

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
MOBILE SERVICES**

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MOBILE PLANS, VALUE-ADDED SERVICES AND OTHERS

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I. SECTIONS

- I.1 These are StarHub's Service Specific Terms & Conditions for customers who have subscribed for or who have purchased our mobile voice, mobile data, roaming Services and/or other mobile value-added Services, promotions or otherwise (collectively, the "**Mobile Services**") whether under any of our Mobile Services Plans (each a "**Plan**") or otherwise.
- I.2 These Service Specific Terms & Conditions for Mobile Services are divided into the following sections:-
- (i) Section A: Post-paid Mobile Services
 - (ii) Section B: Pre-paid Mobile Services
 - (iii) Section C: Connecting Tones
 - (iv) Section D: Promotions and others
 - (v) Section E: Social Messaging Apps
 - (vi) Section F: Voice over WiFi
- I.3 For the avoidance of doubt, only the Section(s) relating to the Services which you have subscribed for or used or purchased would apply to your relationship with us.
- I.4 Unless otherwise specified, all promotions and Plans set out herein are valid and available at the rates stated until such date as determined by us.

2. SERVICE SPECIFIC TERMS & CONDITIONS

- 2.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the plan that you have subscribed for or the value-added Services that you have purchased.
- 2.2 **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 Mobile 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 StarHub.
- 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: POST-PAID MOBILE SERVICES**I. Basic terms and conditions**

I.1 Applicability: Clause I of this Section A are a set of terms and conditions which apply to subscribers of our post-paid mobile Plans offering any combination of voice calls, SMS, mobile data and other mobile Services (for the purposes of this section, the "**Services**").

I.2 Charges that may apply

I.2.1 Subscription Charges: The subscription Charges, as well as any additional Charges that may apply, will be billed monthly and charged to your StarHub Mobile bills.

I.2.2 Additional Charges: In addition to the stipulated Charges (for example, in our applicable brochures, marketing materials or otherwise), other Charges may apply to you, including, but not limited to, the Charges in connection with your SIM, administrative Charges and the excess Charges set out in the Clause I.11.

I.2.3 Other Local Charges (toll-free etc.): In addition to foregoing, there may be additional Charges for (i) the airtime usage for local toll-free calls (including calls made to the 1800- and/or 800- services, through the Services); and (ii) the airtime usage for calls made to premium rate services (including calls made to the 1900- services, through the Services).

I.2.4 Roaming Charges: In the event that you use our Services outside of Singapore, additional roaming Charges may apply. Please refer to Clause I.12 for terms and conditions applicable to Roaming Services for post-paid customers.

I.2.5 Records supplied by another Service Provider: You agree that at all times the Charges will be calculated based on records supplied to us by another Service Provider. The Charges will also be dependent on such Service Provider's calculation and billing methodology, which falls outside of our control.

I.3 Period of Service

I.3.1 Minimum Period: Unless otherwise stated at the time of application of the Services, the minimum period of a Service (the "**Minimum Period**") is as follows:-

- (a) if the Services subscribed for includes mobile data Services, the Minimum Period is 12 months;
- (b) if the Services subscribed for do not include mobile data Services, the Minimum Period is 3 months; and
- (c) for any Mobile value-added Service, the Minimum Period is 1 month.

I.3.2 Automatic renewal: Unless you terminate the Services at the end of the Minimum Period, the Services will renew automatically for successive periods of 12 months each in accordance with our Consumer General Terms & Conditions.

I.3.3 Suspension of Services: In the event you request for a suspension of the Services, a suspension Charge applies. The period of suspension does not count towards the Minimum Period. Please also note that the Services can only be suspended by you for a maximum duration of 6 consecutive months.

I.3.4 Reconnection of Services after Termination: In the event any Service is terminated and you wish to reconnect it, you must notify us and complete the reconnection of the relevant Service within 3

months from the date of termination of such Service, subject to availability of the mobile number. The applicable reconnection Charge would apply.

- I.4 **Credit limit on Charges:** We may apply a credit limit for Charges (including any roaming Charges and mobile data Charges) incurred under your account. Services may be suspended in the case of non-payment or if this limit is exceeded.
- I.5 **Telephone numbers**
- I.5.1 **Usage:** When we allocate any telephone numbers to you, you will not have any rights to these telephone numbers except for the sole purpose of using the Services in accordance with the Terms & Conditions. You cannot sell or agree to transfer these telephone numbers to anyone else. You must not apply or try to apply for registration of these telephone numbers as trademarks, whether on their own or together with any word or mark.
- I.5.2 **Withdrawal or change:** We may, for commercial, operational or technical reasons or compliance with any requirement of the relevant Regulatory Authority or other authority, withdraw or change any telephone number allocated to you. However, we will endeavour to give you reasonable notice in this event.
- I.6 **Abuse of Services:** You should not abuse or misuse the Services offered to you, whether under any of our Mobile Services Plans (including 4G Plans) or otherwise, regardless of whether or not the Services, Mobile Services and/or Mobile Services Plan are a paid or free service. All Services are offered for your personal use and not for commercial use. If we determine that you have exceeded your fair usage within a day, specified period or bill cycle as determined by us in our absolute discretion, we reserve the right to:-
- I.6.1 suspend, restrict and/or terminate your access to certain features or your entire Services, Mobile Services, Mobile Services Plan and/or any part thereof, without any liability to you until the end of the affected day, period or bill cycle; and/or
- I.6.2 charge you at the prevailing rates for your use of the relevant Service, Mobile Service and/or Mobile Services Plan beyond fair usage.
- I.7 **Information not generated in itemised bill:** Please note that if you have requested for itemised billing details, the information on GPRS/3G/3.5G traffic generated by your use of any of the mobile data Services will not be reflected.
- I.8 **Handsets or devices**
- I.8.1 **StarHub's approval:** To ensure compatibility with our Services, we must approve the handset or device that you intend to use to access and use the Services.
- I.8.2 **Suitability on other Networks:** We do not warrant the performance or suitability of your handset or device on any network other than our Network.
- I.8.3 **Loss and theft:** If the handset or other equipment which you use to obtain or access the Services (the "Equipment") or your SIM card is lost or stolen, you must immediately inform us verbally and follow up with a written confirmation within 24 hours. Until you tell us about the loss or theft, you will continue to be responsible for the Charges incurred on the Equipment or the SIM card, whether you know of it or not.

1.9 Change of data Plan subscriptions: Our post-paid mobile customers can change their data Plan subscription if their accounts are not suspended, blacklisted or with outstanding balances. Any change in data Plans may result in a temporary disruption of Service and/or loss of data and we shall not be liable for any liability arising from or in connection with such Service disruption or loss of data.

1.10 Charges¹

1.10.1 Charges in connection with your SIM

	Description of Charge	Amount of Charge	Explanation
(a)	SIM card Activation Charge	\$37.45 per SIM card	A one-time Charge chargeable upon activation of a SIM card (including the activation of a multi-SIM card).
(b)	Mobile Service Charge	\$10.70	Chargeable when you subscribe for a Service (including a subscription to our Mobile Data Plans).
(c)	SIM card Replacement Fee	\$37.45 per SIM card	Per replacement SIM card issued to you in the event of loss or damage of SIM card. In such an event, you will also have to pay the SIM card Activation Charge upon activation of the replacement SIM.

1.10.2 Other administrative Charges

	Description of Charge	Amount of Charge	Remarks
(a)	Administrative Fee for Re-contracting of Services ²	\$10.70	Payable upon re-contracting of Services ³ or upon a change of usage Plan for the Services.
(b)	Suspension Charge	\$5.35 / month	This Charge is a non-prorated, monthly recurring charge.

¹ StarHub reserves the right to change any of the items, Services, Plans, Charges and/or manner of charging without prior notice.

² The following customers are exempt from this administrative fee: (a) Platinum customers; (b) Hub Club members; (c) Customers who upgrade their Plans and such upgrade shall be as determined by us; (d) Customers who re-contract via our online store; and (e) Such other customers as may be determined by us from time to time.

³ For the avoidance of doubt, such administrative fee shall apply on top of the usual Charges, including but not limited to Mobile Service Plan Charges. We will validate your status at the point where you re-contract with us.

(c)	Reconnection Charge	\$16.05 / Service	For reconnection of Services after termination.
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- 1.10.3 Excess Charges:** While a fixed number of voice calls, SMS and data are bundled into your relevant Plan, if your use of the Services exceeds the stipulated bundled amounts, the following excess Charges shall apply in connection with your use of the Mobile Services over and above the stipulated bundled amounts.

(a)	Voice Calls	16.05 cents per minute. Charging starts from a minimum one-minute charge and subsequently on a per second basis	
(b)	SMS	5.35 cents per SMS	
(c)	Mobile Data Services	0.00107 cents / KB up to a maximum as may be set out by us in other applicable Service Specific Terms & Conditions	
(d)	Mobile Data Services	MaxMobile Lite	0.0107 cents / KB capped at \$96.14 / month
		Lite, XS, S, M, L, XL	0.0107 cents/KB up to maximum \$10.70 / GB, capped at \$238 / month
		4G300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12, SurfHub 12, SurfHub 15, SurfHub 18, SurfHub 24, HomeHub Go SurfHub 15 & HomeHub Go SurfHub 15 Add-On	0.0107 cents / KB up to maximum \$10.70 / GB, capped at \$168 / month
		SmartSurf HD Value & SmartSurf HD Plus	0.0107 cents / KB up to maximum \$10.70 / GB, capped at \$168 / month
		SmartSurf HD Premium Plan	0.0107cents / KB up to maximum \$5.35 / GB, capped at \$107 / month

- 1.10.4 GST:** Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of GST. Prices will be adjusted according to the prevailing GST rates.
- 1.11 Roaming Service for Post-paid mobile Plans:** If you are a subscriber of any of our post-paid mobile Plans and wish to use the Services outside of Singapore (for the purposes of this Clause, our "**Roaming Services**") through the purchase of any of our Plans for Roaming Services (our "**Roaming Plans**"), the terms and conditions in this Clause 1.11 will apply to you.
- 1.11.1 Subscription and activation:** If you intend to use Roaming Services, you must first subscribe for and activate either our international roaming or pay-as-you-roam Service. Please refer to the instructions on our website for more details. If you fail to do so, you will not be able to use our Roaming Services. Customers who have subscribed to our international roaming or pay-as-you-roam Service will be subject to our roaming Charges. Roaming is available in countries/destinations listed on our website.
- 1.11.2 Roaming Charges:** Roaming Charges are based on our prevailing roaming Charges. Such Charges include our prevailing roaming GPRS Charges for use of mobile data Services overseas, and additional Charges for calls made/received, even if such calls are not connected, remain unanswered or are

unsuccessful for any reason whatsoever and howsoever caused. For the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call.

- 1.11.3 **Service Specific Terms & Conditions:** In the event you subscribe for or purchase any of our Roaming Plans (including DataTravel Plans and RoamEasy Plans), Roaming Services used will also be subject to other applicable Service Specific Terms & Conditions.
- 1.11.4 **Exceeding stipulated bundled amounts:** For the avoidance of doubt, if your use of Roaming Services exceeds the stipulated bundled amounts for the Roaming Plan subscribed for, you will be subject to roaming Charges for roaming Services used over and above the stipulated bundled amounts.
- 1.11.5 **Details may not be reflected in bill:** We do not guarantee that all call details will be reflected in your bill when you use our roaming Services. You agree that certain details of your call will not be reflected in your bill, for instance: (i) the telephone number of the calling party of any incoming call; (ii) the telephone number of the party sending the SMS; and/or (iii) the telephone number of the party receiving the SMS.

2. BlackBerry® Plans

- 2.1 **Eligibility:** Our Mobile customers who use BlackBerry devices may subscribe to any BlackBerry® data plan (a "**BB Data Plan**"), including the BlackBerry® Premium data plan. Customers subscribing to the BlackBerry value-added Services that may be offered by us need to ensure that:-

- 2.1.1 they have an existing mobile plan;
- 2.1.2 they have paid all outstanding balances owed to us; and
- 2.1.3 their accounts are not being suspended.

