

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

BUSINESS IDD (008/018) RATES SERVICES

These are our Service Specific Terms & Conditions for Business IDD (008/018) and together with any other terms and conditions that you and we have agreed or accepted from time to time, they form the Agreement between you and StarHub.

1. How you may be Eligible for the Services

- 1.1 In order to subscribe to the Services, you must have a valid and active direct exchange line and/or mobile telephone line from another Service Provider(s). We may allow you to register for the Services through line(s) that do not belong to you provided that you shall obtain all relevant consent(s) in writing from the owner(s) of such line(s) and shall be solely and fully responsible for use of the Services under your account, including the payment of all Charges incurred arising from and/or in connection with the Services and whether used by you and/or anyone else (regardless of whether such use was with your express consent, knowledge or otherwise).
- 1.2 The following lines are eligible for the Services:
 - 1.2.1 StarHub business registered fixed lines;
 - 1.2.2 other Service Providers' business-registered fixed lines which have been successfully registered with us enabling such lines to access and use the Services;
 - 1.2.3 other Service Providers' business-registered mobile lines which have been successfully registered with us enabling such lines to access and use the Services.
- 1.3 We reserve the right to change any of the country (or countries) and/or the prevailing rates or Charges of the Services at any time without prior notice to you.
- 1.4 There may be different rates or Charges for calls terminating to fixed lines in a particular country and for calls terminating to mobile lines in the same particular country.
- 1.5 You must, at all times, provide us with such information as may be necessary or desirable for us to provide you with the Services.
- 1.6 We may choose not to accept your application at our discretion.

2. Scope of the Services

- 2.1 You shall be solely responsible, at your own cost and expense, for:
 - 2.1.1 providing all equipment and networks (including the PABX) which are connected to and/or used in conjunction with the Services;
 - 2.1.2 ensuring that all such equipment and networks (including the PABX) are compatible with the Services; and
 - 2.1.3 implementing the necessary security features on all such equipment and networks (including the PABX) and such security features shall include features to prevent unauthorised access or usage, including fraud or fraudulent use, of the Services.

3. Using the Services

- 3.1 We may, at our discretion, suspend or terminate the Services, whether in part or whole, if we determine in our absolute discretion that the Services have not been in use for a significant period of time. We will endeavour to give you notice of such suspension or termination. We will not be liable

to you or any third party for the foregoing termination, including the termination of any and all ancillary services.

- 3.2 We will not be responsible for any loss and/or damage that you may incur and/or suffer arising from and/or in connection with the use of your direct exchange line and/or mobile telephone service with other Service Provider(s) and/or any other services offered by other Service Provider(s).
- 3.3 If you terminate your direct exchange line and/or mobile telephone line which you have registered for the Services, you must inform us immediately in writing and also terminate the Services; otherwise you shall continue to be responsible for all Charges incurred arising from and/or in connection with such lines.
- 3.4 You must inform us immediately, and in any case within 24 hours, in writing where:
- 3.4.1 there are changes to your mobile telephone number or Service Provider; or
- 3.4.2 your mobile telephone or SIM card is lost or stolen.

You agree that until we have received your written notification of the above, you shall continue to be responsible for all Charges incurred arising from and/or in connection with the Services and lines registered with us.

- 3.5 All Charges will be calculated based on our records. Our records, including the duration of each call, shall be final and conclusive evidence.
- 3.6 The use of StarHub IDD Rates and the Services are subject to our prevailing Business General Terms & Conditions, Service Specific Terms & Conditions, and any other terms and conditions that you and we may have agreed or accepted from time to time. You may view our terms and conditions at Legal Notices & Terms.

4. **Other Legal Matters**

4.1 **Changes to this Agreement**

4.1.1 We may from time to time change any of these Terms & Conditions and/or any other applicable terms and conditions for the Services you subscribe for. We will notify you of such changes through written notice, electronic mail, our bill, our website, or such other form as we may decide. The display of the revised terms and conditions on our website will constitute notice of the changes and your continued use of the Services after such notice will constitute acceptance of the changes.

4.2 **Meanings**

This paragraph 4.2 sets out how certain words and phrases are used in this Agreement. Terms used but not defined in these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

What these words mean in this Agreement

4.2.1 "**IDD**" shall have the meaning set out in paragraph 4.2.2.

4.2.2 "**Services**" refer to StarHub Business IDD (008/018) Rates provisioned by StarHub Ltd (Reg. No. 199802208C) and/or the relevant Affiliate. The Services may be used by customers who choose to use our Network for their international direct dialling ("**IDD**") calls, even if they are using direct exchange lines and/or mobile telephone lines procured from other Service Providers.