

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
ONLINE STORE**

These are StarHub's Service Specific Terms & Conditions for customers who access the online store and/or any Content or Services therein (the "**Online Store**").

**TABLE OF CONTENTS**

SECTION A: GENERAL PROVISIONS ON USAGE..... 3  
SECTION B: MOBILE..... 6  
SECTION C: MOBILE (CIS)..... 7  
SECTION D: BROADBAND ..... 8  
SECTION E: TV ..... 9

**I. SECTIONS**

I.1 These Service Specific Terms & Conditions for the Online Store are divided into the following sections:-

- (i) Section A: General Provisions on Usage
- (ii) Section B: Mobile
- (iii) Section C: Mobile (CIS)
- (iv) Section D: Broadband
- (v) Section E: TV

I.2 For the avoidance of doubt, Section A applies to all customers who access the Online Store. In addition to Section A, only the sections relating to the Service which you access through our Online Store would apply to your relationship with us.

**2. SERVICE SPECIFIC TERMS & CONDITIONS**

2.1 **The Terms & Conditions:** In addition to these Service Specific Terms & Conditions, your use of and payment for products and/or Services obtained via the Online Store is governed by:-

- (i) the relevant Service Specific Terms & Conditions;
- (ii) the Consumer General Terms & Conditions;
- (iii) the provisions of Access and Use of our Website and our Online Services;
- (iv) our promotional terms and conditions; and
- (v) the StarHub Personal Data Protection Policy.

2.2 **Pricing and Promotions:** Where applicable, our Coupon Code Promotion and CIS Online Store Promotions terms and conditions apply.

- 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: GENERAL PROVISIONS ON USAGE**

**1. Applicability**

These are the set of terms and conditions which apply to the access of all Content or Services on our Online Store.

**2. Registration and eligibility**

**2.1 Personal details:** You hereby consent to our use of your personal details to contact and assist you in signing up for our Services.

**2.2 Documents:** Please provide us with your relevant documents when you subscribe for any of our Services or purchase any of our products through the Online Store.

**2.3 Changes:** Please be aware that the packages, offers, deals and Service plans that we provide to you on the Online Store are accurate at the time of printing and are subject to changes.

**2.4 Deposits:** If you hold an Employment Pass, Diplomatic Pass, Entrepass, Training Visit Pass, S Pass, Work Permit, Student Pass, Dependent Pass or Long Term Social Visit Pass or otherwise do not permanently reside in Singapore, you are required to pay a deposit in the range of \$200 to \$800 (depending on the Service you are signing up for) for any postpaid mobile sign-ups, broadband sign-ups or TV sign-ups. We reserve the right to change the amount of deposit payable at any time.

**2.5 Eligibility:** All applicants for our Services on the Online Store must be at least 18 years of age at the time of application. For permit/pass holders below the age of 21 and are applying for our Services or for any price plan, a local sponsor is required. Please refer to the following links for further details:-

2.5.1 Mobile Services eligibility:  
<http://www.starhub.com/personal/support/mobile/postpaid/eligibility-to-apply.html>

2.5.2 TV Services eligibility:  
<http://www.starhub.com/personal/support/tv/getting-started/eligibility-to-apply.html>

2.5.3 Broadband Services eligibility:  
<http://www.starhub.com/personal/support/broadband/getting-started/eligibility-to-apply.html>

**2.6 Early Termination Charge:** When you subscribe to any Mobile or Broadband Service we offer on the Online Store, this line or Service will be tied to either a 12-month or 24-month contract (the "minimum period of service"). Should this line or Service be terminated during the minimum period of service, an early termination Charge shall apply. For the avoidance of doubt, this Clause does not apply to customers who subscribe for any TV Service through the Online Store. Customers who subscribe for any TV Service through the Online Store should refer to Clause 2 of Section E.

**2.7 No downgrades:** We do not allow for any downgrades of service plan during the minimum period of service. If you wish to downgrade your service plan, downgrade fee Charges will apply.

**2.8 CIS/Business sign-ups:** Any phone, broadband or TV offer that is advertised by us is not applicable with CIS/Business sign-ups or other promotions, unless otherwise stated.

**2.9 No exchange or refund:** All items purchased via our Online Store are non-exchangeable & non-refundable.

3. **Pricing and Promotions**

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

3.2 **Additional discounts:** The total Charges indicated upon checking out your cart are indicative only, and is subject to your eligibility for additional discounts.

3.3 **Premiums:** All premiums are only available whilst stocks last.

4. **My Account:** When you place an order online via My Account to upgrade or downgrade an existing Service your order will be deemed accepted by us unless we notify you that your order has been rejected. We may reject your order at our absolute discretion and without assigning any reason.

5. **Product & Services provided by a third party:** In respect of Products or Services provided by a third party supplier, orders for such Products or Services may be subject to acceptance by the supplier. Your order will also be subject to such terms and conditions as may be imposed by the supplier. We will not be liable in any way for the supplier's provision or failure to provide the Products or Services.

6. **Delivery**

6.1 **Delivery and rescheduling of delivery:** We will deliver the products to the place of delivery designated by you and agreed to by us. Our delivery service will be available for Singapore (main island) only. You may make up to 2 requests to reschedule your delivery at a Charge of \$12.96 per request (or such other rate as may be prescribed by us). If the delivery cannot be completed by the third delivery date, there shall be no further attempts by us to deliver your order. There will also be no refund for your order if we are unable to complete the delivery by the third delivery date, or if we are unable to contact you to arrange the delivery.

6.2 **Bad weather and traffic conditions:** To help ensure that our riders are safe during delivery, delivery times may be affected due to bad weather and/or traffic conditions. We reserve the right to reject any order and shall have no liability to you under such circumstances.

