. If you exceed 10 GB at any time on a Saturday or Sunday, we will impose a speed limit of 1Mbps on your Mobile Services that subscribe to any of the Eligible Plans. The speed limit will be lifted the next day.

**4F.5 Charges:** The Charges for Unlimited Weekend data are as follows:-

- (a) a monthly subscription fee of \$6.11 (inclusive of GST), or such other rate as may be notified by us from time to time, and unless otherwise notified by us, such monthly subscription fee will be pro-rated according to when Unlimited Weekend data is activated; and
- (b) local excess data Charges apply if you exceed your bundled local data bundle for both your Eligible Plan and data add-on.

**4F.6 Upon termination:** When Unlimited Weekend data is terminated during a bill cycle, your monthly subscription Charges will be pro-rated according to your bill cycle.

**4F.7 Reasonable and fair billing policy:** The services are subject to reasonable and fair billing policy, and if we determine that you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

#### **4G. 1GB for 3 days**

**4G.1 Description:** 1GB for 3 days is an add-on offered for certain mobile plans. When you subscribe to 1GB for 3 days, you will receive additional local data for a certain period or periods as notified by us from time to time.

**4G.2 Eligibility:** You are eligible to subscribe for 1GB for 3 days if you are an active subscriber of any of the following StarHub mobile plans:-

- (a) \$25 SIM Only Plan;
- (b) \$50 SIM Only Plan;
- (c) \$80 SIM Only Plan;
- (d) \$25 SIM Only 1-year Plan;
- (e) \$50 SIM Only 1-year Plan;
- (f) \$80 SIM Only 1-year Plan;
- (g) \$50 2-year Plan;
- (h) \$75 2-year Plan;
- (i) \$105 2-year Plan;
- (j) \$238 2-year Plan;
- (k) Welcome Plan;
- (l) \$55 2-year Plan;

- (m) \$80 2-year Plan;
  - (n) \$110 2-year Plan; and
  - (o) such other plan as may be notified by us from time to time
- (collectively, the "**Eligible Plans**" and each an "**Eligible Plan**").

**4G.3 Charges:** The Charges for 1GB for 3 days are as follows:-

- (a) 1GB for \$3.06 (inclusive of GST), or such other rate or package as may be notified by us from time to time, valid for 3 days, or such other period as may be notified by us from time to time, from its purchase date (the "**Validity Period**"); and
- (b) local excess data Charges apply if you exceed your bundled local data bundle for both your Eligible Plan and data add-on.

**4G.4 Billing:** Upon successful purchase of 1GB for 3 days, you will be charged accordingly, including for the entire Validity Period, and the Charges will be reflected in your current month's bill.

**4G.5 Expiry of 1GB for 3 days:** 1GB for 3 days will expire upon the earliest of:

- (a) full utilization of your 1GB for 3 days bundle, or
- (b) expiry of your 1GB for 3 days Validity Period, or
- (c) expiry of your bill cycle.

**4G.6 No extension after expiry:** Once your 1GB for 3 days Validity Period has expired, it cannot be extended, you will need to make a new purchase to enjoy another 1GB for 3 days.

**4G.7** All expired, unused or remaining balance purchased under 1GB for 3 days shall be forfeited and cannot be transferred to a new purchase of a 1GB for 3 days add-on. You shall be deemed to have fully utilized your 1GB for 3 days at its purchase date.

**4G.8** If there is a change in ownership of a mobile service or a change in billing account during the Validity Period, your 1GB for 3 days shall be deemed terminated and all unused or remaining balance purchased under your 1GB for 3 days shall be forfeited.

#### **4H. Voice and/or SMS add-on**

**4H.1 General:** The use of Voice and/or SMS add-on ("Voice and/or SMS add-on") is subject to StarHub's General Terms & Conditions, these Specific Terms and Conditions and any other terms and conditions in relation to services that you have subscribed from time to time. You may view our terms and conditions on our website.

**4H.2 Eligibility Criteria:** Voice and SMS add-on is available for new sign-ups, re-contract and existing StarHub Mobile post-paid customers on eligible mobile plans. You are eligible to subscribe to Voice and/or SMS add-on if you hold any of the following mobile plan or SharePlus parent and dependent plans:-

- (a) XS, XS SIM Only No Contract or XS SIM Only 12 Months Contract;
  - (b) S, S SIM Only No Contract or S SIM Only 12 Months Contract;
  - (c) M, M SIM Only No Contract or M SIM Only 12 Months Contract;
  - (d) L, L SIM Only No Contract or L SIM Only 12 Months Contract;
  - (e) \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan; Welcome Plan;
  - (f) \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan;
  - (g) \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan;
  - (h) \$238 2-year plan;
  - (i) Welcome Plan;
  - (j) \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan;
- and/or
- (k) such other plan as may be determined by us from time to time (each an "**Eligible Plan**").

We reserve the right to change any of the Eligible Plans at any time at our discretion without notice.

**4H.3 Voice and/or SMS add-on:** Voice and/or SMS add-on available for each Eligible Plan to sign up is as follows:-

- (a) Voice (300 Mins) @ \$6.11/month;
- (b) Voice (800 Mins) @ \$10.19/month;
- (c) Voice (Unlimited Mins) @ \$18.33/month;
- (d) SMS (500 SMS) @ \$3.05/month;
- (e) SMS (1200 SMS) @ \$6.11/month; and
- (f) SMS (2400 SMS) @ \$10.19/month.

**4H.4** You may subscribe to only 1 Voice add-on and/or 1 SMS add-on per Eligible Plan.

**4H.5** Voice and/or SMS add-on bundles cannot be shared with the SharePlus dependent plan. There is no minimum contract period for the Voice and/or SMS add-on. We reserve the right to impose a minimum contract period at any time at our discretion without notice.

**4H.6** You are not eligible to subscribe for Voice and/or SMS add-on with the following:-

- (a) Lite Plan and XL Plan for SMS add-on;
- (b) Lite Plan, M Plan, L Plan, and XL Plan for Voice add-on;
- (c) SurfHub 12, SurfHub 15 Plans, HomeHub Go Plans, HomeHub Go SurfHub 15, and HomeHub Go add-ons plans;
- (d) customized plans that are offered to selected business customers; or
- (e) any other plans, discounts or promotions that are not specifically listed above.

**4H.7 Fees and Billing:**

- (a) We will charge you the stipulated monthly subscription fee for your Voice and/or SMS VAS per billing cycle. We reserve the right to change the billing cycle at our discretion. A one-time Charge of \$10.90 (inclusive of GST) will apply for each activation of the Voice and/or SMS VAS for selected plans. If you subscribe to \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, Welcome Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, and Mobile+ \$169 2-year plan there will no one-time Charge.
- (b) Local excess minutes and SMS charges will be billed to you if you have fully utilised all the minutes and SMS bundled in your Eligible Plan and in your Voice and/or SMS VAS.
- (c) Upon commencement or termination of the Voice and/or SMS VAS during a billing cycle, monthly subscription Charges and the Voice and/or SMS bundle will be pro-rated according to your billing cycle for selected plans. If you subscribe to \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, Welcome Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, and Mobile+ \$169 2-year plan, the voice and/or SMS bundle will not be pro-rated.
- (d) All unused minutes and SMS in the Voice and/or SMS add-on (including the minutes and SMS bundle in the Eligible Plan) in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.
- (e) Our records shall be final and conclusive for Charges and usage incurred.

**4H.8 Fair Usage Policy:** If you subscribe to Voice (Unlimited Mins) add-on, you are eligible for the unlimited local voice calls for each billing cycle subject to the terms below:-

- (a) fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive or abusive. Usages above the specified amount above will be charged at the prevailing pay-per-use rates);
- (b) strict personal use; and
- (c) our prevailing IDD Charges will apply to any voice call that is sent to an overseas number.

**4H.9 Reasonable and fair billing policy:** The services are subject to reasonable and fair billing policy, and if we determine you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

**4H.10 Termination:** If there is a change in the Eligible Plan, the Voice and/or SMS VAS will be terminated automatically. To re-subscribe to the service again, you will need to pay the one-time Charge of \$10.90 (inclusive of GST) for activation of the Voice and/or SMS VAS for selected plans. We reserve the right to discontinue all or any of the Voice and/or SMS VAS at any time at our discretion without notice.

#### **4I. 50GB with worry-free data**

**4I.1 Benefits:** 50GB with worry-free data is an add-on offered at \$20.37 /month (or such other rate as may be prescribed by us from time to time) for selected mobile plans. It is not a standalone plan. You will receive an additional 50GB of local data on top of the stipulated data bundled amounts in your Base Plan and other add-on entitlements. You will not have to pay for excess data charges upon successful activation of this add-on.

**4I.2 Eligibility:** You are eligible to subscribe to the 50GB with worry-free data add-on if you are an active subscriber of any of the following StarHub mobile plans:-

- (a) \$25 SIM Only Plan;
- (b) \$50 SIM Only Plan;
- (c) \$80 SIM Only Plan;
- (d) \$25 SIM Only 1-year Plan;
- (e) \$50 SIM Only 1-year Plan;
- (f) \$80 SIM Only 1-year Plan;
- (g) Mobile+ \$69 2-year plan;
- (h) Mobile+ \$99 2-year plan;
- (i) Mobile+ \$129 2-year plan;
- (j) Mobile+ \$169 2-year plan;
- (k) \$50 2-year Plan;
- (l) \$75 2-year Plan;
- (m) \$105 2-year Plan;
- (n) \$238 2-year Plan;
- (o) \$55 2-year Plan;
- (p) \$80 2-year Plan;
- (q) \$110 2-year Plan;
- (r) such other plan as may be notified by us from time to time (collectively, the "**Eligible Plans**" and each an "**Eligible Plan**").

**4I.3 Application:** Your subscription for 50GB with worry-free data is subject to our acceptance at our absolute discretion.

**4I.4 Excess data charges:** The prevailing excess data charges under your Base Plan will not be charged upon successful activation of your 50GB with worry-free data. The additional 50GB of local data cannot be used to offset any excess data usages incurred before the successful activation this add-on.

**4I.5 Use:** To ensure that the activities of some users do not compromise the quality and data experience

of majority of our customers, the 50GB with worry-free data is subject to:-

- (a) fair usage restrictions;
- (b) strict personal and non-commercial use; and
- (c) a cap of 50GB per month. If you exceed the additional 50GB of local data on top of the stipulated data bundled amounts in your Base Plan and other add-on entitlements at any time during your monthly bill cycle, we will impose a speed limit of 1Mbps on the applicable Eligible Plan(s) that subscribe to this 50GB with worry-free data until the end of the affected bill cycle. Any speed limit imposed will be lifted at the start of your next bill cycle.

#### **4J. 10GB for \$10, 50GB for \$20**

**4J.1 Description:** 10GB for \$10 and 50GB for \$20 are add-ons offered for selected mobile plans. It is not a standalone plan. You will receive an additional 10GB or 50GB of local data per month for the period of your subscription.

**4J.2 Eligibility:** You are eligible to apply for 10GB for \$10 and 50GB for \$20 if you are an active subscriber of any of the following StarHub mobile plans:-

- (a) 4G \$25 SIM Only Plan;
- (b) 4G \$50 SIM Only Plan;
- (c) 4G \$25 SIM Only 1-year Plan;
- (d) 4G \$50 SIM Only 1-year Plan;
- (e) Mobile+ \$38 SIM Only 1-year Plan;
- (f) Mobile+ \$45 SIM Only 1-year Plan;
- (g) 4G \$45 2-year Plan;
- (h) 4G \$55 2-year Plan;
- (i) 4G \$80 2-year Plan;
- (j) 4G \$110 2-year Plan;
- (k) Mobile+ \$65 2-year Plan;
- (l) Mobile+ \$95 2-year Plan;
- (m) Mobile+ \$125 2-year Plan;
- (n) Mobile+ \$155 2-year Plan;
- (o) Mobile+ \$69 2-year plan;
- (p) Mobile+ \$99 2-year plan;
- (q) Mobile+ \$129 2-year plan;
- (r) Mobile+ \$169 2-year plan and
- (s) such other plan as may be notified by us from time to time (collectively, the "**Eligible Plans**" and each an "**Eligible Plan**").

**4J.3 Application:** Your application for 10GB for \$10 and 50GB for \$20 is subject to our acceptance at our absolute discretion.

**4J.4 No proration of data bundle:** Your 10GB Data or 50GB Data will not be pro-rated. You will enjoy the full local data bundle of 10GB or 50GB regardless of when the 10GB or 50GB Data add-on is activated. For example, if the data add-on is activated on 25th July, you will receive the full 10GB of local data for the remaining same month of July, which you are encouraged to use by the end of July.

**4J.5 Charges:** The Charges for 10GB for \$10 and 50GB for \$20 Data add-on are as follows: -

- (a) a monthly subscription fee of \$10.19 (inclusive of GST) and \$20.37 (inclusive of GST) respectively, or such other rate as we may notify you from time to time, and unless otherwise notified by us, such monthly subscription fee will be pro-rated according to when 10GB Data add-on is activated; and
- (b) local excess data Charges apply if you exceed your bundled local data for both your Eligible Plan and 10GB Data add-on and 50GB Data add-on respectively.

- 4J.6 **Unused data will be forfeited:** All unused data in the 10GB for \$10 and 50GB for \$20 Data add-on and Eligible Plan in each bill cycle will be forfeited and will not be rolled over to the next bill cycle.
- 4J.7 **Upon termination:** When 10GB for \$10 and 50GB for \$20 Data add-on is terminated during a bill cycle, your monthly subscription Charges will be pro-rated according to your bill cycle.
- 4J.8 **Reasonable and fair billing policy:** The services are subject to reasonable and fair billing policy, and if we determine you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.