- 2.2 **One-time registration fee:** There is a one-time registration fee of \$10.70 (or such other amount as may be prescribed by us from time to time) if you subscribe to the BB Data Plan.
- 2.3 **Maximum cap:** There is a maximum cap of \$36.38 per month (or such other amount as may be prescribed by us from time to time) for Charges under the BlackBerry® Premium data plan. This includes the monthly Charges but only applies to data used in Singapore. You will be charged at the prevailing rates for data used outside of Singapore.
- 2.4 **BlackBerry/Duality Unlimited DataPack and Duality/Duality Unlimited:** The BlackBerry/Duality Unlimited DataPack and Duality/Duality Unlimited Services (collectively, the "**BlackBerry/Duality Unlimited Services**") must only be used as part of the BlackBerry or Duality Services respectively. You must not use the BlackBerry/Duality Unlimited Services for any other purpose.

3. Mobile Data Plans

- 3.1 **Eligibility:** If you are a mobile post-paid customer, you may subscribe to MaxMobile Lite, MaxMobile Value, or MaxMobile Premium as a value-added Service, or subscribe to MaxMobile Lite (6GB), MaxMobile Elite (2GB), MaxMobile Elite (6GB) and MaxMobile Elite (11GB) as a DataPack (the "**Mobile Data Plans**").
- 3.2 **Specific Charges for MaxMobile Lite:** MaxMobile Lite is pre-activated on PowerValue mobile plans. MaxMobile Lite subscription Charges are on a pay-as-you-use basis, at 1.07cents/KB (or such other rate as may be prescribed by us from time to time). You may choose to change to any other MaxMobile Data value-added Service plan if you wish to get bundled data on a monthly subscription. The maximum

cap for Charges for MaxMobile Lite is as set out in the Service Specific Terms & Conditions for Mobile Services.

3.3 Specific Charges for other Mobile Data Plans: If you are a new, re-contracting or an existing customer without a contract, the maximum Charges cap for the following value-added Services is \$168/month (or such other rate as may be prescribed by us from time to time):-

- 3.3.1 MaxMobile Value;
- 3.3.2 MaxMobile Premium;
- 3.3.3 MaxMobile Elite (2GB);
- 3.3.4 MaxMobile Lite (6GB) DataPack;
- 3.3.5 MaxMobile Elite (6GB); and
- 3.3.6 MaxMobile Elite (11GB) DataPack.

4. Mobile Voice Plans

Discontinued Services: Do note that SmartSurf HD Plans (including SmartSurf HD Value/Plus/Premium mobile service plans) are no longer available for new subscriptions with effect from 19 September 2014. The 4G Plans (including 4G 300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12 mobile service voice plans) are no longer available for new subscriptions with effect from 31 August 2017.

Terms and Conditions: Please refer to the paragraphs below for the other terms and conditions which would apply specifically to the Plan you have subscribed for or the value-added Services you have purchased.

4.1 2XS/S/M/L/XL Plans

- 4.1.1 **Maximum speed:** The maximum speed that you can enjoy under our XS/S/M/L/XL Plans is 1 Gbps.
- 4.1.2 **IDD 018 value-added Service:** Additionally, if you subscribe to the IDD 018 VAS, Clause 3.2.2 below will also apply to you.
- 4.1.3 **2-year XL Plan:** If you subscribe to the XL Plan with a 2-year contract, we may issue to you:-
 - (a) a \$500 voucher after you have completed 12 consecutive months of continuous active service on the XL Plan. The voucher will be applicable for your use upon your renewal of the XL Plan for another 24 months (if the XL Plan is not available for sale at the time of renewal, the voucher will apply to a prevailing equivalent mobile plan and of a similar tier to the XL Plan. At all times, the terms and conditions that are stated on the voucher will apply); or
 - (b) a XL Plan on SIM Only or XL Plan on SharePlus dependent line. With these options, you will enjoy free International Roaming value-added Service and Caller Number Display value-added Service.
- 4.1.4 **Usage of handset voucher:** If you commenced your XL Plan after 31 August 2017 and wish to use the \$500 handset voucher referred to in Clause 3.1.3(a) above before the last day of your contract for the XL mobile plan, an early re-contract fee of \$300 will be charged to you.

4.2 Lite Plan

- 4.2.1 **Maximum speed:** The maximum speed that you can enjoy under our Lite Plan is 1 Gbps.
- 4.2.2 **IDD 018 value-added Service:** If you subscribe to the Free IDD 018 value-added Service ("**IDD 018 VAS**"), you will be subject to a limit of 700 minutes a month for the maximum duration of IDD calls made under this IDD 018 VAS. If you exceed this limit, there will be a Charge imposed at the prevailing IDD 018 rates.
- 4.3 **HD Voice & HD Voice+**
- 4.3.1 **Description:** HD Voice/HD Voice+ are special features of the Mobile Services offered by us which you may enjoy without additional charge.
- 4.3.2 **Eligibility:** The HD Voice feature is offered to all our mobile subscribers and the HD Voice+ feature to subscribers of our StarHub 4G mobile plans. If you are not a subscriber of either of these plans, you will not be able to enjoy these features.
- 4.3.3 **HD Voice:** In order for you to enjoy our HD Voice feature, both the caller and recipient of the call must:-
- (a) use the relevant HD Voice enabled devices; and
 - (b) be a subscriber to any StarHub mobile plan.
- 4.3.4 **HD Voice+:** In order for you to enjoy our HD Voice+ feature, both the caller and recipient of the call must:-
- (a) use the relevant HD Voice+ enabled devices; and
 - (b) be subscribers of StarHub 4G mobile plans.
- 4.3.5 By using these features, you accept that your experience of the HD Voice/HD Voice+ features are subject to and may vary based on data traffic conditions which are dependent on a combination of factors including the type of handsets used, software used, location and time of use.
- 4.4 **SIM Only Plans**
- 4.4.1 **Description:** If you are a post-paid subscriber with an eligible mobile line registered under your NRIC or FIN, the following SIM only plans are available to you:-
- (a) with no contract commitment ("**SIM Only Plan (No Contract)**"); or
 - (b) with a 12 months' contract commitment ("**SIM Only Plan (12 Months' Contract)**"),
- (collectively, the "**SIM Only Plans**").
- 4.4.2 **Eligibility:** New customers and existing customers who are post-paid mobile subscribers without any existing contract commitment can sign up for the SIM Only Plans. If you have an eligible mobile line still active with any type of contract commitment, you will not be eligible to subscribe for the SIM Only Plans.
- 4.4.3 **Opt-In basis:** The SIM Only Plans are available on an opt-in basis for standalone lines and SharePlus main lines (excluding SharePlus dependent lines) on:-
- (a) Lite Plan;

- (b) XS Plan;
- (c) S Plan;
- (d) M Plan;
- (e) L Plan; or
- (f) XL Plan.

4.4.4 **SIM Only Plan (No Contract):** If you are a subscriber of the SIM Only Plan (No Contract), you are entitled to the following discounts (as may be applicable):-

- (a) a 50% discount off the prevailing market subscription of your selected Base Plan on an on-going monthly basis without any mobile service contract commitment; or
- (b) if you are a Corporate Individual Scheme ("**CIS**") customer, a 50% discount on your Base Plan on an on-going monthly basis for a maximum duration of 24 months without any mobile service contract commitment. Upon expiry of the 24 months as stated above, full Charges on your SIM Only Plan (no contract) will resume.

4.4.5 **SIM Only Plan (12 Months' Contract) – Non CIS Customer:** If you are a non-CIS Customer and you have subscribed to a SIM Only Plan (12 Months' Contract), you are entitled to the following during the 12 months' contract period:-

- (a) a 50% discount off the prevailing monthly subscription of your selected Base Plan on an on-going monthly basis; and
- (b) double the Base Plan's local bundled data.

Upon expiry of the 12 months' contract period, your (i) 50% discount benefit on your Base Plan will continue on an on-going monthly basis without any mobile service contract commitment; and (ii) the Base Plan's original local bundled data will resume.

4.4.6 **SIM Only Plan (12 Months' Contract) – CIS Customer:** If you are a CIS customer and you have subscribed to a SIM Only Plan (12 Months' Contract), you are entitled to the following during the 12 months' contract period:-

- (a) a 50% discount off the prevailing monthly subscription of your selected Base Plan on an on-going monthly basis; and
- (b) double the Base Plan's local bundled data during the 12 months' contract period.

Upon expiry of the 12 months' contract, your (i) 50% discount benefit on your Base Plan will only be extended on an on-going monthly basis for a maximum additional duration for 12 months without any mobile service contract commitment; and (ii) the Base Plan's original local bundled data will resume.

4.4.7 **Non-eligibility for handset upgrade voucher:** Please note that the \$500 handset upgrade voucher for XL Plans will not be offered to you if you subscribe to the XL SIM Only Plans.

4.4.8 **Not valid with other promotions:** The benefits offered for the SIM Only Plans are mutually exclusive and will not apply together with any other discounts or promotions, for instance:-

- (a) Hub Club Discounts;

- (b) corporate discounts / CIS discounts / partner plan discounts (discounts and free value-added Services); and
- (c) subscription discounts.

4.4.9 **Hub Club membership:** If you subscribed to the SIM Only Plans, you will be eligible for the Hub Club membership and the SIM Only Plan line will be counted towards the Hub Club mobile line count. However, the line will not be eligible for any Hub Club discounts.

4.4.10 **Moving to SIM Only Plans:** If you are currently on mobile plans that are no longer offered for subscription, you must first change your price plan to the prevailing Base Plan prior to opting-in to the SIM Only Plans. If you change your price plan to any of the Base Plans in accordance with this Clause you will not be able to revert to your previous price plan as we no longer offer those plans.

4.5 **SurfHub Plan**

4.5.1 **Eligibility:** You may subscribe to a SurfHub Plan under the CIS (NRIC or FIN). The SurfHub Plan is not applicable for business or corporate account ("**BRN**") registered customers. The SurfHub Plan is not available for standalone sign ups or re-contracts.

4.5.2 **Description of Service:** The SurfHub Plan is offered to you at a 50% discount on the condition that you must sign up/re-contract with 1 Gbps Fibre Broadband at the same time. Each Service is subject to a 2-year contract. To re-contract for your SurfHub Plan, you must also re-contract for the 1 Gbps Fibre Broadband in the same sales order.

4.5.3 Only **ONE** SurfHub Plan is allowed for every sign up/re-contract to 1 Gbps Fibre Broadband and you may choose any of the following plans:-

- (a) SurfHub 12;
- (b) SurfHub 15;
- (c) SurfHub 18; or
- (d) SurfHub 24.

4.5.4 **Value-added Services at 50% discount:** When you sign up or re-contract for a SurfHub Plan, you may choose either of the following at a 50% discount:-

- (a) to opt in for either (a) a MultiSIM value-added Service subscription for 24 months; or (b) an International Roaming value-added Service subscription for 24 months; **OR**
- (b) to subscribe for the StarHub Go Select at a 50% discount for 12 months.

Discounts for the value-added Services will cease when you are no longer on the SurfHub Plan or when the value-added Service is terminated, whichever is earlier. Upon reactivation of the value-added Service, the discount will not be reinstated.

4.5.5 **Termination of your Fibre Broadband Plan:** If you terminate your 1 Gbps Fibre Broadband Plan or transfer it out of your account, the 50% discount for the SurfHub Plan shall cease with immediate effect with the full subscription fees (or such other fees as may be prescribed by us from time to time) payable as follows:-

- (a) \$105.80/month for SurfHub 12;

- (b) \$145.80/month for SurfHub 15;
- (c) \$185.80/month for SurfHub 18; and
- (d) \$225.80/month for SurfHub 24.

4.5.6 **Early re-contract fees:** An early re-contract fee of \$300 (or such other amount as may be prescribed by us from time to time) will apply if you choose to re-contract for the SurfHub plan between the 13th month and the 20th month of your current contract.