6.3 **Delivery Charges:** Unless otherwise specified by us in writing, you are liable to pay for all delivery Charges.

6.4 **Delivery by instalments:** We may, in our absolute discretion, deliver the products by instalments in any sequence. Where the products are delivered by instalments, no default or failure on our part in respect of any one or more instalments will vitiate the contract for sale in respect of products already delivered or undelivered products.

6.5 **Third party delivery contractors:** We may use a third party delivery contractor to deliver your products to you and that delivery of the products will be subject to the terms and conditions between us and the delivery contractor.

6.6 **Delivery times:** Any delivery times quoted by us are only estimates and no guarantee or warranty is made by us or our delivery contractor that an order will be delivered with the quoted delivery times. We will not be liable for any delay in delivery of any products or Services, howsoever caused.

6.7 **Receiving your product:** When receiving your product from us, you must be present in person with a printout of the order email confirmation and your original NRIC/FIN to receive the goods and sign the relevant Service contract. If any of the above is not met, the delivery will be aborted.

7. **Software**

7.1 **Licence terms and conditions:** All software purchased from the Online Store are subject to the terms and conditions of the licence agreement relating to that software. You must comply with such licence agreement.

7.2 **No warranties:** You also acknowledge and agree that we do not warrant any software under this Agreement. All software is warranted in accordance with the licence agreement which governs its use.

7.3 **Title to the Software:** The title to the Software will remain with the applicable licensor(s) at all times even upon delivery of such Software to you.

8. **Risk of Loss**

The risk of loss for all Products purchased from the Online Store will pass to you upon delivery of the Products to you or your authorised representative.

**SECTION B: MOBILE****1. Applicability**

In addition to Section A, these are the set of terms and conditions which apply to the access of mobile Content or Services on our Online Store.

**2. Registration and eligibility**

**2.1 Trade-in unavailability:** The handset trade-in service is currently not available via Online Store.

**2.2 Porting:** StarHub Prepaid to Postpaid porting is currently available via Online Store.

**2.3 Early recontract fee:** If you renew your mobile Service contract between the 13<sup>th</sup> and 21<sup>st</sup> month, you will have to pay an early recontract fee of \$200 or \$350 (depending on the mobile plan or the type of phone that you use).

**3. Pricing and Promotions**

Only valid StarHub Reccontract vouchers may be used for applicable purchases on the Online Store.

**4. Delivery****4.1 Commencement of subscription fees****4.1.1 2-year mobile contract:**

- (a) New sign-ups: Your 2-year mobile contract and selected subscription fees will commence on the date of successful delivery of your handset.
- (b) Re-contract: Your 2-year mobile contract and selected subscription fees will commence on the date of successful completion of your online application.

**4.1.2 1-year SIM Only contract:** Your 1-year SIM Only contract will commence on the date of successful completion of your online application.

**4.2 Activation of New SIM Card:** If you opted for a change of SIM card when re-contracting for your existing mobile service line, your new SIM card will be ready for remapping of the relevant Service within 24 hours from the time of successful delivery to you. More information on the SIM card remapping can be found in My Account Manager.

## SECTION C: MOBILE (CIS)

### 1. **Applicability**

In addition to Section A, these are the set of terms and conditions which apply to the access of mobile Content or Services on our CIS Online Store.

### 2. **Registration and eligibility**

2.1 **Phone offers:** Any phone offer that is advertised by us is applicable only for participating companies under the Corporate Individual Scheme sign-ups.

2.2 **Porting:** StarHub Prepaid to Postpaid porting is currently available via our CIS Online Store.

2.3 **Trade-in unavailability:** The handset trade-in service is currently not available via our CIS Online Store.

2.4 **Early recontract fee:** If you renew your mobile Service contract between the 13<sup>th</sup> and 21<sup>st</sup> month, you will have to pay an early recontract fee of \$200 or \$350 (depending on the mobile plan or the type of phone that you use).

### 3. **Pricing and Promotions**

Only valid StarHub Recontract vouchers may be used for applicable purchases on the CIS Online Store.

### 4. **Delivery**

4.1 **Receiving your product:** In addition to the terms and conditions in Clause 6.7 of Section A, you must also provide us with either your (i) Staff Pass, (ii) Payslip, or (iii) HR Letter.

4.2 **Commencement of subscription fees:** Your 2-year mobile contract and selected subscription fees will commence on the selected delivery date.

4.3 **Activation of new SIM card:** If you opted for a change of SIM card when re-contracting for your existing mobile service line, your mobile service may be disrupted for up to 3 hours prior to delivery while your new SIM card is being activated.

## SECTION D: BROADBAND

### 1. **Applicability**

In addition to Section A, these are the set of terms and conditions which apply to the access of broadband Content or Services on our Online Store.

### 2. **Registration and eligibility**

- 2.1 **Early Termination Charge:** Should your broadband Service be terminated during the minimum period of service, a promotion early termination Charge and Service early termination Charges shall apply. Do note that the Service Early Termination Charges is not applicable for new sign-ups or re-contracts with effect from 28 March 2019. Please refer to the applicable Early Termination Charge stated in your subscription contract.
- 2.2 **Premium Top-up Charges:** All outstanding Premium Top-up Charges for any remaining period in the minimum period of service will be immediately payable if you are no longer subscribed to a Cable or Fibre Home Broadband Plan for any reason. This requirement is in addition to any applicable early termination Charges and other fees.



**SECTION E: TV**

**1. Applicability**

In addition to Section A, these are the set of terms and conditions which apply to the access of TV Content or Services on our Online Store.

**2. Early Termination Charge**

The minimum period of subscription of our TV Services is 12 or 24 months. In the event of any termination occurring during the relevant minimum period of subscription, an early termination charge and Service early termination charge shall apply.