**4K. 500 minutes for \$5, 1000 minutes for \$10, 125 SMS for \$5, 250 SMS for \$10**

- 4K.1 **General:** The use of 500 minutes for \$5, 1000 minutes for \$10, 125 SMS for \$5, 250 SMS for \$10 add-on is subject to StarHub's General Terms & Conditions, these Specific Terms and Conditions and any other terms and conditions in relation to services that you have subscribed from time to time. You may view our terms and conditions on our website at <https://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/consumer.html>.

- 4K.2 **Eligibility Criteria:** 500 minutes for \$5, 1000 minutes for \$10, 125 SMS for \$5, 250 SMS for \$10 is available for new sign-ups, re-contract and existing StarHub Mobile post-paid customers on eligible mobile plans. You are eligible to subscribe if you hold any of the following mobile plans :-

- (a) 4G \$25 SIM Only Plan;
  - (b) 4G \$50 SIM Only Plan;
  - (c) 4G \$25 SIM Only 1-year Plan;
  - (d) 4G \$50 SIM Only 1-year Plan;
  - (e) Mobile+ \$38 SIM Only 1-year Plan;
  - (f) Mobile+ \$45 SIM Only 1-year Plan;
  - (g) 4G \$45 2-year Plan;
  - (h) 4G \$55 2-year Plan;
  - (i) 4G \$80 2-year Plan;
  - (j) 4G \$110 2-year Plan;
  - (k) Mobile+ \$65 2-year Plan;
  - (l) Mobile+ \$95 2-year Plan;
  - (m) Mobile+ \$125 2-year Plan;
  - (n) Mobile+ \$155 2-year Plan;
  - (o) Mobile+ \$69 2-year plan;
  - (p) Mobile+ \$99 2-year plan;
  - (q) Mobile+ \$129 2-year plan;
  - (r) Mobile+ \$169 2-year plan and
  - (s) such other plan as may be notified by us from time to time
- (collectively, the "**Eligible Plans**" and each an "**Eligible Plan**").

We reserve the right to change any of the Eligible Plans at any time at our discretion without notice.

- 4K.3 **No proration of Voice or SMS bundle:** Your 500/1000 minutes and/or 125/250 SMS will not be pro-rated. You will enjoy the full local Voice and/or SMS bundle of 500/1000 minutes and/or 125/250 SMS regardless of when the 500/1000 minutes and/or 125/250 SMS add-on is activated. For example, if the Voice and/or SMS add-on is activated on 25th July, you will receive the full 500/1000 minutes and/or 125/250 SMS of local Voice or SMS for the remaining same month of July, which you are encouraged to use by the end of July.

- 4K.4 **Charges:** You are eligible to subscribe these add-ons on an each Eligible Plan as follows:-

- (a) 500 minutes for \$5, @ \$5.45 per month (inclusive of GST)
- (b) 1000 minutes for \$10, @ \$10.90 per month (inclusive of GST)
- (c) 125 SMS for \$5, @ \$5.45 per month (inclusive of GST)

- (d) 250 SMS for \$10, @ \$10.90 per month (inclusive of GST)
- 4K.5 There is no minimum contract period for the Voice and/or SMS add-on. We reserve the right to impose a minimum contract period at any time at our discretion without notice.
- 4K.6 **Fees and Billing:**
  - (a) We will charge you the stipulated monthly subscription fee for the add-ons per billing cycle. We reserve the right to change the billing cycle at our discretion.
  - (b) Local excess minutes and SMS charges will be billed to you if you have fully utilised all the minutes and SMS bundled in your Eligible Plan and in your add-ons.
  - (c) Upon commencement or termination of these add-ons during a billing cycle, monthly subscription Charges will be pro-rated according to your billing cycle for selected plans.
  - (d) All unused minutes and SMS in these add-ons (including the minutes and SMS bundle in the Eligible Plan) in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.
  - (e) Our records shall be final and conclusive for Charges and usage incurred.
- 4K.7 **Fair Usage Policy:** If you subscribe to these add-ons, you are subject to the terms below:-
  - (a) fair usage;
  - (b) strict personal use; and
  - (c) our prevailing IDD Charges will apply to any voice call that is sent to an overseas number.
- 4K.8 **Reasonable and fair billing policy:** The services are subject to reasonable and fair billing policy, and if we determine you are abusing our services, we reserve the right to impose the full monthly Charges for each transaction.
- 4K.9 **Termination:** If there is a change in the Eligible Plan, these add-ons will be terminated automatically. We reserve the right to discontinue all or any of the Voice and/or SMS VAS at any time at our discretion without notice.

## 5. Post-paid Roaming Services

### 5.1 DataTravel Unlimited

#### 5.1.1 Eligibility

- (a) Mobile Post-paid customers who have subscribed to either International Roaming or Pay-As-You-Roam Service are eligible to enjoy DataTravel Unlimited promotion. There is no need to opt-in for DataTravel Unlimited promotion.
- (b) If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- (c) If you have subscribed to RoamEasy Daily Plan or any monthly recurring data roam plan, all these plans will take precedence and supersede DataTravel Unlimited promotion.
- (d) DataTravel Unlimited promotion is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported roaming destinations only as listed at [www.starhub.com/datatravel-unlimited](http://www.starhub.com/datatravel-unlimited) (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate

(whether in whole or in part) DataTravel Unlimited promotion and/or its promotion period; including the list of supported roaming destinations, rates and promotion dates at any time at our sole discretion without notice. The display of the revised list of supported roaming destinations, rates and/or promotion date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

#### 5.1.2 **Charges:**

- (a) Your data roam Charges on supported roaming destinations will be capped on a daily basis and will be reset automatically at the end of each day at 23:59 hours, Singapore time and thereafter, at the start of a new day, a new daily capped data Charge will apply at 00:00 hours, Singapore time.
- (b) The daily capped data Charges on supported roaming destinations are applicable on a per roaming destination basis. For example, if you used data roaming services in Japan and Malaysia on the same day and incurred 10MB data usage in each destination, you will be billed and charged \$25 per day (or such other rate as may be prescribed by us from time to time) for data roaming in Japan and \$19 per day (or such other rate as may be prescribed by us from time to time) for data roaming in Malaysia. 20% surcharge applies for Pay-As-You-Roam customers.
- (c) If you are using a multi-SIM, you will be charged daily capped data Charges on supported roaming destinations for each SIM card. For example, if you use 2 SIM cards for data roaming on the same day in Malaysia and incur 10MB data usage for each SIM card, you will be charged \$19 per day for each SIM card (or such other rate as may be prescribed by us from time to time). 20% surcharge applies for Pay-As-You-Roam customers.
- (d) If you use data roam outside the list of supported roaming destinations, prevailing standard data roam rates will apply. 20% surcharge applies for Pay-As-You-Roam customers.

5.1.3 **Fair Usage:** DataTravel Unlimited promotion is intended for your personal and non-commercial use only. You agree to use DataTravel Unlimited promotion in accordance with fair and reasonable usage. DataTravel Unlimited promotion is designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, tethering as a dongle, file download/transfer, Peer-2-Peer sharing, VoIP, gaming etc. If we determine that you are not using DataTravel Unlimited in accordance with these terms and conditions, or 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.

## 5.2 **Inflight Connectivity**

### 5.2.1 **Eligibility**

- (a) Mobile Post-paid customers who have subscribed to either International Roaming or Pay-As-You-Roam Service are eligible to enjoy Inflight Connectivity promotion. There is no need to opt-in for Inflight Connectivity promotion.
- (b) If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- (c) Inflight Connectivity promotion is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported inflight operators only as listed at [www.starhub.com/inflight-connectivity](http://www.starhub.com/inflight-connectivity) (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) Inflight Connectivity promotion and/or its promotion period; including the list of supported inflight operators, rates and promotion dates at any time at our sole discretion without notice. The display of the revised list of supported inflight operators, rates and/or promotion date on our website will constitute notice of the changes. If you

continue to use the services, you will be taken to have accepted the changes.

### 5.2.2 **Charges:**

- (a) Your data roam Charges on supported inflight operators will be capped on a daily basis and will be reset automatically at the end of each day at 23:59 hours, Singapore time, and thereafter, at the start of a new day, a new daily capped data Charge will apply at 00:00 hours, Singapore time.
- (b) The daily capped data Charges on supported inflight operators are applicable on a per inflight operator basis. For example, if you used data roaming services on OnAir and AeroMobile on the same day and incurred 10MB data usage on each inflight operator, you will be billed and charged \$25 per day (or such other rate as may be prescribed by us from time to time) for data roaming on OnAir and \$25 per day (or such other rate as may be prescribed by us from time to time) for data roaming on AeroMobile. 20% surcharge applies for Pay-As-You-Roam customers.
- (c) If you are using a multi-SIM, you will be charged daily capped data Charges on supported inflight operators for each SIM card. For example, if you use 2 SIM cards for data roaming on the same day on OnAir and incur 10MB data usage for each SIM card, you will be charged \$25 per day for each SIM card (or such other rate as may be prescribed by us from time to time). 20% surcharge applies for Pay-As-You-Roam customers.
- (d) If roaming usage is incurred in a particular roaming destination while inflight, prevailing standard roaming rates for the roaming destination will apply. 20% surcharge applies for Pay-As-You-Roam customers.

5.2.3 **Fair Usage:** Inflight Connectivity promotion for daily capped data Charges is intended for your personal and non-commercial use only. You agree to use Inflight Connectivity promotion for daily capped data Charges in accordance with fair and reasonable usage. Inflight Connectivity promotion for daily capped data Charges is designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, tethering as a dongle, file download/transfer, Peer-2-Peer sharing, VoIP, gaming etc. If we determine that you are not using Inflight Connectivity promotion for daily capped data Charges in accordance with these terms and conditions, or 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.

## 5.3 **Maritime Connectivity**

### 5.3.1 **Eligibility**

- (a) Mobile Post-paid customers who have subscribed to either International Roaming or Pay-As-You-Roam Service are eligible to enjoy Maritime Connectivity promotion. There is no need to opt-in for Maritime Connectivity promotion.
- (b) If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- (c) Maritime Connectivity promotion is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported maritime operators only as listed at [www.starhub.com/maritime-connectivity](http://www.starhub.com/maritime-connectivity) (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) Maritime Connectivity promotion and/or its promotion period; including the list of supported maritime operators, rates and promotion dates at any time at our sole discretion without notice. The display of the revised list of supported maritime operators, rates and/or promotion date on our website will constitute notice of the changes.

If you continue to use the services, you will be taken to have accepted the changes.

### 5.3.2 **Charges:**

- (a) Your data roam Charges on supported maritime operators will be capped on a daily basis and will be reset automatically at the end of each day at 23:59 hours, Singapore time, and thereafter, at the start of a new day, a new daily capped data Charge will apply at 00:00 hours, Singapore time.
- (b) The daily capped data Charges on supported maritime operators are applicable on a per maritime operator basis. For example, if you used data roaming services on Telenor Maritime and On-Waves on the same day and incurred 10MB data usage on each maritime operator, you will be billed and charged \$25 per day (or such other rate as may be prescribed by us from time to time) for data roaming on Telenor Maritime and \$25 per day (or such other rate as may be prescribed by us from time to time) for data roaming on On-Waves. 20% surcharge applies for Pay-As-You-Roam customers.
- (c) If you are using a multi-SIM, you will be charged daily capped data Charges on supported maritime operators for each SIM card. For example, if you use 2 SIM cards for data roaming on the same day on Telenor Maritime and incur 10MB data usage for each SIM card, you will be charged \$25 per day for each SIM card (or such other rate as may be prescribed by us from time to time). 20% surcharge applies for Pay-As-You-Roam customers.
- (d) If roaming usage is incurred in a particular roaming destination while onboard a vessel, prevailing standard roaming rates for the roaming destination will apply. 20% surcharge apply for Pay-As-You-Roam customers.

5.3.3 **Fair Usage:** Maritime Connectivity promotion for daily capped data Charges is intended for your personal and non-commercial use only. You agree to use Maritime Connectivity promotion for daily capped data Charges in accordance with fair and reasonable usage. Maritime Connectivity promotion for daily capped data Charges is designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, tethering as a dongle, file download/transfer, Peer-2-Peer sharing, VoIP, gaming etc. If we determine that you are not using Maritime Connectivity promotion for daily capped data Charges in accordance with these terms and conditions, or 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.

## 5.4 **RoamEasy Daily**

### 5.4.1 **Eligibility**

- (a) Mobile Post-paid customers who have subscribed to either International Roaming or Pay-As-You-Roam Service are eligible to opt-in for the RoamEasy Daily Plan. You will not be eligible to opt-in for RoamEasy Daily Plan if you are subscribed to any monthly recurring data roam plan.
- (b) **Opt-In basis:** You will need to opt-in once via SMS or My StarHub App to enjoy the RoamEasy Daily Plan. If you have opted-in for the RoamEasy Daily Plan, it will be activated after you receive a confirmation SMS from StarHub. All data roam usages incurred before you receive this confirmation SMS will be charged at prevailing standard data roam rates. 20% surcharge apply for Pay-As-You-Roam customers.
- (c) **No usage with other promotions:** The RoamEasy Daily Plan cannot be enjoyed with DataTravel Unlimited promotion. The RoamEasy Daily Plan will take precedence over and supersede DataTravel Unlimited promotion.

5.4.2 RoamEasy Daily Plan is offered for a certain period or periods as may be prescribed by us from time to

time, and is limited to supported roaming destinations only as listed at [www.starhub.com/roameasy](http://www.starhub.com/roameasy) (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) RoamEasy Daily plan and/or its plan eligibility date; including the list of supported roaming destinations, rates and plan eligibility date at any time at our sole discretion without notice. The display of the revised list of supported roaming destinations, rates and/or plan eligibility date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

#### 5.4.3 Charges:

Upon the successful activation of your RoamEasy Daily Plan, you will have to pay a daily charge of \$10 (or such other rate as may be prescribed by us from time to time) for every 100MB data block that you use while data roaming in the supported roaming destinations for any particular day (U.P \$36 per 100MB daily). 20% surcharge applies for Pay-As-You-Roam customers.