4.5.7 **Non-applicable:** The SurfHub Plans are not applicable alongside:-

- (a) SharePlus; and
- (b) Plus 3 Data Upsize value-added Service.

4.5.8 **Not valid with other promotions:** The 50% discount for the SurfHub Plan is mutually exclusive and is not applicable with any other discounts or promotions, for instance:-

- (a) Hub Club discounts;
- (b) CIS discounts / partner plan discounts / subscription discounts / bill rebates; and
- (c) SIM Only Plans discounts.

4.5.9 **Non-eligibility:** You will not be eligible for the discounts in Clauses 1.7.2 and 1.7.4 if you had changed from another mobile plan to the SurfHub plan.

4.6 **Unlimited Saturday and Sunday Local Data**

For our subscribers on the XS/S/M/L/XL Plans, you are eligible for unlimited Saturday and Sunday Local Data based on the following terms:-

- 4.6.1 free local data starting on Saturday 0000 to Sunday 2359;
- 4.6.2 Unlimited Saturday and Sunday local data cannot be shared or allocated with family members via the DataShare value-added Service;
- 4.6.3 to ensure that the activities of some users do not impair the ability of our customers to have access to reliable services, the unlimited Saturday and Sunday Local Data is subject to:-
 - (a) fair usage restrictions;
 - (b) strict personal use; and
 - (c) a cap of 10 GB per day. If you exceed 10 GB at any time on a Saturday or Sunday, we will impose a speed limit of 1 Mbps on your Mobile Services that subscribe to any of the XS/S/M/L/XL Plans. The speed limit will be lifted the next day.
- 4.6.4 For our subscribers on the Lite/ XS/S/M/L/XL Plans, to ensure that the activities of some users do not impair the ability of our customers to have access to reliable services, if certain users exceed the data usage beyond a threshold at any time during the monthly bill cycle, we may impose a speed limit of 1Mbps on the applicable Service(s) until the end of the affected bill cycle. Any speed limit imposed will be lifted at the start of your next bill cycle.

4.7 **Unlimited SMS/MMS**

If you subscribe to our XL Plan, you are eligible for unlimited SMS for each billing cycle subject to the following terms:-

- 4.7.1 fair usage (if you use more than 10,000 local SMS/multimedia messaging services ("**MMS**") per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount above will be charged at prevailing pay-per-use rates);
- 4.7.2 strict personal use; and
- 4.7.3 our prevailing IDD Charges will apply to any SMS/MMS that is sent to an overseas number.

4.8 **Unlimited Local Voice Calls**

If you subscribe to either of the M/L/XL Plans, you are eligible for the unlimited local voice calls for each billing cycle subject to the terms below:-

- 4.8.1 fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount above will be charged at prevailing pay-per-use rates);
- 4.8.2 strict personal use; and
- 4.8.3 our prevailing IDD Charges will apply to any voice call that is sent to an overseas number.

5. **Post-paid Roaming Services**

5.1A **International Roaming/Pay-As-You-Roam**

5.1A.1 **Eligibility:** Mobile Post-paid customers eligible for roaming services can opt-in for International Roaming or Pay-As-You Roam Service.

5.1A.2 **Opt-In basis:** You will need to opt-in via SMS, 1633 or My StarHub App.

5.1A.3 **Charges:**

- (a) **International Roaming:** For International Roaming, you will be responsible for a one-time Charge per activation, monthly recurring Charges and all roaming services and usage Charges.
- (b) **Pay-As-You-Roam:** For Pay-As-You-Roam, there are no one-time Charge per activation and monthly recurring Charges. You will be responsible for all roaming services and usage Charges and unless otherwise notified by us, a 20% surcharge will apply on all roaming services and usage Charges.
- (c) You will be responsible to pay all Charges incurred arising from and/or in connection with roaming. You will need to refer to www.starhub.com/roaming (or such other link as may be prescribed by us) for the latest roaming countries/destinations, rates and plans. We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) our roaming services, including the roaming countries/destinations, rates and plans at any time at our sole discretion without notice. The display of the revised roaming services and rates on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

5.1B DataTravel Unlimited**5.1B.1 Eligibility**

- (a) Mobile Post-paid customers who have subscribed to International Roaming or Pay-As-You-Roam Service are eligible to enjoy DataTravel Unlimited.
- (b) If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- (c) If you have subscribed to RoamEasy Daily Plan, RoamEasy Monthly Plan, BlackBerry Unlimited DataRoam value-added services and any other data roaming plan, all these plans will take precedence and supersede DataTravel Unlimited.
- (d) DataTravel Unlimited is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported countries/destinations only as listed at www.starhub.com/datatravel-unlimited (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) DataTravel Unlimited and/or its offer period; including the list of supported countries/destinations, rates and offer dates at any time at our sole discretion without notice. The display of the revised list of supported countries/destinations, rates and/or offer date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

5.1B.2 Charges:

- (a) Your data roam Charges on supported countries/destinations will be capped on a daily basis and will be reset automatically at the end of each day at 23:59 hours, Singapore time and thereafter, at the start of a new day, a new data roaming cap will apply at 24:00 hours, Singapore time.
- (b) The daily capped data Charges are applicable on a per country/destination basis - For example, if you used data roaming services in Japan and Hong Kong on the same day and incurred 10MB data usage in each country/destination, you will be billed and charged \$25 per day (or such other rate as may be prescribed from time to time) for data roaming in Japan and \$19 per day (or such other rate as may be prescribed from time to time) for data roaming in Hong Kong.
- (c) If you are using a multi-SIM, you will be charged for each SIM card. For example, if you use 2 SIM cards for data roaming in Malaysia and incur 10MB data usage for each SIM card, you will be charged \$19 per day for each SIM card.
- (d) If you roam outside the list of supported countries/destinations, you will be charged \$21 per MB or part thereof (or such other rate as may be prescribed by us from time to time). 20% surcharge apply for Pay-As-You Roam customers.

5.1B.3 Fair Usage: DataTravel Unlimited is intended for your personal and non-commercial use only. You agree to use DataTravel Unlimited in accordance with fair and reasonable usage. DataTravel Unlimited promotion is designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, tethering as a dongle, file download/transfer, Peer-2-Peer sharing, VoIP, gaming etc. If we determine that you are not using DataTravel Unlimited in accordance with these terms and conditions, or in excess of fair and reasonable usage, we may suspend, restrict or terminate your access to DataTravel Unlimited without notice and liability to you.

5.1C Inflight Connectivity

5.1C.1 Eligibility

- (a) Mobile Post-paid customers who have subscribed to International Roaming or Pay-As-You-Roam Service are eligible to enjoy Inflight Connectivity promotion.
- (b) If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- (c) Inflight Connectivity promotion is limited to supported inflight operators only as listed at www.starhub.com/inflight-connectivity. We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) any part of Inflight Connectivity promotion; including the list of supported inflight operators, rates and promotion dates at any time at our sole discretion without notice. The display of the revised list of supported inflight operators, rates and/or promotion date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

5.1C.2 Charges:

- (a) Your data roam Charges on supported inflight operators will be capped on a daily basis and will be reset automatically at the end of each day at 23:59 hours, Singapore time, and thereafter, at the start of a new day, a new data cap will apply at 24:00 hours, Singapore time.
- (b) The daily capped data Charges are applicable on a per inflight operator basis - For example, if you used data roaming services on OnAir and Aeromobile on the same day and incurred 10MB data usage on each inflight operator, you will be billed and charged \$25 per day (or such other rate as may be prescribed from time to time) for data roaming on OnAir and \$25 per day (or such other rate as may be prescribed from time to time) for data roaming on Aeromobile.
- (c) If you are using a multi-SIM, you will be charged for each SIM card. For example, if you use 2 SIM cards for data roaming on OnAir and incur 10MB data usage for each SIM card, you will be charged \$25 per day for each SIM card.
- (d) If roaming usage is incurred in a particular country/destination while inflight, prevailing standard data roaming rates for the country/destination will apply.
- (e) Inflight Connectivity promotional rate on Call International does not apply to satellite calls, toll-free numbers, premium service numbers and such other calls and numbers as may be notified by us from time to time. These calls and numbers will be charged according to their prevailing rates. For example, toll-free and premium service numbers can cost up to \$40 per minute.

5.1C.3 **Fair Usage:** Inflight Connectivity is intended for your personal and non-commercial use only. You agree to use Inflight Connectivity in accordance with fair and reasonable usage. Inflight Connectivity is designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, tethering as a dongle, file download/transfer, Peer-2-Peer sharing, VoIP, gaming etc. If we determine that you are not using Inflight Connectivity in accordance with these terms and conditions, or in excess of fair and reasonable usage, we may suspend, restrict or terminate your access to Inflight Connectivity without notice and liability to you.

5.1D **Maritime Connectivity**

5.1D.1 **Eligibility**

- (a) Mobile Post-paid customers who have subscribed to International Roaming or Pay-As-You-Roam Service are eligible to opt-in for Maritime Connectivity.
- (b) If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- (c) With Maritime Connectivity, your data Charges on supported maritime operators will be capped on a daily basis and will be reset automatically at the end of each day at 23:59 hours, Singapore time, and thereafter, at the start of a new day, a new data cap will apply at 24:00 hours, Singapore time.
- (d) Maritime Connectivity does not apply to satellite calls, toll-free numbers, premium service numbers and such other calls and numbers as may be notified by us from time to time. These calls and numbers will be charged according to their prevailing rates. For example, toll-free and premium service numbers can cost up to \$40 per minute.
- (e) If you use Maritime Connectivity across marine operators, you will be charged for each inflight operator. For example, if on the same day you use 10MB data roaming services using maritime operator, Telenor Maritime, and another 10MB data roaming services using maritime operator, On-Waves, you will be charged for both.

5.1D.2 **Supported Maritime Operators:** Inflight Connectivity is limited to supported maritime operators only as prescribed by us. We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) Maritime Connectivity, including the maritime operator, rates and plans at any time at our sole discretion without notice. Your use of the services will be taken as your acceptance of the changes.

5.1D.3 **Multi-SIM:** If you are using a multi-SIM, you will be charged for each SIM card

5.1D.4 **Fair Usage:** Maritime Connectivity is intended for your personal and non-commercial use only. You agree to use Maritime Connectivity in accordance with fair and reasonable usage. Maritime Connectivity is designed for emails and normal internet surfing and not for other types of use including but not limited to video/audio streaming, hot spotting, tethering as a dongle, file download/transfer, Peer-2-Peer sharing, VoIP, gaming etc. If we determine that you are not using Maritime Connectivity in accordance with these terms and conditions, or in excess of fair and reasonable usage, we may suspend, restrict or terminate your access to Maritime Connectivity without notice and liability to you.

5.1 **RoamEasy Daily**

5.1.1 **Eligibility**

- (a) Mobile Post-paid customers who have subscribed to International Roaming or Pay-As-You-Roam Service are eligible to opt-in for the RoamEasy Daily Plan. You will not be eligible to opt-in for RoamEasy Daily Plan if you are on the RoamEasy Monthly 400MB, RoamEasy Monthly 1GB, BlackBerry Unlimited DataRoam value-added Service and any other data roam plan.
- (b) **Opt-In basis:** You will need to opt-in once (via SMS, 1633 or My StarHub App) to enjoy the RoamEasy Daily Plan.

