

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
eAPPOINTMENT@SHOPS

These are StarHub's Service Specific Terms & Conditions for customers who use our eAppointment@Shops service (the "**eAppointment Services**").

1. Service Specific Terms & Conditions

1.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the Service that you have subscribed for or the value-added Services that you have purchased.

1.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and other Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Services in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time. The provisions of StarHub's Personal Data Protection Policy would also apply to your relationship with us.

1.3 **Capitalised terms:** Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the Consumer General Terms & Conditions.

1.4 **Acceptance:** If you do not accept any of these terms and conditions, please discontinue your access to our eAppointment Services and/or any content or services therein.

2. Access

Our eAppointment Services may be accessed via the My Account webpage, My StarHub App or via any other means as we may prescribe from time to time.

3. Eligibility

3.1 In order to use our eAppointment Services, you must have:-

3.1.1 a valid Hub iD; or

3.1.2 a NRIC with mobile/e-mail for verification.

3.2 **Accurate information:** You must provide your full name as it appears in your NRIC or identification document. We reserve the right to delete or remove inaccurate, invalid or other irregular entries.

3.3 **Our discretion:** For the avoidance of doubt, all application for Services (whether for new Services, re-contract for existing Services, procurement of Equipment (including mobile handsets or devices) or otherwise) shall be subject to acceptance at our discretion and their availability.

4. Appointments

4.1 **Basis of scheduling appointments:** All appointments applied via our eAppointment Services are on a first-come, first-served basis and are subject to the availability of service slots, our resources and our acceptance. We reserve the right to reject any application at our discretion.

4.2 **eAppointment calendar:** Unless otherwise determined by us, our eAppointment Services for your visit to our designated StarHub shops are based on specific slots set out on our eAppointment calendar

(an "**Available Day**"). For the avoidance of doubt, you agree that our eAppointment Services are intended only for appointments at our designated StarHub shops and shall not be used by you to reserve, book or place any indication of interest in connection with any mobile handsets or devices.

- 4.3 **Maximum eAppointment slots:** Subject to availability of an Available Day, you shall only be entitled to apply for 1 eAppointment slot regardless of the total number of Services you have subscribed to.
- 4.4 **No changes:** You cannot make changes to your selected eAppointment once it is submitted. In order to make any change to your selected eAppointment, you must cancel your existing eAppointment and apply for a new one. However, we may need to change your eAppointment and will endeavour to notify you of such change.
- 4.5 **Appointment information:** You may view your eAppointment information via the My Account webpage or via My StarHub App. However, your eAppointment information will no longer be available for viewing after you have visited our designated StarHub shop at your selected eAppointment slot.
- 4.6 **Verification documents:** For verification purposes, you must bring along an original, valid form of identification (i.e. NRIC, FIN or Employment Pass with a minimum of 6 months validity) and any other relevant documentary proof (e.g. proof of billing address or tenancy agreement) as may be requested by us on the day of your eAppointment. We also reserve the right to conduct additional verifications at our discretion.