- (a) Each data block can be used across different supported roaming destinations as long as it is within 24 hours from the start of the first RoamEasy Daily 100MB data block.
- (b) Each unused data block or part thereof will expire 24 hours from the time you commence your first RoamEasy Daily 100M data block for the day. There will be no refund for any unused data within any data block.
- (c) If you are using a multi-SIM, roaming data usages on supported roaming destinations under the RoamEasy Daily Plan will be charged for each SIM card. For example, if you use 2 SIM cards for data roaming in China and incur 10MB data usage for each SIM card, you will be charged a daily charge of \$10 for every 100MB data block for each SIM card (or such other rate as may be prescribed by us from time to time). 20% surcharge applies for Pay-As-You-Roam customers.
- (d) If you use data roam outside the list of supported roaming destinations, prevailing standard data roam rates will apply. 20% surcharge applies for Pay-As-You-Roam customers.

#### 5.4.4 Ending the Plan

- (a) **Termination of underlying Service:** The RoamEasy Daily Plan will terminate if your International Roaming or Pay-As-You-Roam service is terminated.
- (b) **Opting-out:** You may opt-out from the RoamEasy Daily Plan via SMS or My StarHub App. After you have opted-out from the RoamEasy Daily Plan, you will be charged at the prevailing standard data roam rates for any data roam usage.

### 5.5 RoamEasy Monthly Plan

**Discontinued Services:** Do note that RoamEasy Monthly Plan is no longer available with effect from 1 October 2019 onwards.

The terms and conditions on RoamEasy Monthly Plan set out below are for reference only.

#### 5.5.1 Eligibility

*No usage with other promotions: The RoamEasy Monthly Plan cannot be enjoyed with DataTravel Unlimited promotion. The RoamEasy Monthly Plan will take precedence over and supersede DataTravel Unlimited promotion.*

- 5.5.2 *RoamEasy Monthly Plan is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported roaming destinations only as listed at [www.starhub.com/roameasy-monthly](http://www.starhub.com/roameasy-monthly) (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend*

and/or terminate (whether in whole or in part) RoamEasy Monthly plan and/or its plan eligibility date; including the list of supported roaming destinations, rates and plan eligibility date at any time at our sole discretion without notice. The display of the revised list of supported roaming destinations, rates and/or plan eligibility date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

### 5.5.3 Charges

- (a) You will pay a Monthly Subscription of \$40 (or such other rate as may be prescribed by us from time to time) for the 400MB data roam bundle (U.P \$72) or a Monthly Subscription of \$100 (or such other rate as may be prescribed by us from time to time) for the 1GB data roam bundle (U.P \$180). The data roam bundle can be used in any of the supported roaming destinations under RoamEasy Monthly Plan. All data roam usages incurred before the successful activation of your RoamEasy Monthly Plan will be charged at prevailing standard data roam rates.
- (b) If your data roam usage exceeds the relevant data roam bundle applicable for the supported roaming destination, you will be charged for the usage at \$3 per MB (or such other rate as may be prescribed by us from time to time)
- (c) If you use data roam outside the list of supported roaming destinations, prevailing standard data roam rates will apply.
- (d) The Monthly Subscription and data allowance on the relevant data roam bundle will be pro-rated according to customer's billing cycle in the month when the RoamEasy Monthly Plan is activated or terminated.
- (e) Any unused data allowance on any data roam bundle cannot be rolled over to the next billing cycle.

### 5.5.4 Ending the Plan

- (a) Termination of underlying Service: The RoamEasy Monthly plan will be terminated if your International Roaming service is terminated.
- (b) Subscriber termination: You may terminate your RoamEasy Monthly Plan via My StarHub App. Upon termination, you will be charged at the prevailing standard data roam rates for any data roam usage.

## 5.6 DataTravel Asia-Pacific and DataTravel Global

### 5.6.1 Eligibility:

- (a) Mobile Post-paid customers who have subscribed to either International Roaming or Pay-As-You-Roam service are eligible to purchase DataTravel Asia-Pacific Plan and/or DataTravel Global Plan.
- (b) You will not be eligible to purchase DataTravel Asia-Pacific Plan and/or DataTravel Global Plan if you have subscribed for any monthly recurring data roam plans.

### 5.6.2 Activation:

- (a) You will need to activate DataTravel Asia-Pacific Plan and/or DataTravel Global Plan via SMS or My StarHub App.
- (b) If you are using a Shareplus dependent line, you can only activate from Shareplus' main line and not Shareplus' dependent's line. If you wish to activate DataTravel Asia-Pacific Plan and/or DataTravel Global Plan specifically for your Shareplus' dependent line, you will need to activate specifically for it. DataTravel Asia-Pacific Plan and/or DataTravel Global Plan activated for the Shareplus dependent line shall not be transferable and cannot be utilised by the Shareplus main

line and vice versa.

- (c) Activation for DataTravel Asia-Pacific Plan and/or DataTravel Global Plan is/are subject to our acceptance. StarHub reserves the right to reject any activation for DataTravel Asia-Pacific Plan and/or DataTravel Global Plan at our sole discretion.
- (d) DataTravel Asia-Pacific Plan and/or DataTravel Global Plan is/are activated after you receive a confirmation SMS from StarHub. All data roam usages incurred before you receive this confirmation SMS will be charged at prevailing standard data roam rates. 20% surcharge apply for Pay-As-You-Roam customers.

#### 5.6.3 Plans and Charges:

- (a) DataTravel Asia-Pacific Plan and DataTravel Global Plan are offered for a certain period or periods as may be prescribed by us from time to time, and are limited to supported roaming destinations only as listed at [www.starhub.com/datatravel](http://www.starhub.com/datatravel) (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) DataTravel Asia-Pacific Plan and/or DataTravel Global Plan; including the list of supported roaming destinations, rates and plan eligible dates at any time at our sole discretion without notice. The display of the revised list of supported roaming destinations, rates and/or plan eligible date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.
- (b) Unless otherwise notified by us, the DataTravel Asia-Pacific Plans available for purchase are as follows:-
  - (i) 1GB for \$5, valid for 3 days from the date and time of purchase of plan;
  - (ii) 2GB for \$15, valid for 30 days from the date and time of purchase of plan; and/or
  - (iii) 3GB for \$20, valid for 30 days from the date and time of purchase of plan.
- (c) Unless otherwise notified by us, the DataTravel Global Plans available for purchase are as follows:-
  - (i) 2GB for \$40, valid for 30 days from the date and time of purchase of plan; and/or
  - (ii) 3GB for \$50, valid for 30 days from the date and time of purchase of plan.
- (d) Upon the successful purchase of your DataTravel Asia-Pacific Plan and/or DataTravel Global Plan, you will be charged accordingly, and the charges will be reflected in your current month's bill.
- (e) No additional 20% surcharge will be imposed on StarHub Mobile post-paid subscribers with Pay-As-You-Roam service for the purchase of DataTravel Asia-Pacific Plan and DataTravel Global Plan.
- (f) If you are using a multi-SIM, data roam usage from each SIM card will be utilized from the same data roam bundle under the purchased DataTravel Asia-Pacific Plan and/or DataTravel Global Plan when roaming in the supported roaming destinations.

#### 5.6.4 Extension:

- (a) If you wish to extend the data bundle validity period of DataTravel Asia-Pacific Plan or DataTravel Global Plan, you must make another purchase before the expiry date and time of the respective plan. The data bundle validity can be extended up to 30 consecutive days from the date and time of such purchase (the "Validity Period").
- (b) If a DataTravel Asia-Pacific Plan or DataTravel Global Plan has expired, it shall be deemed as terminated and you cannot extend such plan's validity period with subsequent purchase. Also, there will be no refunds for any expired or unused data roam bundle from your DataTravel Asia-Pacific or DataTravel Global Plan purchased.

**5.6.5 Usage:**

- (a) If you purchase both DataTravel Asia-Pacific Plan and DataTravel Global Plan, the data roam bundles for both plans will be accumulated separately. The accumulated data roam bundle for each plan will be capped at 100GB (or such other amount as determined by us from time to time). Subsequent purchases of DataTravel Asia-Pacific Plan and DataTravel Global Plan will not increase the accumulated data roam bundle cap but will only extend the validity of each purchased plan to up to 30 consecutive days from the date and time of such subsequent purchase.
- (b) If you purchase both DataTravel Asia-Pacific Plan and DataTravel Global Plan and you are roaming in the supported roaming destination covered by both plans (for example, Malaysia, Indonesia or Thailand), your data roam usage will first be deducted from the data roam bundle of the DataTravel Asia-Pacific Plan. Your data roam bundle under the DataTravel Global Plan will only be utilised upon the expiry or full utilisation of your data roam bundle under the DataTravel Asia-Pacific Plan.
- (c) When roaming in a roaming destination where the DataTravel Asia-Pacific Plan and/or DataTravel Global Plan you have purchased is supported, your data roam usages shall first be deducted from the data roam bundle of the DataTravel Asia-Pacific Plan and/or DataTravel Global Plan. Thereafter, upon the expiry or full utilization of the DataTravel Asia-Pacific Plan and/or DataTravel Global Plan, you will be charged either the DataTravel Unlimited data roam rate or RoamEasy Daily data roam rate if you have opted in for RoamEasy Daily. 20% surcharge apply for Pay-As-You-Roam customers.
- (d) If you use data roam outside the list of supported roaming destinations, prevailing standard data roam rates will apply. 20% surcharge apply for Pay-As-You-Roam customers.
- (e) DataTravel Asia-Pacific Plan and DataTravel Global Plan are not applicable for premium satellite, inflight operators, maritime operators and any such other operators and/or services as may be determined by StarHub from time to time. Prevailing standard data roam rates will apply. 20% surcharge apply for Pay-As-You-Roam customers.
- (f) In the event there is any change in ownership of a mobile service or a change in billing account during the Validity Period, all remaining balance purchased under the DataTravel Asia-Pacific Plan and/or DataTravel Global Plan shall be forfeited.

**5.6.6 Scheduling:**

- (a) You may schedule the activation of DataTravel Asia-Pacific Plan and/or DataTravel Global Plan 24 hours to 30 days in advance from the date and time that you require such plan(s). The plan(s) will be activated within approximately 30 minutes before the scheduled activation date and time. The plan(s) will only be charged upon activation. Once the plan(s) is/are activated, there can be no changes or termination and there will be no refunds of any kind for such activated plan(s).
- (b) Once the plan(s) are scheduled, you cannot cancel or change such plan(s) 24 hours or less before the scheduled activation date(s) and time(s). The plan(s) will proceed to activate on the scheduled date(s) and time(s) and you will be charged for such plan(s). There will be no refunds of any kind for activated plan(s).
- (c) In the event of any changes in ownership of a mobile service, or a change in billing account before the activation of such plan(s), all scheduling requests for such plan(s) in connection with such mobile service or billing account, will not be activated on the scheduled activation date(s) and time(s).

## 6. SmartBuddy

### 6.1 **Eligibility:** SmartBuddy Mobile Plans are available to the following persons only:-

- 6.1.1 clients and members of the Singapore Association for the Deaf;
- 6.1.2 clients and members of the Singapore Association of the Visually Handicapped;
- 6.1.3 concession card holders identified as Persons with Disabilities ("**PWDs**"); and
- 6.1.4 any other persons who meet our criteria.

### 6.2 **Application:** To apply for the SmartBuddy Mobile Plan, you must present your membership card, concession card or such other forms of valid documentation evidencing the above as we may require for our verification.

### 6.3 If we deem that you are eligible to apply for the SmartBuddy Mobile Plan, you will be entitled to apply for a maximum of one SmartBuddy Mobile Plan regardless of the number of mobile subscriptions or the number of relevant memberships or concession cards that you hold, unless you are applying for a SmartBuddy Mobile Plan on behalf of a minor or unless otherwise agreed by us.

### 6.4 **Description of Service:** If you qualify for the SmartBuddy Mobile Plan, you will enjoy the following discounted rates for a fixed period of 24 continuous months for one of your mobile service subscriptions:-

- 6.4.1 a monthly subscription of \$27.09 (or such other rate as may be prescribed by us from time to time);
- 6.4.2 a lower rate for excess data usage charges at \$2.18/GB (or such other rate as may be prescribed by us from time to time) subject to a cap of maximum of \$21.80/month (or such other amount as may be prescribed by us from time to time);
- 6.4.3 Free Caller Number Display value added service; and
- 6.4.4 such other discounts as may be stipulated in writing in your contract with us.

All other Charges (including for mobile, mobile broadband, data services, roaming charges and charges for other value added services) will continue to apply at our prevailing rates.

### 6.5 **No automatic renewal:** Please note that there is no automatic renewal of the SmartBuddy Mobile Plans. Prior to the expiry of your 24-month SmartBuddy Mobile Plan, you may request for a renewal of the SmartBuddy Mobile Plan in accordance with Clauses 4A, 4B and 4C above.

### 6.6 **Non-transferability:** The SmartBuddy Mobile Plans are unique to you personally and are not transferrable to any other persons.

## 7. Value-added Services for Post-paid customers

### 7.1 **Block Overseas Calls and/or SMS**

- (a) **Description:** The Blocking Overseas Calls and/or SMS service(s) allows customers to block all international incoming calls and/or SMS for each mobile line that subscribes to the service(s). Once the service(s) is/are activated, blocking of international incoming calls and/or SMS will continue until the service(s) is/are deactivated. Activation and deactivation of the service(s) can be done through customers logging into the StarHub App. Each activation and deactivation

request will be completed within 24 hours.