- (c) **No usage with other plans:** The RoamEasy Daily Plan cannot be enjoyed with other data roam promotions that we offer, including DataTravel Unlimited.
- 5.1.2 **Designated countries/destinations:** RoamEasy Daily Plan is limited to supported countries/destinations only as listed at www.starhub.com/roameasy (or such other link as may be prescribed by us from time to time) We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) RoamEasy Daily plan; including the list of supported countries/destinations, rates and plan eligibility date at any time at our sole discretion without notice. The display of the revised list of supported countries/destinations, rates and/or plan eligibility date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.
- 5.1.3 **Activation:** If you have subscribed for the RoamEasy Daily Plan, it will be activated after you receive a confirmation SMS from StarHub.
- 5.1.4 **Charges:**
- (a) Upon the successful activation of your RoamEasy Daily Plan, you will have to pay a daily charge of \$10 (or such other rate as may be prescribed by us from time to time) for every 100MB data block that you use while data roaming in the supported countries/destinations for any particular day (U.P \$36 per 100MB daily). A 20% surcharge is applicable for Pay-As-You-Roam subscribers at \$12 (or such other rate as may be prescribed by us from time to time) for every 100MB data block daily.
- (b) Each data block can be used across different supported countries/destinations as long as it is within the 24 hours from the start of the first RoamEasy Daily 100MB data block.
- (c) Each unused data block or part thereof will expire 24 hours from the time you commence your first RoamEasy Daily 100M data block for the day. There will be no refund for any unused data within any data block.
- (d) If you are using a multi-SIM, roaming data usages under the RoamEasy Daily Plan will be charged for each SIM card. For example, if you use 2 SIM cards for data roaming in China and incur 10MB data usage for each SIM card, you will be charged \$10 for every 100MB data block for each SIM card.
- (e) If you roam outside the list of supported countries/destinations, you will be charged \$21 per MB or part thereof (or such other rate as may be prescribed by us from time to time). 20% surcharge apply for Pay-As-You Roam customers.
- 5.1.5 **Ending the Plan**
- (a) **Termination of underlying Service:** The RoamEasy Daily Plan will terminate if your International Roaming or Pay-As-You-Roam service is terminated.
- (b) **Opting-out:** You may opt-out from the RoamEasy Daily Plan via SMS (SMS to 6818) or via a phone call to 1633. After you have opted-out from the RoamEasy Daily Plan, you will be charged at the prevailing rates for any roaming data usage.
- 5.2 **RoamEasy Monthly Plan**
- 5.2.1 **Eligibility:** You are eligible to sign up for the RoamEasy Monthly Plan if you are a Mobile post-paid customer and:-
- (a) have a Lite, XS, S, M, L, XL plans, 4G mobile, SmartSurf HD, MaxMobile or a BlackBerry plan;

- (b) subscribe to international roaming service; and
- (c) do not use (a) the Pay-As-You-Roam service, (b) a RoamEasy Daily Plan, nor (c) the BlackBerry Unlimited DataRoam value-added Service.

Please note that the RoamEasy Monthly Plan cannot be enjoyed with any other data roam promotions. The RoamEasy Monthly Plan will take precedence over and supersede any other data roam promotions.

5.2.2 **Designated countries/destinations:** RoamEasy Monthly plan is limited to supported countries/destinations only as listed at www.starhub.com/roameasy-monthly (or such other link as may be prescribed by us from time to time) We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) RoamEasy Monthly plan; including the list of supported countries/destinations, rates and plan eligibility date at any time at our sole discretion without notice. The display of the revised list of supported countries/destinations, rates and/or plan eligibility date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.

5.2.3 Commencement of Plan

- (a) **Activation:** The RoamEasy Monthly Plan will be activated 1 hour after you receive a confirmation SMS from us. All data roaming usages incurred before you receive this confirmation SMS will be charged at prevailing standard data roam rates.
- (b) **Charges:** Upon the successful activation of your RoamEasy Monthly Plan, you will pay a Monthly Subscription of \$40 (or such other rate as may be prescribed by us from time to time) for the 400MB data roam bundle (U.P \$72) or a Monthly Subscription of \$100 (or such other rate as may be prescribed by us from time to time) for the 1GB data roam bundle (U.P \$180). The data roam bundle can be used in any of the supported countries/destinations under RoamEasy Monthly Plan.

Please take note that:-

- (i) if your data roam usage exceeds the relevant data roam bundle applicable for the supported country/destination, you will be charged for the usage at \$3 per MB (or such other rate as may be prescribed by us from time to time); and
- (ii) if you roam outside the list of supported countries/destinations, you will be charged \$21 per MB or part thereof or such other rate as may be prescribed by us from time to time). 20% surcharge apply for Pay-As-You Roam customers.
- (c) The Monthly Subscription and data allowance on the relevant data roam bundle will be pro-rated according to customer's billing cycle in the month when the RoamEasy Monthly Plan is activated or terminated.

5.2.4 Any unused data allowance on any data roam bundle cannot be rolled over to the next billing cycle.

5.2.5 Ending the Plan

- (a) **Termination of underlying Service:** The RoamEasy Monthly plan will be terminated if your International Roaming service is terminated.

- (b) **Subscriber termination:** You may terminate your RoamEasy Monthly Plan by giving us at least 3 working days prior notice. Upon termination, you will be charged at the prevailing standard data roam rates for any data roam usage.

5.3 DataTravel Asia Pacific and DataTravel Global

5.3.1 Eligibility:

- (a) Mobile Post-paid customers who subscribe to either International Roaming or Pay-As-You-Roam service are eligible activate DataTravel Asia Pacific plan and/or DataTravel Global plan.
- (b) You will not be eligible to activate DataTravel Asia Pacific and/or DataTravel Global if you have subscribed for RoamEasy Monthly 400MB Plan, RoamEasy Monthly 1GB, BlackBerry Unlimited DataRoam value-added Services and any other data roam plans.

5.3.2 Activation:

- (a) You will need to activate DataTravel Asia-Pacific and/or DataTravel Global plans via SMS, 1633 or My StarHub App.
- (b) If you are using a Shareplus dependent line, you can only activate from Shareplus' main line and not Shareplus' dependent's line. If you wish to activate DataTravel Asia Pacific and/or DataTravel Global plans specifically for your Shareplus' dependent line, you will need to activate specifically for it. You cannot transfer your activation for DataTravel Asia Pacific and/or DataTravel Global plans from the main line to the dependents' line and vice versa.
- (c) Activation for DataTravel Asia Pacific plan and/or DataTravel Global plan is/are subject to our acceptance.

5.3.3 Plans and Charges:

- (a) DataTravel Asia-Pacific and/or DataTravel Global plans are limited to supported countries/destinations only as listed at www.starhub.com/datatravel (or such other link as may be prescribed by us from time to time). We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) DataTravel Asia-Pacific and/or DataTravel Global plans; including the list of supported countries/destinations, rates and plan eligible dates at any time at our sole discretion without notice. The display of the revised list of supported countries/destinations, rates and/or plan eligible date on our website will constitute notice of the changes. If you continue to use the services, you will be taken to have accepted the changes.
- (b) Unless otherwise notified by us, the DataTravel Asia Pacific plans available for purchase are as follows:
- (i) 1 GB at \$5, valid for 3 days from the purchase date of plan;
 - (ii) 2 GB at \$15, valid for 30 days from the purchase date of plan; and/or
 - (iii) 3 GB at \$20, valid for 30 days from the purchase date of plan.
- (c) Unless otherwise notified by us, the DataTravel Global plans available for purchase are as follows:
- (i) 2 GB at \$40, valid for 30 days from the purchase date of plan; and/or
 - (ii) 3 GB at \$50, valid for 30 days from the purchase date of plan.
- (d) No additional 20% surcharge will be imposed on StarHub Mobile postpaid subscribers with Pay-As-You-Roam service for the purchase of DataTravel Asia Pacific and DataTravel Global plans.

- (e) If you are using a multi-SIM, data roam usage from each SIM card will be utilized from the same data roam bundle under the purchased DataTravel Asia Pacific plan and/or DataTravel Global plan when roaming in the supported countries/destinations.
- (f) If you wish to extend the data bundle validity period of a particular plan, you must make another purchase before the expiry date of such plan. The data bundle validity can be extended up to 30 consecutive days from the date of your purchase (the "Validity Period")
- (g) If a plan has expired, it shall be deemed as terminated and you cannot extend such plan's validity period. Also, there will be no refunds for any expired or unused data bundle.
- (h) If you purchase both DataTravel Asia Pacific plan and DataTravel Global plan, the data roam bundles for both plans will be aggregated separately. The data roam bundle for each plan will be capped at 100GB (or such other amount as determined by us from time to time). Subsequent purchases of DataTravel Asia Pacific plan and DataTravel Global plan will not increase the data roam bundle cap but will only extend the validity of each purchased plan to up to 30 consecutive days from the purchase date of plan.
- (i) In addition to the above, if you purchase both DataTravel Asia Pacific plan and DataTravel Global plan and you are roaming in the supported country/destination covered by both plans (for example, Malaysia, Indonesia or Thailand), your data roam usage Charges will first be deducted from the data roam bundle of the DataTravel Asia Pacific plan. Your data roam bundle under the DataTravel Global plan will only be utilised upon the expiry or full utilisation of your data roam bundle under the DataTravel Asia Pacific plan.
- (j) When roaming in a country/destination where the DataTravel Asia Pacific plan and/or DataTravel Global plan you have purchased is supported, your data roam usages shall first be deducted from the data roam bundle of the DataTravel Asia Pacific plan and/or DataTravel Global plan. Thereafter, upon the expiry or full utilization of the DataTravel Asia Pacific plan and/or DataTravel Global plan, you will be charged either the DataTravel Unlimited data roam rate which ranges from \$19/day to \$30/day (daily reset at 23:59hr Singapore Time) depending on countries/ destination; or, \$10/100MB/24hrs if you have opted in for RoamEasy Daily. 20% surcharge apply for Pay-As-You Roam customers.
- (k) If you roam outside the list of supported countries/destinations, prevailing standard data roam rates will apply. 20% surcharge apply for Pay-As-You Roam customers.
- (l) DataTravel Asia Pacific and DataTravel Global plans are not applicable for premium satellite, inflight operators, maritime operators and any such other operators and/or services as may be determined by StarHub from time to time. Prevailing standard data roam rates will apply. 20% surcharge apply for Pay-As-You Roam customers
- (m) In the event there is any change in ownership of a mobile service or a change in billing account during the Validity Period, all remaining balance purchased under the DataTravel Asia Pacific and DataTravel Global plans shall be forfeited.

6. SmartBuddy

6.1 Eligibility: SmartBuddy Mobile Plans are available to the following persons only:-

- 6.1.1 clients and members of the Singapore Association for the Deaf;
- 6.1.2 clients and members of the Singapore Association of the Visually Handicapped;
- 6.1.3 concession card holders identified as Persons with Disabilities ("PWDs"); and

- 6.1.4 any other persons who meet our criteria.
- 6.2 **Application:** To apply for the SmartBuddy Mobile Plan, you must present your membership card, concession card or such other forms of valid documentation evidencing the above as we may require for our verification.
- 6.3 If we deem that you are eligible to apply for the SmartBuddy Mobile Plan, you will be entitled to apply for a maximum of one SmartBuddy Mobile Plan regardless of the number of mobile subscriptions or the number of relevant memberships or concession cards that you hold, unless you are applying for a SmartBuddy Mobile Plan on behalf of a minor or unless otherwise agreed by us.
- 6.4 **Description of Service:** If you qualify for the SmartBuddy Mobile Plan, you will enjoy the following discounted rates for a fixed period of 24 continuous months for one of your mobile service subscriptions:-
- 6.4.1 a monthly subscription of \$26.60 (or such other rate as may be prescribed by us from time to time);
- 6.4.2 a lower rate for excess data usage charges at \$2.14/GB (or such other rate as may be prescribed by us from time to time) subject to a cap of maximum of \$21.40/month (or such other amount as may be prescribed by us from time to time);
- 6.4.3 Free Caller Number Display value added service; and
- 6.4.4 such other discounts as may be stipulated in writing in your contract with us.

All other Charges (including for mobile, mobile broadband, data services, roaming charges and charges for other value added services) will continue to apply at our prevailing rates.

- 6.5 **Hub Club:** Subscribers of the SmartBuddy Mobile Plans are eligible for Hub Club membership but will not be eligible for the Hub Club discount.
- 6.6 **No automatic renewal:** Please note that there is no automatic renewal of the SmartBuddy Mobile Plans. Prior to the expiry of your 24-month SmartBuddy Mobile Plan, you may request for a renewal of the SmartBuddy Mobile Plan in accordance with Clauses 5.2 and 5.3 of Section A.
- 6.7 **Non-transferability:** The SmartBuddy Mobile Plans are unique to you personally and are not transferrable to any other persons.

