

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
IDD RATES**

These are StarHub's Service Specific Terms & Conditions for customers who have subscribed or registered for our IDD service (the "**IDD Services**").

I. 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.

2. Eligibility and rates

- 2.1 **Eligibility:** Our IDD rates are applicable to you if you are:-
- 2.1.1 our mobile post-paid customer;
 - 2.1.2 our digital voice home/global customer;
 - 2.1.3 a SingTel residential fixed line customer who has successfully registered for our IDD Service;
 - 2.1.4 a SingTel or MI's mobile postpaid customer who has successfully registered for our IDD Service;
 - 2.1.5 a StarHub HomeConnect card (prepaid international calling card) customer;
 - 2.1.6 a StarHub prepaid customer using IDD 008; and/or
 - 2.1.7 a customer using public StarHub payphones.
- 2.2 **Changes:** We reserve the right to change the country and/or the prevailing IDD rates at any time without prior notice.
- 2.3 **Charges**
- 2.3.1 Unless otherwise stipulated, different Charges may apply to calls terminating into registered mobile lines of certain countries.
 - 2.3.2 The prevailing local mobile airtime Charges or where applicable, usage Charges shall apply at all times.

3. **Other Mobile Service Providers**

3.1 **Terminology**

Term	
Services	Refers to your use of our IDD Service through your direct exchange lines and/or mobile telephone lines that you have chosen to retain with another Service Provider(s), which use shall be subject to our IDD rates.

3.2 **Relevant consents:** To apply for the Services, you must have a direct exchange line and/or mobile telephone line from another Service Provider(s). We may allow you to register for Services through line(s) that do not belong to you but you agree that you will solely be responsible for obtaining the relevant consent from the owner(s) of the line(s) and for the payment of all charges incurred further to the Services.

3.3 **Inactivity:** If you do not make use of the Services for a significant period, we may suspend or end the Services.

3.4 **Loss or damage:** We will not be responsible for any loss or damage you may suffer by the use of your direct exchange line and/or mobile telephone service with another Service Provider(s) or any other services offered by another Service Provider(s).

3.5 **Termination with Service Provider:** If you terminate your direct exchange line and/or mobile telephone line registered for the Services, you must inform us immediately to end the Services.

3.6 **Information to provide us:** You must inform us immediately, and in any case within 24 hours, in writing where:-

3.6.1 there are changes to your mobile telephone number or Service Provider; or

3.6.2 your mobile number or SIM card is lost or stolen.

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

4. **Our Rights**

All Charges will be calculated based on our records or, where applicable, records supplied to us by another Service Provider. All such records shall be final and conclusive evidence of the use of the Services and the duration of each call.