- (b) **Eligibility:** Blocking Overseas Calls is available to all new and existing StarHub mobile consumer customers.

### 7.1A 5G Non-standalone (NSA) Trial

- 7.1A.1 **Description:** The 5G NSA Trial is a trial service which enables mobile data access on 5G NSA network using 2.1GHz spectrum, at no extra cost to customers. The service and access is on a trial, “as is” and “as available” basis. Coverage will be limited and not nationwide.

#### 7.1A.2 Eligibility and Duration:

- (a) Customers who sign up or recontract to Mobile+ Plans can enjoy the 5G NSA Trial by default at no cost subject to StarHub’s discretion in determining the start date to roll out the 5G NSA Trial. The 5G NSA Trial is valid until further notice. Notwithstanding the foregoing, StarHub reserves the right to, without any prior notice, modify, suspend or cease the 5G NSA Trial (in whole or in part) immediately and at any time.
- (b) If you do not wish to participate in the 5G NSA Trial, you shall be responsible for disabling the relevant functions on your device (if any).

- 7.1A.3 **Use:** In order for you to enjoy our 5G NSA Trial, you must:

- (a) use handsets that are approved by StarHub for the 5G NSA Trial (“**Approved Handsets**”);
- (b) install any necessary software updates on the Approved Handsets;
- (c) be using any Mobile+ Plan; and
- (d) be in StarHub’s 5G NSA Trial coverage area.

- 7.1A.4 **Information:** StarHub may provide, on its website, information on the 5G NSA Trial coverage area and Approved Handsets. Such information (including the list of Approved Handsets) and website may be changed from time to time.

- 7.1A.5 **5G Standalone (SA) Networks:** Certain Approved Handsets and other devices may not be compatible with 5G SA networks (“**5G-SA Incompatible Devices**”). Upon the cessation of the 5G NSA Trial, 5G-SA Incompatible Devices may still be used with the 4G network only, subject to any terms and conditions applicable to such use. For information on whether your device is compatible with 5G SA networks, you should check with the relevant device manufacturer.

- 7.1A.6 StarHub’s prevailing Consumer General Terms and Conditions and applicable Service Specific Terms and Conditions (available at <http://www.starhub.com>) shall apply. StarHub may amend the applicable Terms and Conditions from time to time, without prior notice.

### 7.1B 5G Standalone (SA)

- 7.1B.1 **Description:** The 5G SA is a service which enables mobile data access on 5G SA network at no extra cost to customers.

#### 7.1B.2 Eligibility and Duration:

- (a) Customers who sign up or recontract to Mobile+ Plans can enjoy the 5G SA by default at no extra cost

7.1B.3 **Use:** In order for you to enjoy our 5G SA , you must:

- (a) use handsets that are approved by StarHub for the 5G SA (“**5G SA Approved Handsets**”);
- (b) install any necessary software updates on the 5G SA Approved Handsets;
- (c) be using any Mobile+ Plan; and
- (d) be in StarHub’s 5G SA coverage area.

7.1B.4 **Information:** StarHub may provide, on its website, information on the 5G SA coverage area and 5G SA Approved Handsets. Such information (including the list of 5G SA Approved Handsets) and website may be changed from time to time.

7.1B.5 StarHub’s prevailing Consumer General Terms and Conditions and applicable Service Specific Terms and Conditions (available at <http://www.starhub.com>) shall apply. StarHub may amend the applicable Terms and Conditions from time to time, without prior notice.

## 7.2A Amazon Prime membership promotion (3 months on us)

7.2A.1 **Description of Service:** This promotion is only valid from 23 January 2020 until such date as determined by us. This is a value-added promotional Service that provides you with 3 months’ Amazon Prime membership on us if you sign up to the service at a monthly charge of \$2.99, which will only be payable from the 4<sup>th</sup> month onwards. An Amazon Prime membership allows you to enjoy fast, free delivery, exclusive early access to select deals, popular movies, TV series, and award-winning Amazon Originals as well as free games every month which may be changed by Amazon from time to time.

7.2A.2 **Eligibility and availability:** The Service is applicable to all new StarHub Post-paid customers and re-contract customers who sign up for the following mobile plans: (a) Mobile+ \$65 / \$69 / \$95 / \$99 / \$125 / \$129 / \$155 / \$169 2-year Plans, (b) Mobile+ \$38 / \$45 SIM Only 1-year Plans, (c) 4G \$45 / \$55 / \$80 / \$110 2-year Plans, (d) 4G \$25 / \$50 SIM Only 1-year Plans and (e) 4G \$25 / \$50 SIM Only Plans. Your Amazon Prime membership promotion is active only after completing the sign-up process on Amazon Webpage via My StarHub App.

7.2A.3 **Billing and payment:** We will bill you after the 3 months promotional period is over and the bill will not follow your post-paid mobile billing cycle. We will bill you for the Service based on your Amazon Prime membership billing cycle as determined by Amazon.

For example, if your Mobile Postpaid bill cycle is on the 12th of every calendar month and you activated your Amazon Prime membership on 15th February, you will be charged for your Amazon Prime membership of S\$2.99 on 15th May (after 3 months). If you were to terminate your Amazon Prime membership on 18th May, your Amazon Prime membership charge from 19th May to 14th June will be refunded to you.

7.2A.4 **Change of mobile number:** If your post-paid mobile number is changed for any reason whatsoever, the Service will be automatically and immediately terminated and your remaining months of Amazon Prime membership on us (if any) will also be terminated without further notice.

7.2A.5 **Termination of mobile number:** If your post-paid mobile number is terminated for any reason whatsoever, the Service will be immediately and automatically terminated. Your remaining months of Amazon Prime membership on us (if any) will also be terminated without further notice.

7.2A.6 **Suspension of mobile number:** If your post-paid mobile number is suspended for any reason whatsoever, your Amazon Prime membership will be terminated without further notice and liability. Your remaining months of Amazon Prime membership on us (if any) will also be terminated without

further notice and liability.

**7.2A.7 Termination of Amazon Prime membership:** If the Service is terminated for any reason whatsoever, your Amazon Prime membership will be immediately and automatically terminated. Your remaining months of membership on us (if any) will also be terminated without further notice.

**7.2A.8 Amazon Prime membership:** Amazon Prime is provided solely by Amazon. You will enter into a separate contract with Amazon directly for your Amazon Prime membership. You must review and accept the Amazon Prime terms and conditions as set out on Amazon's website. To learn more about Amazon Prime, please visit Amazon's website. We do not own or operate Amazon Prime and are not responsible for it. If you are already an Amazon Prime member, you can activate the offer through StarHub once your membership has ended with Amazon.

**7.2A.9 Our right:** We reserve the right to suspend, terminate or change any of these terms and conditions and/or the Service (whether in whole or in part) at our sole and absolute discretion, at any time, without prior notice and without any liability. If you continue to use the Service, you will be deemed to have accepted such changes.

## **7.2B Amazon Prime membership (30-day free trial)**

**7.2B.1 Description of Service:** This is a promotional value-added Service that provides you with a 30-day free trial of Amazon Prime membership (usual price of \$2.99 for 30 days). An Amazon Prime membership allows you to enjoy fast, free delivery, exclusive early access to select deals, popular movies, TV series, and award-winning Amazon Originals as well as a selection of free games every month which may be changed by Amazon from time to time.

**7.2B.2 Eligibility and availability:** The Service is available to all StarHub Post-paid customers who have not signed up to the 3 months Amazon Prime membership on us or 30-day free trial with us before. The 30-day free trial Amazon Prime membership is active only after completing the sign-up process on Amazon Webpage via My StarHub App.

**7.2B.3 Change of mobile number:** If your post-paid mobile number is changed for any reason whatsoever, the Service will be automatically and immediately terminated and your remaining free trial of Amazon Prime membership on us (if any) will also be terminated without further notice.

**7.2B.4 Termination of mobile number:** If your -post-paid mobile number is terminated for any reason whatsoever, the Service will be automatically and immediately terminated.

**7.2B.5 Suspension of mobile number:** If your post-paid mobile number is suspended for any reason whatsoever, your Amazon Prime membership benefit will be terminated without further notice and liability. Your remaining months of Amazon Prime membership on us (if any) will also be terminated without further notice and liability.

**7.2B.6 Billing and payment:** We will bill you upon or after the 30-day free Amazon Prime membership period ends. The bill will not follow your post-paid mobile billing cycle. We will bill you for the Service based on your Amazon Prime membership billing cycle as determined by Amazon.

For example, your Mobile Postpaid bill cycle is every 12th of the month. You activated your Amazon Prime membership on 15th February and the next charging of \$2.99 will be on 15th March. If you terminate your Amazon Prime membership on 18th March, the membership charge from 19th March to 14th April will be refunded to you.

**7.2B.7 Amazon Prime membership:** Amazon Prime is provided solely by Amazon. You will enter into a separate contract with Amazon directly for your Amazon Prime membership. You must review and accept the Amazon Prime terms and conditions as set out on Amazon's website. To learn more about Amazon Prime, please visit Amazon's website. We do not own or operate Amazon Prime and are not

responsible for it. If you are already an Amazon Prime member, you can activate the offer through StarHub, once your membership has ended with Amazon.

- 7.2B.8 **Our rights:** We reserve the right to suspend, terminate or change any of these terms and conditions and/or the Service (whether in whole or in part) at our sole and absolute discretion, at any time, without prior notice and without any liability. If you continue to use the Service, you will be deemed to have accepted such changes.

## 7.2F DataShare value-added Service

- 7.2.1 **Eligibility:** Post-paid mobile subscribers on certain eligible voice plans with bundled local data are eligible to subscribe for this DataShare value-added Service. You will not be eligible to subscribe DataShare if you are subscribed to \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$238 2-year Plan, Welcome Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, 4G \$45 2-year Plan, 4G \$55 2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan, Mobile+ \$69 2-year Plan, Mobile+ \$99 2-year Plan, Mobile+ \$129 2-year Plan, Mobile+ \$169 2-year Plan 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan, 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan, Mobile+ \$45 SIM Only 1-year Plan. If you are an eligible subscriber, you must provide the local data sharing settings via My StarHub App or My Account Manager. The sharing settings, once given, will remain in force until you modify or terminate the settings.

- 7.2.2 **Promotional price:** This value-added Service is currently offered at a promotional price of \$2.18 month (with GST) (or such other rate as may be prescribed by us from time to time) per subscription by each subscriber (donor) (U.P. \$10.90 with GST), regardless of the number of beneficiaries for each subscription.

- 7.2.3 **Billing:** Sharing settings will take effect from the next billing cycle and any modification in sharing settings must be performed 2 days before the start of the next billing cycle. The donor will only be charged from the billing cycle where the sharing settings are effective. The first day on which data is shared by the donor shall be treated as the first day of usage for purposes of a billing cycle.

- 7.2.4 **Requirements under the DataShare value-added Service:** Eligible subscribers have to meet the following requirements:-

- (a) the donor and the beneficiary must be under the same billing account;
- (b) each eligible mobile line can only be either a donor or a beneficiary of the value-added Service (but not both);
- (c) the donor must donate a minimum of 1GB of local data to each beneficiary, in denominations of 1GB each. The maximum donation per donor is limited to 12GB of local data; and
- (d) the donor must retain 1GB of local data for own usage, and can only donate the remaining local data. Data available for use by the beneficiary shall be in the following order:-
  - (i) shared data from the value-added Service;
  - (ii) data upsize value-added Services (if any); and
  - (iii) Plan data.

- 7.2.5 **Your responsibilities:** You are responsible for all account related matters, including informing the beneficiary or beneficiaries) regarding the sharing settings or any changes made thereto.

- 7.2.6 **Separate transfer of billing account:** If a donor or beneficiary's mobile line is transferred separately

into another billing account, the sharing settings between the donor and beneficiary will be removed.

- 7.2.7 **Transfer of both billing accounts:** If a donor and beneficiary's mobile line is transferred together into another billing account, sharing settings between the donor and beneficiary will remain unchanged.
- 7.2.8 **Data usage by beneficiary:** In both scenarios for Clauses 7.2.6 and 7.2.7, data shared by the donor will be treated as usage by the beneficiary. Any unused data received by the beneficiary will be forfeited if the beneficiary moves out of the billing account. Local data bundle of the mobile plan will be pro-rated upon the transfer of billing account and excess data Charges may apply.
- 7.2.9 **Suspension:** Any suspension of a donor and/or beneficiary line will result in the suspension of sharing settings. The sharing settings will resume when the mobile line is resumed.
- 7.2.10 **Termination:** Any transfer in ownership or termination of the donor and/or beneficiary line will result in the termination of sharing settings.
- 7.2.11 **Change of Plan by donor:** If a donor changes plan or drops/ changes data upsize, the local data bundle of the mobile plan will be pro-rated and excess data Charges may apply. Sharing settings may be removed if the donor's new data entitlement cannot support the existing sharing settings.

### 7.3 DataJump value-added Service

- 7.3.1 **Eligibility:** You are eligible to subscribe for the DataJump value-added Service if you are a subscriber of a post-paid mobile standalone plan or SharePlus parent plan (excluding the SharePlus dependent plan) set out below:-

- (a) S or SIM Only S, 4G 4 or SIM Only 4G 4;
- (b) M or SIM Only M, 4G 5 or SIM Only 4G 5;
- (c) L or SIM Only L, 4G 6 or SIM Only 4G 6; or
- (d) XL or SIM Only XL, 4G 12 or SIM Only 4G 12,

(together, the "**Eligible Plans**" and each an "**Eligible Plan**"). For the avoidance of doubt, this DataJump value-added Service data bundle cannot be shared on the SharePlus dependent plan.