7. Value-added Services for Post-paid customers

7.1 4G Speed Boost

- 7.1.1 **Description:** 4G Speed Boost is a value-added Service which enables mobile data access on LTE at speeds of up to 75Mbps, at the usual price of \$10.70 a month (or such other rate as may be prescribed by us from time to time).

7.1.2 Eligibility

- (a) **SmartSurf Lite/ Value/ Premium/ Elite Plans – by 30 April 2014:** Customers who are on contract for their SmartSurf Lite/ Value/ Premium/ Elite plans as at 30 April 2014, or who sign up to a new contract or re-contract for these plans by 30 April 2014 will continue to enjoy 4G Speed Boost for free until the end of their contract period. At the end of the contract period, the prevailing Charges for 4G Speed Boost shall apply.

- (b) **SmartSurf Lite/ Value/ Premium/ Elite Plans – after 30 April 2014:** For SmartSurf Lite/ Value/ Premium/ Elite customers who are not on contract as at 30 April 2014, or who sign up to a new contract or re-contract for these plans after 30 April 2014, 4G Speed Boost will be available at a new promotional price of \$2.14 monthly from 1 July 2014 until 31 December 2015, with prevailing Charges applying after. Customers who choose to opt-out of 4G Speed Boost will continue to enjoy mobile data access on the 3G network at speeds of up to 42Mbps from 1 July 2014.
- (c) **SmartSurf HD Value/ HD Plus/ HD Premium – by 30 April 2014:** Customers who are on SmartSurf HD Value/ HD Plus/ HD Premium plans as at 30 April 2014, or who sign up to a new contract or re-contract for these plans by 30 April 2014 will continue to enjoy 4G Speed Boost free of charge until the end of their contract period. At the end of the contract period, the prevailing Charges for 4G Speed Boost shall apply.
- (d) **SmartSurf HD Value/ HD Plus/ HD Premium – after 30 April 2014:** For SmartSurf HD Value/ HD Plus/ HD Premium customers who are not on contract as at 30 April 2014, or who sign up to a new contract or re-contract for these plans after 30 April 2014, 4G Speed Boost will be enjoyed free of charge until 31 December 2015 or such other date as notified by us. At the end of the contract period, the prevailing Charges for 4G Speed Boost shall apply.

7.2 DataShare value-added Service

- 7.2.1 **Eligibility:** All post-paid mobile subscribers on voice plans with bundled local data are eligible to subscribe for this DataShare value-added Service. If you are an eligible subscriber, you must provide the local data sharing settings via My StarHub App or My Account Manager. The sharing settings, once given, will remain in force until you modify or terminate the settings.
- 7.2.2 **Promotional price:** This value-added Service is currently offered at a promotional price of \$2.14/ month (with GST) (or such other rate as may be prescribed by us from time to time) per subscription by each subscriber (donor) (U.P. \$10.70 with GST), regardless of the number of beneficiaries for each subscription.
- 7.2.3 **Billing:** Sharing settings will take effect from the next billing cycle and any modification in sharing settings must be performed 2 days before the start of the next billing cycle. The donor will only be charged from the billing cycle where the sharing settings are effective. The first day on which data is shared by the donor shall be treated as the first day of usage for purposes of a billing cycle.
- 7.2.4 **Requirements under the DataShare value-added Service:** Eligible subscribers have to meet the following requirements:-
 - (a) the donor and the beneficiary must be under the same billing account;
 - (b) each eligible mobile line can only be either a donor or a beneficiary of the value-added Service (but not both);
 - (c) the donor must donate a minimum of 1GB of local data to each beneficiary, in denominations of 1GB each. The maximum donation per donor is limited to 12GB of local data; and
 - (d) the donor must retain 1GB of local data for own usage, and can only donate the remaining local data. Data available for use by the beneficiary shall be in the following order:-

- (i) shared data from the value-added Service;
- (ii) data upscale value-added Services (if any); and
- (iii) Plan data.

7.2.5 **Your responsibilities:** You are responsible for all account related matters, including informing the beneficiary(ies) regarding the sharing settings or any changes made thereto.

7.2.6 **Separate transfer of billing account:** If a donor or beneficiary's mobile line is transferred separately into another billing account, the sharing settings between the donor and beneficiary will be removed.

7.2.7 **Transfer of both billing accounts:** If a donor and beneficiary's mobile line is transferred together into another billing account, sharing settings between the donor and beneficiary will remain unchanged.

7.2.8 **Data usage by beneficiary:** In both scenarios for Clauses 5.3.6 and 5.3.7, data shared by the donor will be treated as usage by the beneficiary. Any unused data received by the beneficiary will be forfeited if the beneficiary moves out of the billing account. Local data bundle of the mobile plan will be pro-rated upon the transfer of billing account and excess data Charges may apply.

7.2.9 **Suspension:** Any suspension of a donor and/or beneficiary line will result in the suspension of sharing settings. The sharing settings will resume when the mobile line is resumed.

7.2.10 **Termination:** Any transfer in ownership or termination of the donor and/or beneficiary line will result in the termination of sharing settings.

7.2.11 **Change of Plan by donor:** If a donor changes plan or drops/ changes data upscale, the local data bundle of the mobile plan will be pro-rated and excess data Charges may apply. Sharing settings may be removed if the donor's new data entitlement cannot support the existing sharing settings.

7.3 **DataJump value-added Service**

7.3.1 **Eligibility:** You are eligible to subscribe for the DataJump value-added Service if you are a subscriber of a post-paid mobile standalone plan or SharePlus parent plan (excluding the SharePlus dependent plan) set out below:-

- (a) S or SIM Only S, 4G 4 or SIM Only 4G 4;
- (b) M or SIM Only M, 4G 5 or SIM Only 4G 5;
- (c) L or SIM Only L, 4G 6 or SIM Only 4G 6; or
- (d) XL or SIM Only XL, 4G 12 or SIM Only 4G 12,

(together, the "**Eligible Plans**" and each an "**Eligible Plan**"). For the avoidance of doubt, this DataJump value-added Service data bundle cannot be shared on the SharePlus dependent plan.

7.3.2 **Description of Service:** The DataJump value-added Service is offered specifically for each Eligible Plan in the following manner:-

- (a) S or SIM Only S, 4G 4 or SIM Only 4G 4 – DataJump (5GB);

- (b) M or SIM Only M, 4G 5 or SIM Only 4G 5 – DataJump (10GB);
- (c) L or SIM Only L, 4G 6 or SIM Only 4G 6 – DataJump (15 GB); and
- (d) XL or SIM Only XL, 4G 12 or SIM Only 4G 12 – DataJump (20GB).

7.3.3 **Waiver of minimum period:** The Minimum Period for the DataJump value-added Service may be waived for such period, as determined by us.

7.3.4 **Non-Eligible Plans:** The DataJump value-added Service may not be used with the following:-

- (a) SurfHub Plans, HomeHub Go Plans, HomeHub Go SurfHub 15, and HomeHub Go add-on plans;
- (b) Lite and XS Plans, 4G 300M and 4G 3 plans;
- (c) SmartBuddy;
- (d) SharePlus Child Lines;
- (e) MaxMobile Plans;
- (f) customized plans that are offered to selected business customers; or
- (g) any other plans, discounts or promotions that may not be listed above.

7.3.5 **Charges and billings:** Please note that these Charges will apply to this DataJump value-added Service:-

- (a) a monthly subscription fee of \$10.00 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) will be pro-rated according to your billing cycle;
- (b) a one-time activation Charge of \$10.70 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) whenever the Service is activated. If there is a change in your Eligible Plan, the DataJump value-added Service will terminate automatically. The one-time activation Charge will have to be paid again when re-subscribing to this Service;
- (c) local excess data charges will be billed accordingly after the use of the data in your Eligible Plan data bundle and the data in your DataJump value-added Service;
- (d) upon termination of the DataJump value-added Service during a billing cycle, monthly subscription Charges and the DataJump data bundle will be pro-rated according to your billing cycle.

7.3.6 **Unused data will be forfeited:** All unused data in the DataJump value-added Service (including the data bundle in the Eligible Plan) in each bill cycle will be forfeit and will not be rolled over to the next bill cycle.

7.4 **FREE IDD 018**

7.4.1 **Eligibility:** You may sign up for this Free IDD 018 value-added Service at \$7/month (or such other rate as may be prescribed by us from time to time) if you are a StarHub customer on any StarHub mobile Plan, other than SmartSurf HD Plans.

7.4.2 Applicable Voice Calls: This value-added Service applies to IDD 018 voice calls originating from Singapore and made to any of the following:-

- (a) any mobile and fixed line in Bangladesh, Brunei, Canada, China, Hong Kong, India, Laos, Macau, Malaysia, New Zealand, Puerto Rico, Russia, South Korea, Taiwan, Thailand, United Kingdom, USA (50 states in USA only, including Alaska and Hawaii); and
- (b) any fixed line in Australia and Japan.

Local airtime rates will apply to all Free IDD 018 calls made, and will be deducted from the free local outgoing voice bundle.

7.4.3 Non-applicable Voice Calls: Free IDD 018 excludes the following:-

- (a) Australia mobile and special services with prefixes 611, 614;
- (b) Japan mobile with prefixes 8170, 8180, 8190;
- (c) UK special service with prefixes 4455, 4456, 448, 449;
- (d) calls made via IDD 008 or by pressing '+' on the mobile phones;
- (e) inbound and outbound roaming calls;
- (f) calls made from SingTel/MI's (or such other service provider as notified by us) mobile lines, all fixed lines and payphones;
- (g) calls made via HomeConnect, StarHub payphones or 1635 Operator Assist;
- (h) calls made from Digital Voice; and
- (i) global SMS.

For the avoidance of doubt, applicable Charges for local calls will apply at the prevailing rates.

7.4.4 Billing: Monthly subscription is non-prorated upon activation and de-activation of the Free IDD 018 VAS. For example, if you activate the Free IDD 018 VAS on 10 January 2018 and the next bill cycle is 14 January 2018, you will be charged the full \$7 subscription for use from 10 to 13 January 2018. If the customer de-activates the Free IDD 018 VAS on 15 January 2018 or any time before the next billing cycle, there will be no refund for the \$7 monthly subscription nor will the charge be pro-rated.

7.4.5 Customers on Lite or XS/S/M/L/XL Plans: There will be a limit of 700 minutes a month for the duration of the IDD calls made under the Free IDD 018 VAS for customers on Lite, XS, S, M, L, and XL Plans. Thereafter, for usage in excess of 700 minutes a month, there will be a Charge imposed at the prevailing IDD 018 rates.

7.4.6 Customers on 4G Mobile Service Plans: There will be a limit of 2000 minutes a month for the duration of the IDD calls made under the Free IDD 018 VAS for customers on 4G mobile Service Plans. Thereafter, for each minute that you use in excess of the 2000 minutes a month, a Charge will be imposed at the prevailing rates for local calls.

7.5 HappyTalk

7.5.1 **Eligibility:** HappyTalk gives you an additional 300 local outgoing minutes, and is available to 4G and PowerValue subscribers, excluding SmartSurf HD subscribers. To enjoy these 300 local outgoing minutes, you will need to opt in for one of the three HappyTalk value-added Services: MyCircle, MyTime or MyZone. You may call 1633 or SMS the respective keywords to opt-in for one of these three value-added Services.

7.5.2 **Exclusivity:** The 3 HappyTalk value-added Services are mutually exclusive. The additional talk-time will only be used after your price plan bundled local minutes have been used up.

7.5.3 **Charges:** The one-time administrative Charge of \$10.70 (or such other amount as may be prescribed by us from time to time) will apply when customers sign up for HappyTalk. Once you have selected your HappyTalk value-added Service, you can switch to any one of the other two HappyTalk value-added Services at any time and a one-time administrative Charge of \$10.70 (or such other amount as may be prescribed by us) will apply for each switch.

