



**Upcoming changes to
Plant Map Purchase & NCE**
January 2012



- StarHub will organise 2 mass briefing sessions to brief on the changes and address any concerns:
 - 1st session: 12th January 2012, Thursday, 10:00 a.m.
 - 2nd session: 19th January 2012, Thursday, 2:30 p.m.
- Both sessions will be held at:
 - 67 Ubi Avenue 1, Singapore 408942
 - StarHub Green, South Wing Level 3, Mini Theatre
- Please try your best to attend, we value your feedback!

- Revamped separate request forms for *StarHub Fixed Plant Map Purchase & StarHub Cable Vision CATV Plant Map Purchase*
- Request forms to reach us by hand, through fax, or by post; strictly not through email
- Payment to be advised after processing, no longer upfront payment for Fixed Plant Maps

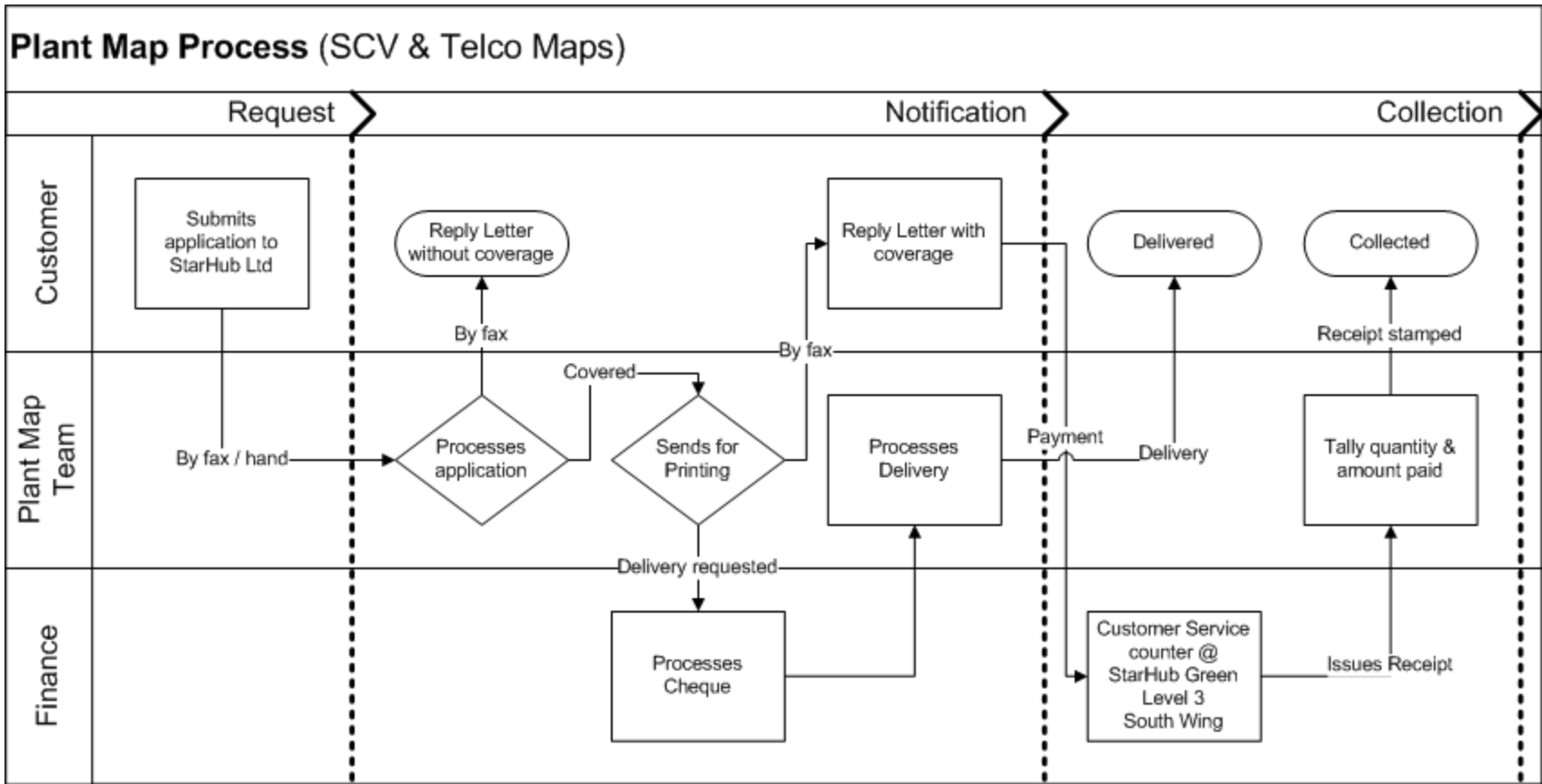
- Phasing out of cheque payment method
 - Cheque payments only applicable for deliveries
- Notifications (reply letters) sent out by fax
- To collect maps within 1 month of reply
- Maps remain valid for 6 months from date of issue

- Payment to be made at StarHub Green, South Wing Level 3
 - Bring along a copy of the reply letter, as barcode and payment details are on it
 - Payment can be made by Cash, NETS & Credit Cards
- Proceed to StarHub Green, North Wing Level 4 for collection
 - Bring along the original copy of the receipt as proof of purchase
- Collection times are strictly 9:00am – 11:30am & 2:00pm – 5:00pm on working days

- Existing request forms combined into one format
- Payment to be made at StarHub Green, South Wing Level 3
 - Bring along the request form, as barcode and payment details are on it
 - Payment can be made by Cash, NETS & Credit Cards
- Proceed to StarHub Green, North Wing Level 4 for submission
 - Bring along the original copy of the receipt as proof of purchase

- Notification period:
 - From now till 29th January 2012
- Transition period:
 - From 30th January 2012 to 26th February 2012
 - During this period, the new request forms will be uploaded to the various links at <http://www.starhub.com/contractorscorner.html>
 - Please use the new forms and adjust to the new business processes
- Cutoff date: **27th February 2012**
 - Cheques will no longer be accepted unless otherwise specified

Summarized Flowchart (Plant Map Process)



Summarized Flowchart (NCE Process)