- 7.3.2 **Description of Service:** The DataJump value-added Service is offered specifically for each Eligible Plan in the following manner:-

- (a) S or SIM Only S, 4G 4 or SIM Only 4G 4 – DataJump (5GB);
- (b) M or SIM Only M, 4G 5 or SIM Only 4G 5 – DataJump (10GB);
- (c) L or SIM Only L, 4G 6 or SIM Only 4G 6 – DataJump (15 GB); and
- (d) XL or SIM Only XL, 4G 12 or SIM Only 4G 12 – DataJump (20GB).

- 7.3.3 **Waiver of minimum period:** The Minimum Period for the DataJump value-added Service may be waived for such period, as determined by us.

- 7.3.4 **Non-Eligible Plans:** The DataJump value-added Service may not be used with the following:-

- (a) SurfHub Plans, HomeHub Go Plans, HomeHub Go SurfHub 15, and HomeHub Go add-on plans;

- (b) Lite and XS Plans, 4G 300M and 4G 3 plans;
- (c) SmartBuddy;
- (d) SharePlus Child Lines;
- (e) \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$238 2-year Plan, Welcome Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, 4G \$45 2-year Plan, 4G \$55 2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan, Mobile+ \$69 2-year Plan, Mobile+ \$99 2-year Plan, Mobile+ \$129 2-year Plan, Mobile+ \$169 2-year Plan, 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan, 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan, Mobile+ \$45 SIM Only 1-year Plan and any other monthly recurring data roam plans;
- (f) customized plans that are offered to selected business customers; or
- (g) any other plans, discounts or promotions that may not be listed above.

**7.3.5 Charges and billings:** Please note that these Charges will apply to this DataJump value-added Service:-

- (a) a monthly subscription fee of \$10.19 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) will be pro-rated according to your billing cycle;
- (b) a one-time activation Charge of \$10.90 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) whenever the Service is activated. If there is a change in your Eligible Plan, the DataJump value-added Service will terminate automatically. The one-time activation Charge will have to be paid again when re-subscribing to this Service;
- (c) local excess data charges will be billed accordingly after the use of the data in your Eligible Plan data bundle and the data in your DataJump value-added Service;
- (d) upon termination of the DataJump value-added Service during a billing cycle, monthly subscription Charges and the DataJump data bundle will be pro-rated according to your billing cycle.

**7.3.6 Unused data will be forfeited:** All unused data in the DataJump value-added Service (including the data bundle in the Eligible Plan) in each bill cycle will be forfeit and will not be rolled over to the next bill cycle.

**7.4 FREE IDD 018**

**7.4.1 Eligibility:** You may sign up for this Free IDD 018 value-added Service at \$7/month (or such other rate as may be prescribed by us from time to time) if you are a StarHub customer on any StarHub mobile Plan, other than SmartSurf HD Plans.

**7.4.2 Applicable Voice Calls:** This value-added Service applies to IDD 018 voice calls originating from Singapore and made to any of the following:-

- (a) any mobile and fixed line in Bangladesh, Brunei, Canada, China, Hong Kong, India, Laos, Macau, Malaysia, New Zealand, Puerto Rico, Russia, South Korea, Taiwan, Thailand, United Kingdom, USA (50 states in USA only, including Alaska and Hawaii); and
- (b) any fixed line in Australia and Japan.

Local airtime rates will apply to all Free IDD 018 calls made, and will be deducted from the free local

outgoing voice bundle.

**7.4.3 Non-applicable Voice Calls:** Free IDD 018 excludes the following:-

- (a) Australia mobile and special services with prefixes 611, 614;
- (b) Japan mobile with prefixes 8170, 8180, 8190;
- (c) UK special service with prefixes 4455, 4456, 448, 449;
- (d) calls made via IDD 008 or by pressing '+' on the mobile phones;
- (e) inbound and outbound roaming calls;
- (f) calls made from SingTel/MI's (or such other service provider as notified by us) mobile lines, all fixed lines and payphones;
- (g) calls made via HomeConnect, StarHub payphones or 1635 Operator Assist;
- (h) calls made from Digital Voice; and
- (i) global SMS.

For the avoidance of doubt, applicable Charges for local calls will apply at the prevailing rates.

**7.4.4 Billing:** Monthly subscription is non-prorated upon activation and de-activation of the Free IDD 018 VAS. For example, if you activate the Free IDD 018 VAS on 10 January 2018 and the next bill cycle is 14 January 2018, you will be charged the full \$7 subscription for use from 10 to 13 January 2018. If the customer de-activates the Free IDD 018 VAS on 15 January 2018 or any time before the next billing cycle, there will be no refund for the \$7 monthly subscription nor will the charge be pro-rated.

**7.4.5 Customers on Lite or XS/S/M/L/XL Plans, \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$238 2-year Plan, Welcome Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, 4G \$45 2-year Plan, 4G \$55 2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan, Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, Mobile+ \$169 2-year plan, 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan, 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan or Mobile+ \$45 SIM Only 1-year Plan:** There will be a limit of 700 minutes a month for the duration of the IDD calls made under the Free IDD 018 VAS for customers on Lite, XS, S, M, L, and XL Plans. Thereafter, for usage in excess of 700 minutes a month, there will be a Charge imposed at the prevailing IDD 018 rates.

**7.4.6 Customers on 4G Mobile Service Plans:** There will be a limit of 2000 minutes a month for the duration of the IDD calls made under the Free IDD 018 VAS for customers on 4G mobile Service Plans. Thereafter, for each minute that you use in excess of the 2000 minutes a month, a Charge will be imposed at the prevailing rates for local calls.

**7.5 HappyTalk**

**7.5.1 Eligibility:** HappyTalk gives you an additional 300 local outgoing minutes, and is available to 4G and PowerValue subscribers, excluding SmartSurf HD subscribers and subscribers of the following plans: \$25 SIM Only Plan, \$50 SIM Only Plan, \$80 SIM Only Plan, \$25 SIM Only 1-year Plan, \$50 SIM Only 1-year Plan, \$80 SIM Only 1-year Plan, \$50 2-year Plan, \$75 2-year Plan, \$105 2-year Plan, \$238 2-year Plan, Welcome Plan, \$55 2-year Plan, \$80 2-year Plan, \$110 2-year Plan, 4G \$45 2-year Plan, 4G \$55

2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan, **Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, Mobile+ \$169 2-year plan**, 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan, 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan, Mobile+ \$45 SIM Only 1-year Plan. To enjoy these 300 local outgoing minutes, you will need to opt in for one of the three HappyTalk value-added Services: MyCircle, MyTime or MyZone. You may call 1633 or SMS the respective keywords to opt-in for one of these three value-added Services.

**7.5.2 Exclusivity:** The 3 HappyTalk value-added Services are mutually exclusive. The additional talk-time will only be used after your price plan bundled local minutes have been used up.

**7.5.3 Charges:** The one-time administrative Charge of \$10.90 (or such other amount as may be prescribed by us from time to time) will apply when customers sign up for HappyTalk. Once you have selected your HappyTalk value-added Service, you can switch to any one of the other two HappyTalk value-added Services at any time and a one-time administrative Charge of \$10.90 (or such other amount as may be prescribed by us) will apply for each switch.

#### **7.5.4 MyCircle**

(a) **Benefits:** MyCircle entitles you to:-

- (i) a total of 3 nominated StarHub numbers which you can call using the additional talk-time; and
- (ii) an additional 300 local SMS/MMS, which you can use to send to these 3 nominated MyCircle numbers. The additional 300 local SMS/MMS will be used after your price Plan bundled local SMS/MMS.

(b) **Nominated numbers:** The 3 nominated numbers can be any StarHub fixed, mobile post-paid or pre-paid number. If you wish to change any of these 3 nominated MyCircle numbers, a one-time Charge of \$1.09/number will apply.

(c) **SMS opt-in:** To sign up for MyCircle via SMS, text MyCircle<space>Add<space>8-digit number to 6773.

#### **7.5.5 MyTime**

(a) **Benefits:** MyTime entitles you to call any StarHub fixed, mobile post-paid or pre-paid number daily between 12 – 7 a.m. using the additional talk-time.

(b) **SMS opt-in:** To sign up for MyTime via SMS, text MyTime<space>Add<space>Time to 6773.

#### **7.5.6 MyZone**

(a) **Benefits:** MyZone entitles you to call any local fixed, mobile post-paid or pre-paid number using the additional talk-time when you use the Service within the selected zones, or within the compound of selected buildings, schools and army camps.

(b) **Selected zones:** The zones which you can enjoy additional talk-time include \*Scape, Bugis Junction, ION Orchard, Plaza Singapura and Raffles City Shopping Centre plus selected schools and army camps. For the full listing of selected zones applicable for MyZone, please refer to: <http://www.starhub.com/personal/mobile/mobile-phones-plans/value-added-services/call/happytalk.html> (or such other hyperlink as we may prescribe from time to time).

(c) **SMS opt-in:** To sign up for MyZone via SMS, text MyZone<space>Add<space>Zone to 6773.

## 7.6 JuniorProtect Basic

- 7.6.1 **Eligibility:** This JuniorProtect Basic value-added Service is available for subscription by our post-paid customers with a billing account. It is not available for our pre-paid customers and our business or BRN customers.
- 7.6.2 **Charges:** The monthly subscription Charge for this value-added Service is \$2.73 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) per Mobile line. If you subscribe for this value-added Service for more than 1 Mobile line (the "**selected Mobile line**"), each selected Mobile line will be charged for the value-added Service.
- 7.6.3 **Content filtering:** Content filtering will be activated for the selected Mobile line on a default setting categorised by us. You are encouraged to review and modify the content filtering categories according to your needs or the need of the user of the selected Mobile line (as may be applicable).
- 7.6.4 **Limitations:** Please note the following limitations to this JuniorProtect Basic value-added Service and the content filtering provided. In particular, we make no warranty or representation that this value-added Service is accurate, will filter out all inappropriate Content, or that it is fit for purpose.
- (a) This value-added Service will not filter content for any traffic that bypasses our mobile network, including without limitation:-
    - (i) content that does not pass through our mobile, cable or fibre broadband network;
    - (ii) content accessed over public WiFi network or WiFi on other networks;
    - (iii) content accessed via a device with static Internet Protocol address; or
    - (iv) content accessed via a device on a Virtual Private Network ("**VPN**").
  - (b) This value-added Service will only support and filter Content on "http" - protocol. Content on https, WML, RTSP and other protocols will not be supported by this value-added Service for content filtering.
  - (c) This value-added Service will not filter access to any Content or applications that have already been downloaded on the end-user device prior to the commencement of the value-added Service.
  - (d) This value-added Service will not be 100% accurate and hence is not a substitute for adult supervision.

## 7.7 JuniorProtect Plus

- 7.7.1 **Eligibility:** The JuniorProtect Plus value-added Service is available for subscription by our post-paid customers with a billing account. It is not available for our pre-paid customers and our business or BRN customers. Additionally, only the Mobile lines under the same billing account are eligible for this value-added Service.
- 7.7.2 **Charges:** The monthly subscription Charge for this value-added Service is \$5.45 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) per Mobile line. If you subscribe for this value-added Service for more than 1 Mobile line (the "**selected Mobile line**"), each selected Mobile line will be charged for the value-added Service.
- 7.7.3 **Content filtering:** Content filtering will be activated for the selected Mobile line on a default setting categorised by us (the "**Restricted Content**"). You are encouraged to review and modify the filtering

categories according to your needs. StarHub shall not be responsible for the adequacy or otherwise of the Restricted Content to meet your individual needs.

**7.7.4 Limitations:** Please note the following limitations to this JuniorProtect Plus value-added Service and the content filtering provided. In particular, we make no warranty or representation that this value-added Service is accurate, will filter out all inappropriate Content, or that it is fit for purpose.

- (a) This value-added Service will not filter content for any traffic bypassing our mobile network, including without limitation:-
  - (i) content that does not pass through our mobile, cable or fibre broadband network;
  - (ii) content accessed over public WiFi network or WiFi on other networks;
  - (iii) content accessed via a device with static Internet Protocol address; or
  - (iv) content accessed via a device on a Virtual Private Network ("VPN").
- (b) This value-added Service will not filter access to any Content or applications that have already been downloaded on the end-user device prior to the commencement of the value-added Service.
- (c) This value-added Service will not be 100% accurate and hence is not a substitute for adult supervision.

**7.7.5 Location tracking:** This value-added Service entails the tracking of the location and whereabouts, including footprint trail (e.g. the history of locations in the past 1 week) and the last known location of a selected Mobile line. In using this value-added Service, you consent to StarHub collecting, using and retaining such data as part of providing you the value-added Service.

- (a) **Availability:** The location-tracking feature of this value-added Service will be available 24 hours or 1 working day after the successful activation of the value-added Service.
- (b) **Termination:** In the event that the value-added Service is terminated, all locations and footprint trail data of the selected Mobile line will be permanently erased.
- (c) **Limitations**
  - (i) **Time lapse:** The value-added Service's location-tracking feature is not real-time and will be subject to a time lapse of at least 30 minutes or longer
  - (ii) **Precision:** The value-added Service will not be 100% precise as location accuracy is dependent on various factors such as the access points and/or location of the cell towers/base stations that the selected Mobile Line is connected to.
  - (iii) **WiFi signals:** The location of the selected Mobile line will be unknown if the selected Mobile line is connected to a public WiFi network or WiFi on other networks.
  - (iv) **Records:** The value-added Service's location trail feature will only show past data of up to 7 days.

**7.7.6 Control of Mobile data access:** You will be able to turn on/off the Mobile data access of the selected Mobile line through StarHub My Account Manager or My StarHub App so long as the selected Mobile line is under the same Hub iD. By turning off Mobile data access, you acknowledge that both 3G and 4G mobile data (local & roaming) will be completely turned off for the selected Mobile line and that internet connectivity will only be available through WiFi.