7.5.4 MyCircle

(a) **Benefits:** MyCircle entitles you to:-

- (i) a total of 3 nominated StarHub numbers which you can call using the additional talk-time; and
- (ii) an additional 300 local SMS/MMS, which you can use to send to these 3 nominated MyCircle numbers. The additional 300 local SMS/MMS will be used after your price Plan bundled local SMS/MMS.

(b) **Nominated numbers:** The 3 nominated numbers can be any StarHub fixed, mobile post-paid or pre-paid number. If you wish to change any of these 3 nominated MyCircle numbers, a one-time Charge of \$1.07/number will apply.

(c) **SMS opt-in:** To sign up for MyCircle via SMS, text MyCircle<space>Add<space>8-digit number to 6773.

7.5.5 MyTime

(a) **Benefits:** MyTime entitles you to call any StarHub fixed, mobile post-paid or pre-paid number daily between 12 – 7 a.m. using the additional talk-time.

(b) **SMS opt-in:** To sign up for MyTime via SMS, text MyTime<space>Add<space>Time to 6773.

7.5.6 MyZone

(a) **Benefits:** MyZone entitles you to call any local fixed, mobile post-paid or pre-paid number using the additional talk-time when you use the Service within the selected zones, or within the compound of selected buildings, schools and army camps.

(b) **Selected zones:** The zones which you can enjoy additional talk-time include *Scape, Bugis Junction, ION Orchard, Plaza Singapura and Raffles City Shopping Centre plus selected schools and army camps. For the full listing of selected zones applicable for MyZone, please refer to:

<http://www.starhub.com/personal/mobile/mobile-phones-plans/value-added-services/call/happytalk.html> (or such other hyperlink as we may prescribe from time to time).

- (c) **SMS opt-in:** To sign up for MyZone via SMS, text MyZone<space>Add<space>Zone to 6773.

7.6 JuniorProtect Basic

7.6.1 **Eligibility:** This JuniorProtect Basic value-added Service is available for subscription by our post-paid customers with a billing account except for customers holding the BlackBerry Mobile Plans and/or BlackBerry Mobile Data Pack Plans. It is not available for our pre-paid customers and our business or BRN customers.

7.6.2 **Charges:** The monthly subscription Charge for this value-added Service is \$2.68 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) per Mobile line. If you subscribe for this value-added Service for more than 1 Mobile line (the "**selected Mobile line**"), each selected Mobile line will be charged for the value-added Service.

7.6.3 **Content filtering:** Content filtering will be activated for the selected Mobile line on a default setting categorised by us. You are encouraged to review and modify the content filtering categories according to your needs or the need of the user of the selected Mobile line (as may be applicable).

7.6.4 **Limitations:** Please note the following limitations to this JuniorProtect Basic value-added Service and the content filtering provided. In particular, we make no warranty or representation that this value-added Service is accurate, will filter out all inappropriate Content, or that it is fit for purpose.

- (a) This value-added Service will not filter content for any traffic that bypasses our mobile network, including without limitation:-
- (i) content that does not pass through our mobile, cable or fibre broadband network;
 - (ii) content accessed over public WiFi network or WiFi on other networks;
 - (iii) content accessed via a device with static Internet Protocol address; or
 - (iv) content accessed via a device on a Virtual Private Network ("**VPN**").
- (b) This value-added Service will only support and filter Content on "http" - protocol. Content on https, WML, RTSP and other protocols will not be supported by this value-added Service for content filtering.
- (c) This value-added Service will not filter access to any Content or applications that have already been downloaded on the end-user device prior to the commencement of the value-added Service.
- (d) This value-added Service will not be 100% accurate and hence is not a substitute for adult supervision.

7.7 JuniorProtect Plus

7.7.1 **Eligibility:** The JuniorProtect Plus value-added Service is available for subscription by our post-paid customers with a billing account except for customers holding the BlackBerry Mobile Plans and/or Blackberry Mobile Data Pack Plans. It is not available for our pre-paid customers and our business or

BRN customers. Additionally, only the Mobile lines under the same billing account are eligible for this value-added Service.

- 7.7.2 **Charges:** The monthly subscription Charge for this value-added Service is \$5.35 (inclusive of GST) (or such other rate as may be prescribed by us from time to time) per Mobile line. If you subscribe for this value-added Service for more than 1 Mobile line (the "**selected Mobile line**"), each selected Mobile line will be charged for the value-added Service.
- 7.7.3 **Content filtering:** Content filtering will be activated for the selected Mobile line on a default setting categorised by us (the "**Restricted Content**"). You are encouraged to review and modify the filtering categories according to your needs. StarHub shall not be responsible for the adequacy or otherwise of the Restricted Content to meet your individual needs.
- 7.7.4 **Limitations:** Please note the following limitations to this JuniorProtect Plus value-added Service and the content filtering provided. In particular, we make no warranty or representation that this value-added Service is accurate, will filter out all inappropriate Content, or that it is fit for purpose.
- (a) This value-added Service will not filter content for any traffic bypassing our mobile network, including without limitation:-
 - (i) content that does not pass through our mobile, cable or fibre broadband network;
 - (ii) content accessed over public WiFi network or WiFi on other networks;
 - (iii) content accessed via a device with static Internet Protocol address; or
 - (iv) content accessed via a device on a Virtual Private Network ("**VPN**").
 - (b) This value-added Service will not filter access to any Content or applications that have already been downloaded on the end-user device prior to the commencement of the value-added Service.
 - (c) This value-added Service will not be 100% accurate and hence is not a substitute for adult supervision.
- 7.7.5 **Location tracking:** This value-added Service entails the tracking of the location and whereabouts, including footprint trail (e.g. the history of locations in the past 1 week) and the last known location of a selected Mobile line. In using this value-added Service, you consent to StarHub collecting, using and retaining such data as part of providing you the value-added Service.
- (a) **Availability:** The location-tracking feature of this value-added Service will be available 24 hours or 1 working day after the successful activation of the value-added Service.
 - (b) **Termination:** In the event that the value-added Service is terminated, all locations and footprint trail data of the selected Mobile line will be permanently erased.
 - (c) **Limitations**
 - (i) **Time lapse:** The value-added Service's location-tracking feature is not real-time and will be subject to a time lapse of at least 30 minutes or longer

- (ii) **Precision:** The value-added Service will not be 100% precise as location accuracy is dependent on various factors such as the access points and/or location of the cell towers/base stations that the selected Mobile Line is connected to.
- (iii) **WiFi signals:** The location of the selected Mobile line will be unknown if the selected Mobile line is connected to a public WiFi network or WiFi on other networks.
- (iv) **Records:** The value-added Service's location trail feature will only show past data of up to 7 days.

7.7.6 Control of Mobile data access: You will be able to turn on/off the Mobile data access of the selected Mobile line through StarHub My Account Manager or My StarHub App so long as the selected Mobile line is under the same Hub iD. By turning off Mobile data access, you acknowledge that both 3G and 4G mobile data (local & roaming) will be completely turned off for the selected Mobile line and that internet connectivity will only be available through WiFi.

7.7.7 Subscription to SMS & e-mail alerts: If you choose to turn on this alert feature, you will receive SMS and/or e-mail notification alerts on your Mobile line and/or your Hub iD e-mail address if any attempt is made by the selected Mobile line user to access the Restricted Content. You can manage/modify these notification alert settings on www.starhub.com/juniorprotect.

7.7.8 Activity reports: You will be able to view activity reports in the various forms that we provide. We reserve the right to change this feature without any notification to you. In the event that this value-added Service is terminated, all activity reports for the selected Mobile line will be permanently erased.

7.7.9 Termination

- (a) We have the right to terminate this value-added Service immediately and without any liability to you for any loss or damage (including the loss of data) if-
 - (i) you terminate the selected Mobile line;
 - (ii) you port out the selected Mobile line; or
 - (iii) you are in breach of any applicable Service Specific Terms & Conditions or the Consumer General Terms & Conditions.
- (b) We reserve the right to terminate or discontinue the value-added Service by posting a notification on our website. StarHub shall not be responsible to you for any loss of data or any other loss or damage arising from the termination of this value-added Service by us.

7.7.10 Liability

- (a) **Disclaimer:** While we strive to give a good consumer experience, the value-added Service is provided on an "as is" and "as available" basis. StarHub expressly disclaims all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, and fitness for a particular purpose and non-infringement, to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from us or through the value-added Service will create any warranty not expressly set out in these Service Specific Terms & Conditions.
- (b) **Interruption, disruption or deterioration:** StarHub will not be liable for any interruption, disruption to, or deterioration in the quality, reliability or accuracy of the value-added Service

or for any technical issue that may arise by reason of your use or inability to use the value-added Service.

- (c) **Indemnity:** You agree to fully indemnify StarHub for all claims, damages, losses and liabilities arising from information provided by you for the purposes of registering for this value-added Service, the use of this value-added Service (whether by you or any other person) and any negligence, omission, act or breach of these Service Specific Terms & Conditions.

7.8 **MultiSIM**

7.8.1 **Eligibility:** To be eligible for MultiSIM Services, you must have an active subscription of our Mobile Services and such Mobile Services must be under a:-

- (a) voice only mobile subscription plan; or
- (b) voice and data mobile subscription plan.

For the avoidance of doubt, you must have a valid identification document to be eligible for the MultiSIM Services or eSIM Card.

7.8.2 **Non-eligibility:** You will not be eligible to subscribe for the MultiSIM Services if:-

- (a) you only subscribe to our data mobile subscription plan; or
- (b) you are on the SharePlus plan.

7.8.3 **Responsibility for use:** You will be responsible for the use of all SIM cards or eSIM cards and all applicable Charges in relation thereto, registered under your account for this MultiSIM Service.

7.8.4 **Incoming calls:** You acknowledge and agree that your incoming calls and SMS will be first received on your main mobile number on the assigned "primary" handset. If you do not pick up the call on your main mobile number, the call will be routed to the next MultiSIM based on your selected order of priority; or in the absence of any selection of priority by you, by our pre-selected order of priority.

7.8.5 **Charges:** Please note that the following Charges will be applicable at prevailing rates:-

- (a) registration and activation Charges for each additional SIM card or eSIM card procured under the MultiSIM Services;
- (b) monthly recurring subscription Charges for the MultiSIM Services;
- (c) replacement Charges for the replacement of any SIM card or eSIM card, unless such SIM card is defective and such defect is caused by us;
- (d) suspension Charges in the event of the suspension of this value-added Service; and
- (e) other applicable Charges arising from and in connection with your mobile subscription services (including Charges applicable and incurred by your use for your primary "handset").

7.8.6 **Device-unique eSIM cards:** Your eSIM card will be unique to the device you have registered with. Replacement Charges will apply should you require replacement eSIM card for switch devices. In the

event that you replace your eSIM card, please retain the existing eSIM card for further re-registration of your eSIM profile.

7.8.7 **Suspension of your mobile Service:** During the period of the suspension of your mobile subscription service, all usual Charges continue to apply, including the Charges for the MultiSIM Service.

7.9 **Plus 3**

7.9.1 **Eligibility:** Our Plus 3 Data Upsize @ \$6/month (or such other rate as may be prescribed by us from time to time) value-added Service is available on an opt-in basis for new sign-ups, re-contract and existing StarHub Mobile post-paid customers on eligible mobile plans standalone lines and SharePlus Parent lines (excluding SharePlus dependent lines). Only one Plus 3 Data Upsize value-added Service is allowed per mobile line. The eligible mobile plans are set out below:-

- (a) 2-year XS or SIM Only XS, 4G 3 or SIM Only 4G 3;
- (b) 2-year S or SIM Only S, 4G 4 or SIM Only 4G 4;
- (c) 2-year M or SIM Only M, 4G 5 or SIM Only 4G 5;
- (d) 2-year L or SIM Only L, 4G 6 or SIM Only 4G 6; or
- (e) 2-year XL or SIM Only XL, 4G 12 or SIM Only 4G 12.