**7.7.7 Subscription to SMS & e-mail alerts:** If you choose to turn on this alert feature, you will receive SMS and/or e-mail notification alerts on your Mobile line and/or your Hub iD e-mail address if any attempt is made by the selected Mobile line user to access the Restricted Content. You can manage/modify these notification alert settings on [www.starhub.com/juniorprotect](http://www.starhub.com/juniorprotect).

**7.7.8 Activity reports:** You will be able to view activity reports in the various forms that we provide. We reserve the right to change this feature without any notification to you. In the event that this value-added Service is terminated, all activity reports for the selected Mobile line will be permanently erased.

**7.7.9 Termination**

- (a) We have the right to terminate this value-added Service immediately and without any liability to you for any loss or damage (including the loss of data) if:-
  - (i) you terminate the selected Mobile line;
  - (ii) you port out the selected Mobile line; or
  - (iii) you are in breach of any applicable Service Specific Terms & Conditions or the Consumer General Terms & Conditions.
- (b) We reserve the right to terminate or discontinue the value-added Service by posting a notification on our website. StarHub shall not be responsible to you for any loss of data or any other loss or damage arising from the termination of this value-added Service by us.

**7.7.10 Liability**

- (a) **Disclaimer:** While we strive to give a good consumer experience, the value-added Service is provided on an “as is” and “as available” basis. StarHub expressly disclaims all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, and 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 value-added Service will create any warranty not expressly set out in these Service Specific Terms & Conditions.
- (b) **Interruption, disruption or deterioration:** StarHub will not be liable for any interruption, disruption to, or deterioration in the quality, reliability or accuracy of the value-added Service or for any technical issue that may arise by reason of your use or inability to use the value-added Service.
- (c) **Indemnity:** You agree to fully indemnify StarHub for all claims, damages, losses and liabilities arising from information provided by you for the purposes of registering for this value-added Service, the use of this value-added Service (whether by you or any other person) and any negligence, omission, act or breach of these Service Specific Terms & Conditions.

**7.8 MultiSIM**

**7.8.1 Eligibility:** To be eligible for MultiSIM Services, you must have an active subscription of our Mobile Services and such Mobile Services must be under a:-

- (a) voice only mobile subscription plan; or
- (b) voice and data mobile subscription plan.

For the avoidance of doubt, you must have a valid identification document to be eligible for the MultiSIM Services or eSIM.

**7.8.2 Non-eligibility:** You will not be eligible to subscribe for the MultiSIM Services if:-

- (a) you only subscribe to our data mobile subscription plan;
- (b) you are on the SharePlus plan; or
- (c) you are subscribed to 4G \$45 2-year Plan, 4G \$55 2-year Plan, 4G \$80 2-year Plan, 4G \$110 2-year Plan, Mobile+ \$65 2-year plan, Mobile+ \$95 2-year plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year plan, **Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, Mobile+ \$169 2-year plan**, 4G \$25 SIM Only Plan, 4G \$50 SIM Only Plan, 4G \$25 SIM Only 1-year Plan, 4G \$50 SIM Only 1-year Plan, Mobile+ \$38 SIM Only 1-year Plan or Mobile+ \$45 SIM Only 1-year Plan.

**7.8.3 Responsibility for use:** You will be responsible for the use of all SIM cards or eSIMs and all applicable Charges in relation thereto, registered under your account for this MultiSIM Service.

**7.8.4 Incoming calls:** You acknowledge and agree that your incoming calls and SMS will be first received on your main mobile number on the assigned "primary" handset. If you do not pick up the call on your main mobile number, the call will be routed to the next MultiSIM based on your selected order of priority; or in the absence of any selection of priority by you, by our pre-selected order of priority.

**7.8.5 Charges:** Please note that the following Charges will be applicable at prevailing rates:-

- (a) Registration, download (in the case of eSIM profile) and activation Charges for each additional SIM card or eSIM profile procured under the MultiSIM Services;
- (b) monthly recurring subscription Charges for the MultiSIM Services;
- (c) replacement and download (in the case of eSIM profile) Charges for the replacement of any SIM card or eSIM profile, unless such SIM card is defective and such defect is caused by us;
- (d) suspension Charges in the event of the suspension of this value-added Service; and
- (e) other applicable Charges arising from and in connection with your mobile subscription services (including Charges applicable and incurred by your use for your primary "handset").

**7.8.6 Device-unique eSIM cards:** Your eSIM profile will be unique to the device you have registered with. Replacement and download Charges will apply should you require replacement eSIM profile for switch devices.

**7.8.7 Suspension of your mobile Service:** During the period of the suspension of your mobile subscription service, all usual Charges continue to apply, including the Charges for the MultiSIM Service.

## **7.9 Plus 3**

**7.9.1 Eligibility:** Our Plus 3 Data Upsize @ \$6.11/month (or such other rate as may be prescribed by us from time to time) value-added Service is available on an opt-in basis for new sign-ups, re-contract and existing StarHub Mobile post-paid customers on eligible mobile plans standalone lines and SharePlus Parent lines (excluding SharePlus dependent lines). Only one Plus 3 Data Upsize value-added Service is allowed per mobile line. The eligible mobile plans are set out below:-

- (a) 2-year XS or SIM Only XS, 4G 3 or SIM Only 4G 3;
- (b) 2-year S or SIM Only S, 4G 4 or SIM Only 4G 4;

- (c) 2-year M or SIM Only M, 4G 5 or SIM Only 4G 5;
- (d) 2-year L or SIM Only L, 4G 6 or SIM Only 4G 6; or
- (e) 2-year XL or SIM Only XL, 4G 12 or SIM Only 4G 12.

7.9.2 **Not to be used with other promotions:** The Plus 3 Data Upsize value-added Service cannot be used in conjunction with any other discounts or promotions including:-

- (a) SurfHub Plans; and
- (b) youth promotions (including free value-added Services, and free data upsize).

7.9.3 **Excess data Charges:** Excess data Charges will be billed to individual mobile phone lines upon the use of both the plan data bundle and the Plus 3 Data Upsize value-added Service.

## 7.10 SharePlus

7.10.1 **Description:** The SharePlus plan is available for subscription as a dependent plan (the "**dependent line**") of another mobile line (the "**main line**") that is subscribed to Lite, XS, S, M, L and XL mobile plans (the "**eligible plans**"). The subscriber of the main line must be:-

- (a) above 21 years of age; and
- (b) a Singaporean, Permanent Resident or Foreigner (holding one of the following pass types - PI, P2, PEP, Diplomat, QI, Non-Diplomat, EntrePass, Training Visit Pass).

Both the main line and dependent line(s) must be registered under the same NRIC/FIN and under the same account.

7.10.2 **Eligibility:** You may subscribe to the SharePlus plan if you:-

- (a) have a NRIC or a FIN number; and
- (b) are currently not on a plan for your mobile post-paid line; or
- (c) have an existing plan for your mobile post-paid line but wish to convert your existing plan to the SharePlus plan (such conversion will carry the prevailing Mobile Service Charge).

7.10.3 **Benefit of subscription:** For the subscription of SharePlus plan at \$16.20 (including GST) (or such other rate as may be prescribed by us from time to time) per month (in addition to the applicable registration and SIM Card Charges), up to a maximum 2 dependent line(s) can be registered per NRIC/FIN. Dependent lines may enjoy:-

- (a) the sharing of bundled local outgoing minutes, SMS bundle and bundled local data with the main line. Please be aware that any excess data Charge will be billed to the individual mobile line that incurred the Charge;
- (b) an optional 1GB of local data per dependent line subscribed (non-sharable). If you choose to opt in for this benefit, the 1GB data will be used first before the main line's shared bundled data is used; and
- (c) free International Roaming and Caller Number Display if the main line is subscribed to XL mobile plan.

In order for the dependent line(s) to remain active and share the bundled airtime, data and SMS, the

main line must remain active and continue to subscribe to one of the eligible plans.

- 7.10.4 **Processing Charges:** As the processing of the SharePlus plan application will take up to 3 working days (the "**processing period**"), any local outgoing calls, SMS and data used by the dependent line during this processing period will be chargeable and will not be deducted from the main line's free bundled units. If the SharePlus plan is subscribed to the Free IDD 018 value-added Service to 19 destinations, all IDD018 calls will also be chargeable during the processing period.
- 7.10.5 **Excess Charges:** Please refer to the Service Specific Terms & Conditions for Mobile Services for the Charges that will apply for any excess usage incurred on the main line and the dependent line beyond the total bundled units.
- 7.10.6 **Changing to the SharePlus Plan:** If you request to change your plan for an existing StarHub Mobile line to the SharePlus plan, you will be responsible for any effect that such change may have on your existing StarHub Rewards points and Hub Club Go privileges (from 31 May 2021 until 31 May 2023), such as Hub Club Go discounts awarded to your principal Mobile line every 12 months.
- 7.10.7 **Suspension of main line:** If you request for a suspension of the main line (or if your main line is suspended for any reason), all usage on the dependent line(s) will be chargeable at the prevailing rates thereafter and the dependent lines will no longer have access to the free bundled units of the main line. We reserve the right to suspend any dependent line for any abuse of this plan.
- 7.10.8 **Termination of main line:** In the event that the main line is terminated, the dependent line(s) cannot remain on the SharePlus plan and will be provisioned with a default Welcome Plan unless otherwise terminated or changed to another service plan at the request of the customer.
- 7.10.9 **Porting of main line:** In the event where the main line is ported out to another service provider, the dependent line(s) will be provisioned with a default Welcome Plan unless otherwise terminated or changed to another service plan at the request of the customer.
- 7.10.10 **Non-eligibility for further promotions or value-added Services:** Unless otherwise stated, the dependent line(s) will not be eligible for any of the following:-
- (a) our handset upgrade or promotional handset offer;
  - (b) MultiSIM Service;
  - (c) Hub Club Go membership or Hub Club Go discount;
  - (d) Plus 3 Data Upsize @ \$6.11/month (or such other rate as may be prescribed by us from time to time) value-added Service; or
  - (e) sharing of SMS/MMS promotions or add-on bundles offered to or subscribed on the main line (including the free 100 SMS/MMS per month as part of the promotion for GIRO or recurring credit card payment).

## 7.11 NumberShare

- 7.11.1 **Description:** **NumberShare** value-added Service allows you to share your voice minutes and data with your mobile phone, thereby allowing you to use your apps, surf and call using the same number as your mobile phone. In addition, you will receive:
- (a) an additional 1GB data allowance which you may share for your data usage (except for roaming and SMS usage) on both your mobile phone and cellular watch; and

- (b) an additional 50 voice minutes which you may share for your voice minutes usage on both your mobile phone and cellular watch.

**7.11.2 Charges:** This value-added Service is available at the usual price of \$8.15 a month (or such other rate as may be prescribed by us from time to time). One-time activation charge of \$12(GST inclusive) is chargeable during sign-up..

**7.11.3 Requirements:** You will have to meet the following requirements to subscribe to this value-added Service:-

- (a) use a compatible cellular watch that is supported by the Service;
- (b) use and continue to use the same cellular watch during the term of your subscription of this value-added Service;
- (c) are the registered subscriber or account holder of a mobile number;
- (d) your mobile number must be tied to an eligible 4G post-paid mobile voice plan activated with HD Voice Plus as determined by us, and your mobile plan is valid and active; and
- (e) your mobile number is the primary number and is not tied to a multi-SIM; otherwise, you need to unsubscribe your mobile number from such multi-SIM.

**7.11.4 Use:**

- (a) This value-added Service is strictly for your personal use. You will not be eligible for this value-added Service if your mobile number is registered under another person's or party's name. For example, if your StarHub 4G mobile post-paid voice plan is under your employer's name and billed to your employer, please approach your employer's assigned StarHub account manager (if any) to determine your eligibility to subscribe to this value-added Service.
- (b) This value-added Service is tied to a specific cellular watch. If you have more than one cellular watches and you wish to subscribe to this value-added Service, each cellular watch must have its own subscription of this value-added Service.
- (c) If your cellular watch tied to this value-added Service is damaged, lost or you wish to replace it with another one for any reason whatsoever, you will need to terminate this value-added Service; otherwise you will continue to be charged for this value-added Service.
- (d) If you wish to replace your existing cellular watch you use for this value-added Service, you will need to terminate your existing subscription of this value-added Service and sign up for a new subscription tied to your new cellular watch.
- (e) This value-added Service is also tied to a specific mobile number. If you change your mobile number, you will need to terminate this value-added Service; otherwise, you will continue to be charged for this value-added Service.
- (f) This value-added Service is tied to a specific mobile number. If you have more than one mobile number and you wish to subscribe to this value-added Service, each mobile number must have its own subscription of this value-added Service.
- (g) You do not need to limit your usage of voice and data to the allocated bundle (including the additional 1 GB allowance and additional 50 voice minutes). You can use above such allocated bundle. If your usage of voice and data exceeds the allocated bundle (including the additional 1 GB allowance and additional 50 voice minutes), you will be charged the excess in accordance

with our prevailing rates.

**7.11.5 Compatible cellular watches:** The list of compatible cellular watches for this value-added Service include:

- (a) Apple Watch Series 3 (GPS and cellular), Apple Watch Series 4 (GPS and cellular) and Samsung Galaxy Watch cellular
- (b) such other cellular watches as may be determined by us from time to time. Please refer to our website on this matter and specifically our frequently asked questions section on this value-added Service.

**7.11.6 Compatible mobile plans:** You are not eligible to sign-up for this value-added Service if you are our pre-paid customer or if you are a subscriber of our data-only SIM mobile plan. The list of compatible mobile plans for this value-added Service include:-

- (a) Mobile+ \$65/\$95/\$125/\$155 / \$69 / \$99 / \$129 / \$169 2-year Plan;
- (b) Mobile+ \$38/\$45 SIM Only 1-year Plan;
- (c) 4G \$45/\$55/\$80/\$110 2-year Plan;
- (d) 4G \$25/\$50/\$80 SIM Only Plan;
- (e) \$55/\$80/\$110 2-year Plan;
- (f) \$50/\$75/\$105/\$238 2-year Plan;
- (g) Lite/XS/S/M/L/XL Plan;
- (h) XS/S/M/L/XL SIM Only Plan;
- (i) Youth XS/S/M/L/XL SIM Only Plan;
- (j) SurfHub 12/15/18/24;
- (k) HomeHub Go Mobile;
- (l) Shareplus Dependent Line;
- (m) 4G 3/4/6/12/300M;
- (n) SmartBuddy;
- (o) SmartSurfHD; and
- (p) such other plans as may be determined by us from time to time.

**7.11.7 No Minimum Period of Service:** There is no Minimum Period of Service for this value-added Service.

**7.11.8 Charging:** All data and voice usage through your cellular watch and mobile plan will be shared. If your usage of data and voice exceeds the allocated bundle (including the additional 1GB allowance and additional 50 voice minutes), you will be charged the excess in accordance with our prevailing rates.

**7.11.9 No Roaming:** Roaming is not enabled for this value-added Service even if you have enabled roaming on your mobile phone, number or plan.

**7.11.10 No Transfer:**

- (a) You cannot transfer this value-added Service to another mobile number even if you are the registered subscriber of such other mobile number.
- (b) You cannot transfer this value-added Service to another cellular watch even if you are the owner of such cellular watch.

**7.11.11 Termination of this value-added Service:**

- (a) If you wish to terminate this value-added Service, you can do at any time via My StarHub App, My Account Manager, StarHub Business Manager App (where relevant), My Business Account (where relevant) or via such other means as may be prescribed by us from time to time. Upon termination, we will prorate any unused Charges.
- (b) Any transfer in ownership or termination of your mobile number and/or your mobile plan tied to your mobile number will result in the termination of this value-added Service.

**7.11.12 Suspension:** Any suspension of your mobile number and/or your mobile plan tied to your mobile number will result in the suspension of the value-added Service. The value-added Service will resume when the mobile number and/or mobile plan is resumed.

**7.11.13 Termination or variation without notice:** We reserve the right to amend, change, withdraw or terminate this value-added Service and/or any of these terms and conditions at any time and without prior notice. You will not be entitled to any payment or compensation whatsoever in respect of such termination or variation.

**8. FamilyConnect**

**8.1 Description:** The FamilyConnect Service allows you to use our post-paid Mobile Services via eSIM without having to use a physical SIM card, provided that you use an eSIM-compatible cellular watch.

**8.2 Eligibility:** To be eligible for the FamilyConnect Service, you must have valid identification documents and be approved by us. You must also have an active subscription of our Mobile Services on one of the following plans:-

- 8.2.1 \$25 SIM Only Plan;
- 8.2.2 \$50 SIM Only Plan;
- 8.2.3 \$80 SIM Only Plan;
- 8.2.4 \$25 SIM Only 1-year Plan;
- 8.2.5 \$50 SIM Only 1-year Plan;
- 8.2.6 \$80 SIM Only 1-year Plan;
- 8.2.7 \$50 2-year Plan;
- 8.2.8 \$75 2-year Plan;
- 8.2.9 \$105 2-year Plan;
- 8.2.10 \$238 2-year Plan;
- 8.2.11 \$55 2-year Plan;
- 8.2.12 \$80 2-year Plan;
- 8.2.13 \$110 2-year Plan;
- 8.2.14 XS / S / M / L / XL SIM Only Plan;
- 8.2.15 Mobile+ \$65 2-year Plan;
- 8.2.16 Mobile+ \$95 2-year Plan;
- 8.2.17 Mobile+ \$125 2-year Plan;
- 8.2.18 Mobile+ \$155 2-year Plan;
- 8.2.19 Mobile+ \$69 2-year plan;
- 8.2.20 Mobile+ \$99 2-year plan;
- 8.2.21 Mobile+ \$129 2-year plan;

- 8.2.22 Mobile+ \$169 2-year plan;
  - 8.2.23 Mobile+ \$38 SIM Only 1-year Plan;
  - 8.2.24 Mobile+ \$45 SIM Only 1-year Plan;
  - 8.2.25 4G \$25 SIM Only Plan;
  - 8.2.26 4G \$50 SIM Only Plan;
  - 8.2.27 4G \$25 SIM Only 1-year Plan;
  - 8.2.28 4G \$50 SIM Only 1-year Plan;
  - 8.2.29 4G \$45 2-year Plan;
  - 8.2.30 4G \$55 2-year Plan;
  - 8.2.31 4G \$80 2-year Plan;
  - 8.2.32 4G \$110 2-year Plan; and
  - 8.2.33 such other plan as may be determined by us from time to time.
- 8.3 **Compatible cellular watches:** You must use an eSIM-compatible cellular watch. Such cellular watches currently include the following:-
- 8.3.1 Apple Watch Series 4 or later; and/or
  - 8.3.2 such other cellular watch as may be determined by us from time to time. Please refer to our website on this matter and specifically, our frequently asked questions section on FamilyConnect.
- 8.4 **Setting up FamilyConnect:**
- 8.4.1 You must follow our instructions on how to set up FamilyConnect on your cellular watch.
  - 8.4.2 You will receive an email instruction to activate FamilyConnect.
  - 8.4.3 We may from time to time release updated versions of each eSIM profile. You must successfully download and maintain our most recently updated version of the eSIM profile on your cellular watch in accordance with our instructions.
  - 8.4.4 You can only use one eSIM profile (including mobile number) in your cellular watch at any one time.
  - 8.4.5 One-time activation charge of \$12.11 (GST inclusive) is chargeable during sign-up.
  - 8.4.6 We currently waive the eSIM profile download Charge (\$10.90) for the first five downloads of each eSIM profile for FamilyConnect. You will be charged the eSIM profile download Charge from the sixth download onwards (sixth download inclusive), including for downloads pursuant to Clauses 8.4.3, 8.5 or 8.6.
- 8.5 **Troubleshooting:** You may from time to time need to delete your existing eSIM profile and re-download it as part of troubleshooting.
- 8.6 **Device-unique eSIM:** Once you have successfully downloaded the eSIM profile, it will be tied to, and remain in your cellular watch. In the event that you change your cellular watch, you will need to download the same eSIM profile onto your new cellular watch.
- 8.7 **Use:**
- 8.7.1 You shall be solely responsible for the use of all eSIMs registered under your account and all applicable Charges in relation thereto, in the same manner as you would for a physical SIM card, including but not limited to, monthly subscription Charges, excess Charges, suspension, reconnection of Services, etc.
  - 8.7.2 You shall be solely responsible for all data and Content residing in your eSIM and cellular watch, including but not limited to performing any backup of such data and Content.
  - 8.7.3 If you damage or lose your cellular watch, you are strongly encouraged to notify us to request for a deactivation of your eSIM.
  - 8.7.4 Mobile Services that relate to SIM and/or SIM card as set out in these Service Specific Terms &

Conditions will also apply to eSIM under the FamilyConnect Service in so far as such Mobile Services are accessible and available with FamilyConnect (such accessibility and availability to be determined by us in our absolute discretion), in which case the relevant Terms & Conditions for such Mobile Services shall apply.

8.8 **No Multi-SIM:** You will not be eligible for FamilyConnect if you are a MultiSIM subscriber. Similarly, we do not offer MultiSIM for FamilyConnect subscribers.

8.9 **Mobile Services that are unavailable:** The following Mobile Services are neither accessible nor available with FamilyConnect:

8.9.1 SmartSupport;

8.9.2 International Roaming;

8.9.3 NumberShare; and

8.9.4 such other Mobile Services as may be determined by us from time to time in our absolute discretion.

## SECTION B: CIS AND OTHERS

### I. Corporate Individual Scheme (CIS) exclusive

- I.1 **Eligibility:** CIS is open to all eligible CIS companies as may be determined by us in our absolute discretion from time to time, their employees and/or their employees' children aged 24 years and below, who successfully subscribe, port-in or re-contract to our - 4G \$55 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year plan, Mobile+ \$69 2-year plan, Mobile+ \$99 2-year plan, Mobile+ \$129 2-year plan, Mobile+ \$169 2-year plan, mobile plans (or such other plans as may be determined by us from time to time) for a 24-month Minimum Period of Service per mobile line. In addition, we reserve the right to determine the eligibility of each applicant under CIS and applications are subject to our acceptance at our absolute discretion.
- I.2 **Verification:** All eligible CIS employees are required to present their original staff passes and/or NSF passes (for certain CIS employees) at the point of sign up for our verification. We reserve the right to request from eligible CIS employees and CIS applicants in general for other supporting information and documents for verification as may be determined by us in our absolute discretion.
- I.3 **Not valid with other promotions:** As CIS is an exclusive programme, it is not valid with any other offers, promotions, discounts, schemes and/or programmes which we may offer to our customers from time to time.
- I.4 **Our right:** We reserve the right to change (whether in part or in whole), suspend or terminate CIS, including these terms and conditions and/or any of the CIS service offerings, at any time without notice and liability.

### 2. Facebook Services

- 2.1 **Eligibility:** The Facebook for Feature Phones Service and the Facebook Zero Service set out below (the "**Facebook-specific Services**") are available to both our post-paid and pre-paid subscribers. Do note that you will need a supported handset to use the Facebook for Feature Phones Service.
- 2.2 **Charges:** The Facebook-specific Services below are provided with the intention of giving you an opportunity to try out the Service for free and to encourage subscribers to use data on their phones as a way of education and awareness of the social networking facility. It is not intended to mislead you in thinking that all Facebook sites are free on your mobile. You agree that the usual data Charges shall apply if you browse beyond the scope of Facebook Services provided below. In particular, please be aware that:-
- 2.2.1 unless stated otherwise, the usual data Charges apply when you access the Facebook-specific Services;
- 2.2.2 data or usage Charges may apply for any 3rd party applications which allow access to Facebook;
- 2.2.3 if you choose to browse pictures, images, videos or any 3rd party sites or links which are not zero-rated or contained within Zero Sites, you will be charged with the usual data Charges according to your current data plan; and
- 2.2.4 Facebook Mobile (<http://m.facebook.com>), which is the full mobile site of Facebook complete with pictures, images and videos links, is not a free site and usual data Charges will apply if you access Facebook through it.

### 2.3 Facebook for feature phones

- 2.3.1 **Description of Service:** This Facebook for Feature Phones Service allows access to Facebook using

a Java based application. This application includes main Facebook features including newsfeed, messages, friend search, and photos.

- 2.3.2 **Happy Stars pre-paid Subscribers:** Unless otherwise notified by us, all pre-paid Happy Stars customers will enjoy the Facebook for feature phones application with no data Charges.

## 2.4 Facebook Zero

- 2.4.1 **Description of Service:** Zero is a text-only version of the mobile version of Facebook which allows you to only view all Facebook content in text. All other images and videos will be reflected in a URL link. Upon clicking these URL links, you will be linked out of Zero sites and will incur the usual data Charges in accordance with paragraph 1.2(c) in the above.

- 2.4.2 **Accessibility:** You may access Zero on your mobile phone through <http://0.facebook.com> or <http://zero.facebook.com> ("**Zero Sites**") with the following set as your access point:-

- (a) "StarHub Data post-paid" or "SHWAP", if you are a post-paid customer; and
- (b) "StarHub Data pre-paid", if you are a pre-paid customer,

(collectively, "**Access Points**").

- 2.4.3 **Applicable access points:** Zero is free of charge for you if you access it from your mobile phone using the Access Points applicable to you, depending on whether you are a post-paid or a pre-paid customer. We will not provide any refund to you for Charges incurred if the wrong access point is used to access Zero.

## 3A. EasyGo

- 3A.1 **Eligibility:** You are eligible to sign up for EasyGo if you:-

3A.1.1 are a post-paid mobile customer;

3A.1.2 have signed up for or recontracted to a SIM Only Plan that is tied to EasyGo (each an "**Eligible Plan**"); and

3A.1.3 are purchasing an eligible mobile device ("**Eligible Mobile Device**");

We reserve the right to (i) determine your eligibility to participate in EasyGo; and (ii) select the mobile device that is eligible for EasyGo.

- 3A.2 **Description:** Subject to Clause 3A.4 below:

3A.2.1 If you are eligible and have enrolled in EasyGo, 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 ("**EasyGo 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 EasyGo Term as set out in Clause 3A.2.2 below.

3A.2.2 The regular retail price of the Eligible Mobile Device at the time of your enrolment in EasyGo ("**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.

**3A.3 Enrolment in EasyG0:** You will only be allowed to enrol at most once in EasyG0 for each mobile line. However, we reserve the right to determine a customer’s eligibility to participate in EasyG0.

**3A.4 Termination:** If:

3A.4.1 you miss an Instalment Payment;

3A.4.2 you no longer have the Eligible Plan with us or the Eligible Plan has been changed to a plan type that is not a SIM Only Plan, regardless of whether this is due to expiry, termination or any other reason;

3A.4.3 you transfer ownership of the Eligible Plan;

3A.4.4 your billing account is transferred or merged; or

3A.4.5 EasyG0 is terminated for any reason;

you will automatically be withdrawn from EasyG0 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 EasyG0 Term, then multiplied by the number of months in the EasyG0 Term for which you have not been billed an Instalment Payment. For the avoidance of doubt, the Remaining Purchase Price is in addition to any applicable early termination charges and your obligation to pay any outstanding Instalment Payment(s).