7.9.2 **Not to be used with other promotions:** The Plus 3 Data Upsize value-added Service cannot be used in conjunction with any other discounts or promotions including:-

- (a) SurfHub Plans; and
- (b) youth promotions (including free value-added Services, and free data upsize).

7.9.3 **Excess data Charges:** Excess data Charges will be billed to individual mobile phone lines upon the use of both the plan data bundle and the Plus 3 Data Upsize value-added Service.

7.10 **SharePlus**

7.10.1 **Description:** The SharePlus plan is available for subscription as a dependent plan (the "**dependent line**") of another mobile line (the "**main line**") that is subscribed to Lite, XS, S, M, L and XL mobile plans (the "**eligible plans**"). The subscriber of the main line must be:-

- (a) above 21 years of age; and
- (b) a Singaporean, Permanent Resident or Foreigner (holding one of the following pass types - P1, P2, PEP, Diplomat, Q1, Non-Diplomat, EntrePass, Training Visit Pass).

Both the main line and dependent line(s) must be registered under the same NRIC/FIN and under the same account.

7.10.2 **Eligibility:** You may subscribe to the SharePlus plan if you:-

- (a) have a NRIC or a FIN number; and

- (b) are currently not on a plan for your mobile post-paid line; or
- (c) have an existing plan for your mobile post-paid line but wish to convert your existing plan to the SharePlus plan (such conversion will carry the prevailing Mobile Service Charge).

7.10.3 **Benefit of subscription:** For the subscription of SharePlus plan at \$16.05 (including GST) (or such other rate as may be prescribed by us from time to time) per month (in addition to the applicable registration and SIM Card Charges), up to a maximum 2 dependent line(s) can be registered per NRIC/FIN. Dependent lines may enjoy:-

- (a) the sharing of bundled local outgoing minutes, SMS bundle and bundled local data with the main line. Please be aware that any excess data Charge will be billed to the individual mobile line that incurred the Charge;
- (b) an optional 1GB of local data per dependent line subscribed (non-sharable). If you choose to opt in for this benefit, the 1GB data will be used first before the main line's shared bundled data is used; and
- (c) free International Roaming and Caller Number Display if the main line is subscribed to XL mobile plan.

In order for the dependent line(s) to remain active and share the bundled airtime, data and SMS, the main line must remain active and continue to subscribe to one of the eligible plans.

7.10.4 **Processing Charges:** As the processing of the SharePlus plan application will take up to 3 working days (the "**processing period**"), any local outgoing calls, SMS and data used by the dependent line during this processing period will be chargeable and will not be deducted from the main line's free bundled units. If the SharePlus plan is subscribed to the Free IDD 018 value-added Service to 19 Destinations, all IDD018 calls will also be chargeable during the processing period.

7.10.5 **Excess Charges:** Please refer to the Service Specific Terms & Conditions for Mobile Services for the Charges that will apply for any excess usage incurred on the main line and the dependent line beyond the total bundled units.

7.10.6 **Changing to the SharePlus Plan:** If you request to change your plan for an existing StarHub Mobile line to the SharePlus plan, you will be responsible for any effect that such change may have on your existing StarHub Rewards points and Hub Club privileges, such as Hub Club discounts and handset upgrade privileges awarded to your principal Mobile line every 12 months.

7.10.7 **Suspension of main line:** If you request for a suspension of the main line (or if your main line is suspended for any reason), all usage on the dependent line(s) will be chargeable at the prevailing rates thereafter and the dependent lines will no longer have access to the free bundled units of the main line. We reserve the right to suspend any dependent line for any abuse of this plan.

7.10.8 **Termination of main line:** In the event that the main line is terminated, the dependent line(s) cannot remain on the SharePlus plan and will be provisioned with a default XS plan unless otherwise terminated or changed to another service plan at the request of the customer.

7.10.9 **Porting of main line:** In the event where the main line is ported out to another service provider, the dependent line(s) will be provisioned with a default XS plan unless otherwise terminated or changed to another service plan at the request of the customer.

7.10.10 **Non-eligibility for further promotions or value-added Services:** Unless otherwise stated, the dependent line(s) will not be eligible for any of the following:-

- (a) our handset upgrade or promotional handset offer;
- (b) MultiSIM Service;
- (c) Hub Club membership or Hub Club discount;
- (d) Plus 3 Data Upsize @ \$6/month (or such other rate as may be prescribed by us from time to time) value-added Service; or
- (e) sharing of SMS/MMS promotions or add-on bundles offered to or subscribed on the main line (including the free 100 SMS/MMS per month as part of the promotion for GIRO or recurring credit card payment).

SECTION B: PRE-PAID MOBILE SERVICES

I. Basic terms and conditions

I.1 **Applicability:** Clause I of this Section B are a set of terms and conditions which apply to subscribers of our pre-paid mobile Plans offering any combination of voice calls, SMS, mobile data and other mobile Services (for the purposes of this Section, the "**Services**").

I.2 Registration and eligibility

I.2.1 **Registration requirement:** You may apply for our pre-paid Services by presenting your relevant personal documents at point of purchase. Prior to your usage of the Services, all pre-paid SIM cards must be registered with StarHub. Upon successful registration, the pre-paid SIM card in respect of the Services will be automatically activated.

I.2.2 **Discretion to decline application:** We may, in our sole discretion, decline to accept your application for purchase and/or registration of any pre-paid SIM card. Any such determination is final.

I.2.3 Registration

- (a) If you are an individual:-
 - (i) you must be at least 15 years old before you can purchase a pre-paid SIM card;
 - (ii) you can only register up to 3 pre-paid SIM cards with all Service Providers (including us) in Singapore; and
 - (iii) you must register the pre-paid SIM card in person by submitting the following to us at any of our physical retail locations/shops:-
 - (I) your original passport/work permit (in the case of foreigners). If you are a Singapore National Serviceman, you can submit your original NRIC or SAFIIB / SCDF IIB / SPFIIB;

- (2) your i) SPass, ii) Employment Pass, iii) EntrePass, iv) Training Employment Pass, v) Personalised Employment Pass, vi) Work Holiday Pass, vii) Dependent's Pass, viii) Long Term Pass or ix) Student's Pass; and/or
- (3) such other information or document as we may require.
- (b) If you are an enterprise customer and wish to apply for the Services on a corporate individual scheme ("**CIS**") basis:-
- (i) you must provide us with your company's or business' particulars including your company's/business' registration number;
- (ii) you must appoint an authorised representative to register the bulk purchased pre-paid SIM cards;
- (iii) you must ensure that your authorised representative will be responsible for arranging for the list of pre-paid SIM card mobile phone numbers and his/her personal ID to be registered with us;
- (iv) you must ensure that your authorised representative will be responsible for the safe-keeping and dissemination of the pre-paid SIM cards until the pre-paid SIM cards are registered; and
- (v) you must ensure that your authorised representative will transfer the ownership of the pre-paid SIM cards to individual end-users by presenting both parties' personal ID and the pre-paid SIM card itself; both parties must be present for the transfer, and the pre-paid SIM card will be activated only after the transfer is successful.

1.2.4 De-registration

- (a) All de-registration of pre-paid SIM cards must be done in person at our designated/selected physical retail locations/shops. Unless otherwise notified by us, the current locations of our physical retail locations/shops are as follows, which may be subject to change from time to time at our sole discretion without prior notification:

Bugis Junction	200 Victoria Street #01-83/84 Singapore 188021
Causeway Point	1 Woodlands Square #03-07/08/09/10 Singapore 738099
Parkway Parade	80 Marine Parade Road #B1-30/32 Singapore 449269
Westgate	3 Gateway Drive #03-28 Singapore 608532

- (b) In order to de-register the pre-paid SIM card, you must submit the following:-
- (i) your original NRIC or (in the case of foreigners) passport/work permit. If you are a Singapore National Serviceman, you can submit your original SAF IIB / SCDF IIB / SPF IIB;

- (ii) your i) SPass, ii) Employment Pass, iii) EntrePass, iv) Training Employment Pass, v) Personalised Employment Pass, vi) Work Holiday Pass, vii) Dependent's Pass, viii) Long Term Pass, or ix) Student's Pass; and/or
 - (iii) such other information or documents as we may require from time to time.
- 1.2.5 **No refunds:** Each pre-paid SIM card, top-up, or value added Service for pre-paid customers, once sold, is not refundable (even if the purchase was due to a mistake). This includes any amounts paid in advance by you.
- 1.2.6 **Stored value to be forfeited:** Once de-registered, the pre-paid SIM card will be terminated and any remaining value stored on it will be forfeited. Each pre-paid SIM card has no surrender value, and we will not, in any circumstance, entertain any claim for a refund of the remaining value stored on it or of any unused portion of the value of it, whether prior to or after its expiry.
- 1.3 **Validity of pre-paid SIM card**
- 1.3.1 **Validity:** The pre-paid SIM card is valid for the prescribed period from the day of activation.
- 1.3.2 **Extension of validity:** To extend the validity of the pre-paid SIM card, you will need to top up the card within the period of validity, failing which, the pre-paid SIM card will expire.
- 1.4 **Your responsibility:** You will be responsible for the pre-paid SIM card or your top-up and must ensure that anyone using your pre-paid SIM card or your top-up complies with the Terms & Conditions. You are responsible for the safe-keep and use of your pre-paid SIM card and your top-up.
- 1.5 **Roaming for pre-paid mobile Services**
- 1.5.1 **Network Selection:** Pre-paid mobile customers who wish to use the Services outside of Singapore (for the purposes of this Clause, our "**Roaming Services**") will need to ensure that you select a participating mobile network in the listed countries/destinations.
- 1.5.2 **Activate roaming:** If you intend to use Roaming Services, you will need to ensure that you turn on your pre-paid roaming service prior to your travel date. To activate the Roaming Services, please dial *111# and press the call button or via the Happy Prepaid App.
- 1.5.3 **Automatic roaming Charges:** Automatic roaming Charges are based on our prevailing roaming Charges. Such Charges include our prevailing roaming GPRS Charges for use of mobile data Services overseas, and additional Charges for calls made/received, even if such calls are not connected, remain unanswered or are unsuccessful for any reason whatsoever and howsoever caused. For the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call.
- 1.6 **Additional terms**
- 1.6.1 **Replacement:** Replacement of your pre-paid SIM card is chargeable at \$25 (w/o GST) or such other amount as may be notified by us from time to time. Unless otherwise specified, you may, subject to the validity of your SIM card, opt to retain your existing pre-paid mobile number and balance credits when replacing your SIM card.
- 1.6.2 **No refund of stored value:** The pre-paid SIM card and top-up are not refundable or exchangeable after your purchase. We will not refund any remaining value stored on a pre-paid SIM card even if the card: (a) has its stored value erased; (b) is lost; (c) is damaged; or (d) if the PIN in respect of that pre-paid card is blocked, notwithstanding that such event occurs during the validity period of the pre-paid SIM card.

1.6.3 **Limitation of liability:** Our maximum liability to you and anyone else who uses our pre-paid SIM card or top-up is limited to the price of such pre-paid SIM card or top-up.

1.6.4 **Deemed acceptance:** You agree and acknowledge that the use of our pre-paid SIM card or top-up signifies your acceptance of the Terms & Conditions.

2. Happy Pre-paid

2.1 Call Rates Billing

Billing for local voice call is at 22¢ (or such other rate as may be prescribed by us from time to time) for the 1st minute (or part thereof) and 8¢ (or such other rate as may be prescribed by us from time to time) per minute or part thereof. We reserve the right to change our billing mechanics from time to time without prior notification, including the way that we compute your usage and charges.

2.2 HAPPY 016

2.2.1 **Price:** A promotional price of \$16 for this Happy 016 Service will be deductible from the main balance.

2.2.2 **Special IDD rates:** After purchasing and activating your Happy 016 pack, you will be able to enjoy special IDD rates for IDD calls made using IDD 016 access code. These IDD calls can be made by dialling 016 > country/destination code > Area Code > phone number.

2.2.3 **Calls using other IDD access codes:** Calls made using other IDD access codes will be charged at the respective prevailing IDD rates.