**3A.5 Example:**

RRP	:	\$1400
Discount	:	\$200
Eligible device voucher	:	\$50
Trade-in value	:	\$300
EasyG0 Term	:	12 months

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

$$\text{Remaining Purchase Price (assuming customer is withdrawn from EasyG0 after being billed for 10 Instalment Payments)} = ((\$1400 - \$300) / 12) \times 2 = \$183.33$$

**3A.6 Suspension:** EasyG0 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 monthly post-paid bill and you shall continue to pay the instalments on time.

### **3. Promotions**

#### **3.1 Usage of Mobile handset upgrade voucher**

**3.1.1 Description:** The handset upgrade voucher is for ONE time use only with the renewal of the contract of the stated mobile line with a 2-year mobile phone package and cannot be combined with any other vouchers/promotions. You may not use the handset upgrade voucher for the payment of any bills or the purchase of any accessories. It can only be used in a single transaction and any unused amount will be forfeited.

**3.1.2 Requirements for redemption:** Before redeeming your voucher, you must have:-

- (a) fulfilled the Minimum Period of Service applicable to your mobile contract with us; and

- (b) paid, in full, all outstanding balances of your account(s) with us.

3.1.3 **No refund nor exchange:** This voucher is valid until the expiry date stated on the voucher and is strictly:-

- (a) not exchangeable for cash or kind;
- (b) non-refundable;
- (c) non-transferable; and
- (d) applicable for the customer and mobile line stated on the voucher only.

3.1.4 **Requirements for Student Plans:** In order to subscribe for the Student Plans, you are required to:-

- (a) produce a valid local student pass and your NRIC/birth certificate if you are under 16; or
- (b) produce your IIB if you are currently servicing your full-time national service.

3.1.5 **Requirements for corporate customers:** If you are a corporate customer, you will have to produce your Staff pass and NRIC/birth certificate when you re-contract for our Services. You understand that this can only be done at selected StarHub shops as notified by us.

3.1.6 **Waiver of Charge:** The prevailing Charge under the early handset upgrade scheme will be waived upon your usage of this voucher.

## SECTION C: DATA-FREE APPS

### I. Service

- I.1 “Service” refer to our Data-free Apps and include Unlimited Video, Unlimited Social and/or Unlimited Chat.
- I.2 Data-free Apps can be subscribed by both consumers and business customers.
- I.3 In addition to these terms and conditions, the use of Data-free Apps is subject to StarHub's prevailing General Terms & Conditions and any other terms and conditions that we may have agreed to from time to time. If you are a consumer, please refer to our Consumer General Terms & Conditions on our website. If you are a business customer, please refer to our Business General Terms & Conditions on our website.
- I.4 We reserve the right to change (whether in part or in whole) the applicable terms and conditions in connection with Data-free Apps (including these terms and conditions), the Data-free Apps service (including its features and apps offered) and all changes shall be posted on our website and shall take effect from the date that they are posted. If you continue to use Data-free Apps, you will be taken to have accepted the changes. You are therefore advised to access our website for the latest and most updated terms and conditions.

### 2. Eligibility

- 2.1 You are eligible to subscribe to Data-free Apps if you are an active and registered subscriber of any of the following StarHub post-paid mobile plans -, or if you are the active and registered subscriber of the SharePlus parent plan (excluding the SharePlus dependent plan):-
  - (a) 4G3 or SIM Only 4G3;
  - (b) 4G4 or SIM Only 4G4;
  - (c) 4G5 or SIM Only 4G5;
  - (d) 4G6 or SIM Only 4G6;
  - (e) 4G12 or SIM Only 4G12;
  - (f) XS or SIM Only XS;
  - (g) S or SIM Only S;
  - (h) M or SIM Only M;
  - (i) L or SIM Only L;
  - (j) XL or SIM Only XL;
  - (k) \$25 SIM Only;
  - (l) \$50 SIM Only;
  - (m) \$80 SIM Only;
  - (n) \$25 SIM Only 1-year Plan;
  - (o) \$50 SIM Only 1-year Plan;
  - (p) \$80 SIM Only 1-year Plan;
  - (q) \$50 2-year Plan;
  - (r) \$75 2-year Plan;
  - (s) \$105 2-year Plan;
  - (t) \$238 2-year Plan;
  - (u) Welcome Plan;
  - (v) \$55 2-year Plan;
  - (w) \$80 2-year Plan;
  - (x) \$110 2-year Plan;
  - (y) \$69 2-year plan;
  - (z) \$99 2-year plan;
  - (aa) \$129 2-year plan;
  - (bb) \$169 2-year plan; and

(cc) such other plan as may be determined by us from time to time

(each an "Eligible Plan").

2.2 We reserve the right to change, add, remove, suspend and/or terminate any of the above plans from time to time without notice.

### 3. Usage

3.1 With the Service, you will enjoy free local data access to certain listed applications or apps via your mobile device ("App", "Apps" or "App List"). However, the following access are excluded from the Service, are chargeable and will be deducted from your local data bundle:-

- (a) access to advertisements within the App, including pictures, audio, videos, third party content (e.g. GIFs, external videos, maps);
- (b) access to apps which are not within the App List;
- (c) access to external and/or re-directed links and/or apps; and
- (d) such other chargeable access as may be notified by us from time to time.

3.2 The Service is not applicable via web browser / mobile browser. You will be charged for access to the Apps and other apps via web browser / mobile browser.

3.3 The Service is for your own personal use and is subject to our fair usage policy. If we determine that you have exceeded our fair usage policy beyond a threshold at any time during the monthly bill cycle as determined by us in our absolute discretion, we may impose a speed limit on the applicable Service until the end of the affected bill cycle. Any speed limit imposed will be lifted at the start of your next bill cycle. Tethering and hotspots will not be covered under the Service.

3.4 The Service is only available to selected Apps as listed by us at our website in the App List at the following URLs or such other URLs as may be notified by us from time to time: [www.starhub.com/data-free-apps](http://www.starhub.com/data-free-apps) (if you are a consumer) or [www.starhub.com/data-free-apps-biz](http://www.starhub.com/data-free-apps-biz) (if you are a business customer).

3.5 The Service can only be accessed via one device at any time and cannot be accessed simultaneously via multiple devices.

3.6 We will not be responsible for the internet connectivity (including such networks, platforms and/or mobile data connection used for internet connectivity), the quality thereof or the devices through which you access the Service, each of which may affect the quality of the Service and your experience. Without prejudice to the foregoing, we will not be responsible for any Service failure, interruption or performance degradation arising from any failure in internet connectivity, the quality and connectivity of such networks or platforms, mobile data connection and/or the devices through which you access the Services, or any lack of compatibility thereof.

3.7 You can subscribe to all THREE Data-free Apps at any point of time per mobile line.

3.8 For the avoidance of doubt, Service is applicable only to local data usage charges, and not for roaming data usage Charges. Standard roaming data usage Charges will apply when you access any of the App when roaming.

3.9 The Service does not include the Apps' subscription Charges (if any).

4. The Apps are not owned, operated, maintained, recommended, endorsed and/or guaranteed by us in any way as they belong to third parties or their licensors. We will not be liable in any way for any content, products, services or information which you may access, obtain and/or receive from the Apps.

5. You are solely responsible for setting or configuring the mobile data access point ("APN") to 'shwap' in order to enjoy streaming without having to incur local data Charges under the Service; otherwise, you will be automatically and immediately charged. We are not obliged to provide any waiver or refund to you for Charges incurred if you fail to set or configure the APN to 'shwap' or if you incorrectly set or configure to the wrong access point or otherwise.
6. As we may change our Data-free Apps business partner and Apps from time to time, please visit our website [www.starhub.com/data-free-apps](http://www.starhub.com/data-free-apps) (if you are a consumer) or [www.starhub.com/data-free-apps-biz](http://www.starhub.com/data-free-apps-biz) (if you are a business customer) for the most updated list of applicable App.
7. We may, from time to time, withdraw, suspend or change the Service, including any apps business partner and/or App, without notice. If you continue to use the Service, you will be taken to have accepted the changes.

## 8. Charges and Billing

- 8.1 You will be charged a one-time Charge of \$5.45 for every activation of a Data-free App. For example, you will be charged \$10.90 (i.e. \$5.45 x 2) if you activate 2 Data-free Apps and \$16.35 (i.e. \$5.45 x 3) if you activate 3 Data-free Apps. There is no proration of the one-time Charge. You will be charged the full amount regardless of when you sign up for the Service.

Unless otherwise notified by us, we will not charge you the above activation Charges if you are an active subscriber of any of the following plans:-

- (i) \$25 SIM Only Plan;
  - (ii) \$50 SIM Only Plan;
  - (iii) \$80 SIM Only Plan;
  - (iv) \$25 SIM Only 1-year Plan;
  - (v) \$50 SIM Only 1-year Plan;
  - (vi) \$80 SIM Only 1-year Plan;
  - (vii) \$50 2-year Plan;
  - (viii) \$75 2-year Plan;
  - (ix) \$105 2-year Plan;
  - (x) \$238 2-year Plan;
  - (xi) Welcome Plan;
  - (xii) \$55 2-year Plan,
  - (xiii) \$80 2-year Plan,
  - (xiv) \$110 2-year Plan,
  - (xv) \$69 2-year plan;
  - (xvi) \$99 2-year plan;
  - (xvii) \$129 2-year plan;
  - (xviii) \$169 2-year plan and
  - (xix) such other plans as may be determined by us from time to time.
- 8.2 In addition to the one-time Charge, you will be charged a monthly subscription Charge of \$10.90 for Unlimited Video, \$10.90 for Unlimited Social and \$6.10 for Unlimited Chat per bill cycle applies.
  - 8.3 Monthly subscription Charges will be pro-rated according to your bill cycle. StarHub reserves the right to change its bill cycle as it deems fit.
  - 8.4 If there is a change in the Eligible Plan, the Service will be automatically and immediately terminated without notice. If you wish to re-subscribe to the Service again, you will then need to be on the Eligible Plan and re-apply or re-subscribe to the Service and pay the prescribed one-time Charge and relevant monthly subscription Charges.
  - 8.5 Unless otherwise stated, all Charges quoted in these terms and conditions are inclusive of goods and services tax.
  - 8.6 Our records shall be final and conclusive for all Charges and usage incurred.

- 9      **Termination:** Upon termination of the Service during a billing cycle, monthly subscription Charges will be pro-rated according to your billing cycle. Your data usage will be deducted from your local data bundle and local data usage beyond your data bundle is charged at \$10.90/GB, capped at \$171.14 on 4G plans or \$242.45 on Lite/XS/S/M/L/XL/\$25 SIM Only Plan/\$50 SIM Only Plan/\$80 SIM Only Plan/\$25 SIM Only 1-year Plan/\$50 SIM Only 1-year Plan/\$80 SIM Only 1-year Plan/\$50 2-year Plan/\$75 2-year Plan/\$105 2-year Plan/\$238 2-year Plan/\$55 2-year Plan/\$80 2-year Plan/\$110 2-year Plan, Mobile+ \$65 2-year Plan, Mobile+ \$95 2-year Plan, Mobile+ \$125 2-year Plan, Mobile+ \$155 2-year Plan Mobile+ \$69 2-year Plan, Mobile+ \$99 2-year Plan, Mobile+ \$129 2-year Plan, Mobile+ \$169 2-year Plan.
- 10     **Data Protection:** You agree to StarHub's Data Protection Policy ("Policy"), which may be found at our website, including the StarHub Additional Purposes and Preferred Partners Additional Purposes. You may manage your consent preferences at any time via the options available in the Policy.

## SECTION D: VOICE OVER WIFI

### 1. Terminology

In this Section, "**VoWiFi**" refers to our voice calls over a wireless network Service.

### 2. Availability

VoWiFi is available to you free of charge if you are an active Post-paid mobile subscriber. For the avoidance of doubt, VoWiFi will not be available to you if your Post-paid mobile subscription is suspended.

### 3. Service

3.1 **Quality and coverage:** VoWiFi allows you to switch from our mobile Network to available logged-in wireless networks or hotspots ("**WiFi**"), allowing for better coverage when voice calls are made. This Service will enable you to make high definition voice calls in places with restricted or no mobile Network coverage.

3.2 **Talktime deduction:** Talktime will be utilized and deducted from your existing mobile plan or bundle.

3.3 **Acknowledgement:** You acknowledge and agree that our ability to provide VoWiFi to you without Charge is based on our limited warranty, disclaimer and limitation of liability as set out in these Service Specific Terms & Conditions.

### 4. Usage

In order to use our VoWiFi Service, you must first:-

- 4.1 use an approved mobile device, as may be notified by us from time to time;
- 4.2 be on a StarHub 4G mobile plan activated with HD Voice+;
- 4.3 activate, enable or turn on the WiFi calling feature on your approved mobile device; and
- 4.4 successfully log on to the WiFi.

If you are unable or do not do all of the above, you will not be able to use our VoWiFi Service.

### 5. Liability

5.1 **Scope:** You acknowledge and agree that the WiFi is not provided by us and therefore falls outside our responsibility and control. You shall abide by the terms and conditions in connection with your use of the WiFi.

5.2 **No guarantees:** Without prejudice to these Service Specific Terms & Conditions, due to the nature of the VoWiFi Service and the WiFi, we are unable to guarantee that the Service will always be available continuous, uninterrupted, and/or error free<sup>4</sup>.

5.3 **No warranties:** We do not warrant that the VoWiFi Service is fault free, secure or fit for your particular transaction.

5.4 **Your responsibility:** You shall assume responsibility and risk at all times in connection with the use of the VoWiFi Service. We will not be responsible for any losses of any kind.

**6. Our right**

We reserve the right in our sole discretion to suspend, terminate, withdraw or modify the VoWiFi Service at our absolute discretion, without prior notice and without any liability.

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<sup>4</sup> This is due to the VoWiFi Service being, amongst other factors, dependent on the device (including its functionality/, capability, compatibility, condition and operation) and the WiFi (including its availability, coverage, capacity, functionality, capability, strength, etc.)