2.2.4 **Validity:** The Happy 016 pack will be valid for 30 days from the date of activation.

2.2.5 **Charges:** All calls are charged in one minute blocks. For example, calls to Malaysia mobiles are 8.3¢ per minute block and calls to China are 1¢ per minute block.

2.2.6 **Additional connection Charges to China:** A 30¢ call connection charge (or such other rate as may be prescribed by us from time to time) is applicable for calls to China.

2.2.7 **Maximum cap:** There is a maximum cap of \$78 (or such other amount as may be prescribed by us from time to time) worth of calls that can be made on this Happy 016 Service through the IDD 016 access code.

2.3 HAPPY 128 Top-Up Card

2.3.1 **Benefits:** With each \$28 Happy 128 pre-paid top-up made on Happy pre-paid, you will receive:

- (a) \$100 worth of local services balance for SMS and local voice calls (excluding calls to 1900/LDD/15xx); and
- (b) \$28 worth of international services balance for global SMS and IDD 008/018 calls (inclusive of local airtime charges of an IDD call).

2.3.2 **Types of calls and SMS not covered:** This Service will not apply to IDD calls made using a 15xx prefix. IDD and local call Charges made using a 15xx prefix will be deducted from the balance in your main wallet.

- 2.3.3 Charges for IDD calls (inclusive of the local airtime charge for the duration of IDD 018 calls to one of the free IDD 018 destinations) will be deducted from the international services balance of your main wallet.
- 2.3.4 **Order of deduction for balances:** For any local SMS or local call made, the order for the deduction of any balance (where applicable) will be:-
- (a) any existing Free Bundled SMS or Bonus Airtime balance;
 - (b) Happy 128 local services balance; and
 - (c) the pre-paid card's main balance.
- 2.3.5 **Expiry of bonus balance:** The Happy 128 bonus balance will expire in 50 days from the day of top-up. To roll over any unused Happy 128 value, another \$28 Happy 128 pre-paid top-up will have to be made. If the customer does not make a \$28 Happy 128 pre-paid top-up within the 50-day period, the Happy 128 balance will expire and all subsequent charges will be deducted from the card's main balance instead.
- 2.3.6 **Non-Eligibility for Free Bundled SMS:** Top-ups made using the \$28 Happy 128 pre-paid Top-up Card will not be eligible for Free Bundled SMS and Credit.
- 2.3.7 **Maximum Balance:** All top ups must be made within 50 days from the previous top up and you can only top up to a Benefit of \$500 worth of local services balance and \$140 worth of international services balance (Cap). The Cap shall apply to your wallet balance at all times. We will not, under any circumstances, entertain any claims, including any request to remove or change the Cap. The Cap shall apply to all customers of Happy prepaid, both existing and new customers. As such, all existing Happy prepaid customers with existing wallet balances are strongly encouraged to use their existing wallet balances by 30 November 2018 (or such other later date as may be notified by us); failing which, all unused wallet balances shall automatically and immediately expire and customers shall be deemed to have agreed to forfeit all unused wallet balances and they cannot be rolled over.
- 2.3.8 In the event that you make a top-up and all the benefits balances has reached the maximum cap, the top-up will still be successful and the Happy 128 balances will be extended by another 50 days from the date of top-up.
- 2.3.9 **Activation fee and minimum balance:** Customers who are enjoying the Happy 128 bonus value can activate free incoming calls but the one time activation fee and daily fee will be deducted from the pre-paid card's main balance. After the deduction, unless otherwise notified by us, the pre-paid card must contain a minimum balance of \$1 (or such other amount as may be prescribed by us from time to time) in order for customers to activate free incoming calls and keep the on-demand free incoming calls status active. If pre-paid card's main balance is insufficient, customers must top up the card's main balance in order to enjoy the service.
- 2.3.10 **Other promotions:** Unless otherwise stated, all existing promotions (e.g. promotional IDD rates) and features (e.g. free 10 local/global SMS with 5 sent daily) offered on Happy pre-paid Service will still be applicable with \$28 Happy 128 pre-paid Top-Up.
- 2.3A **HAPPY Plan: Happy Data 30 / Talk Time Plus / Data Plus**
- 2.3A.1 With each Happy Data 30 activation at \$30, customers will receive:

- (a) 30-day validity
- (b) 150 minutes of local outgoing call
- (c) 1000 local SMS
- (d) 3GB for use in local and across our happy roam destinations
- (e) Free incoming call service

2.3A.2 With each Talk Time Plus 15 activation at \$15, customers will receive:

- (a) 15-day validity
- (b) 100 minutes of local outgoing call
- (c) Free incoming call service

2.3A.3 With each Data Plus 15 activation at \$15, customers will receive:

- (a) 15-day validity
- (b) 2GB for use in local and across our happy roam destinations
- (c) Free incoming call service

2.3A.4 There will not be main credits given with these activations.

2.3A.5 Data bundle from the Happy Plan is applicable for use in Singapore and StarHub's Happy roam destinations.

2.3A.6 The local outgoing calls from Happy Plan is not applicable for 1900/1800/100, IDD calls, 15XX calls usage. Deduction of these charges will be made from other relevant balances.

2.3A.7 Once any of the Happy Plan balances has been used up, the relevant charges will be deducted from the main credit balance.

2.3A.8 To rollover any unused Happy Plan balances and extend the validity period, customer will have to activate another Happy Plan.

2.3A.9 If customer does not activate a Happy Plan within the validity period, the Happy Plan balances will expire and all subsequent charges will be deducted from other relevant balances.

2.3A.10 There will be a maximum cap of:

- (a) 60-day validity, from last point of activation
- (b) 9GB for use in local and across our happy roam destinations
- (c) 450 minutes of local outgoing calls
- (d) 3000 local SMS

2.3A.11 In the event that one of the benefit balances has reached the maximum cap, the rest of the balances will still be topped up.

2.3A.12 In the event that all the benefit balances has reached the maximum cap, the activation will be unsuccessful.

- 2.3A.13 In the event that a Happy Plan is activated and the validity period exceeds the main credit expiry date, the activation will be unsuccessful.
- 2.3A.14 StarHub will not, in any circumstances, entertain any claim for a refund of the balance remaining in any prepaid mobile account.
- 2.3A.15 Customers are fully responsible for the use of their Happy Prepaid, and in no circumstances shall StarHub be held liable for any loss, expense or damage that customers may suffer.

2.4 **\$17 Happy Stars Top-up**

- 2.4.1 **Benefits:** With each \$17 Happy Stars top-up made via a \$17 Happy Stars Top-Up card on Happy prepaid, you will receive:-
- (a) free incoming call Service;
 - (b) 200MB local mobile data;
 - (c) 120 minutes of local outgoing calls (this will not be applicable to 1900/1800/100/LDD/15xx calls;
 - (d) 500 local SMS; and
 - (e) 30-day LINE/WeChat Plan.

For the avoidance of doubt, no credits will be given with this top-up.

- 2.4.2 **Types of calls and SMS not covered:** This top up Service is not applicable for IDD calls, 15XX calls and global SMS usage. Deduction of these Charges will be made from other relevant balances.
- 2.4.3 **Order of deduction for balances:** For any local SMS sent or local calls made, once your Happy Stars balances have been used up, relevant Charges will be deducted from the main balance and/or Happy \$128 balances (as applicable). Specifically, the deduction of Charges from balances will be made in the following order (where applicable):-
- (a) \$17 Happy Stars/\$25 Happy Stars Plus (whichever expires first);
 - (b) free Local SMS;
 - (c) any existing Free Bundled SMS;
 - (d) Happy128 Local Balance; and
 - (e) main card balance.

- 2.4.4 **Expiry of benefits balance:** The Happy Stars benefits balances will expire 30 days from the day of your top up. In order to carry forward any unused Happy Stars balances, you will have to make another Happy Stars top-up. If you do not make a Happy Stars top-up within the 30 days period, your Happy Stars balances will expire and all subsequent charges will be deducted from the main balance and/or Happy\$128 balances (if applicable) instead.

- 2.4.5 **Maximum balance:** Please note that for the benefits that we offer under the \$17 Happy Stars top-up, there will be a maximum balance cap of:-
- (a) 600MB local mobile data;

- (b) 360 minutes of local outgoing calls; and
 - (c) 1500 local SMS.
- 2.4.6 In the event that you make a top-up and one of the benefits balances has reached the maximum cap, the rest of the benefits balances will be topped up and the expiry date of all the \$17 Happy Stars benefits will be extended by another 30 days from the date of top-up.
- 2.4.7 In the event that you make a top-up and all the benefits balances has reached the maximum cap, the top-up will still be successful and the free Incoming Call & expiry date of your Happy Stars balances will be extended by another 30 days from the date of top-up.
- 2.4.8 **Non-Eligibility for Free Bundled SMS:** Top-ups made using a Happy Stars Top-up card will not be eligible for Free Bundled SMS and credit (with exception for top-up via Internet).
- 2.4.9 **Other promotions:** All existing promotions (e.g. promotional IDD rates) and features (e.g. free 10 local/50 global SMS with 5 sent daily) offered on Happy pre-paid service will be applicable with a \$17 Happy Stars Top-up, unless otherwise stated.
- 2.5 **\$25 Happy Stars Plus Top-up**
- 2.5.1 **Benefits:** With each \$25 Happy Stars Plus top-up made via a \$25 Happy Stars Plus Top-Up card, you will receive:-
- (a) 400MB local mobile data;
 - (b) \$10 main credits;
 - (c) 50-day free Incoming Call service;
 - (d) 120 minutes of local outgoing calls;
 - (e) 500 local SMS; and
 - (f) 50-day LINE/WeChat Plan.
- 2.5.2 **Types of calls not covered:** Outgoing minutes are not applicable for 1900/1800/100/LDD/15xx calls. Call charges for such outgoing calls will be deducted from your Happy Stars Plus main balance or Happy main balance (where applicable).
- 2.5.3 **Order of deduction for balances:** For any local SMS or local calls made, once any of the \$25 Happy Stars Plus benefits has been used up, the relevant Charges will be deducted from the card's main balance and/or \$17 Happy Stars/ Happy \$128 benefits (as applicable). Specifically, the deduction will be made in the following order (where applicable):-
- (a) for local SMS:-
 - (i) \$17 Happy Stars/\$25 Happy Stars Plus (whichever expires first);
 - (ii) free local SMS;
 - (iii) \$25 Happy Stars Plus (main wallet, whichever expires first);
 - (iv) Happy 128 local balance; and

- (v) main wallet.
- (b) for local calls:-
 - (i) \$17 Happy Stars/\$25 Happy Stars Plus (whichever expires first);
 - (ii) \$17 Happy Stars/\$25 Happy Stars Plus (main wallet, whichever expires first);
 - (iii) Happy Local; and
 - (iv) main wallet.
- 2.5.4 **Expiry of benefits balance:** The \$25 Happy Stars Plus benefits balances will expire 50 days from the day of top up. To carry forward any unused \$25 Happy Stars Plus benefits, you will have to make another top-up with a \$25 Happy Stars Plus top-up up card. If you do not make another top-up with a \$25 Happy Stars top-up within the 50 day period, your \$25 Happy Stars Plus benefits will expire and all subsequent Charges will be deducted from your main balance and/or \$17 Happy Stars/Happy\$128 benefits (if applicable).
- 2.5.5 **Maximum balance:** For all \$25 Happy Stars top-ups, there will be a maximum balance cap of:-
 - (a) 1200MB local mobile data;
 - (b) \$30 main credits;
 - (c) 360 minutes of local outgoing calls; and
 - (d) 1500 local SMS.
- 2.5.6 In the event that you make a top-up and one of the benefits balances has reached the maximum cap, the rest of the benefits balances will be topped up and the expiry date of all the \$25 Happy Stars Plus benefits will be extended by another 50 days from the date of top-up.
- 2.5.7 In the event that you make a top-up and all the benefits balances has reached the maximum cap, the top-up will still be successful and the Free Incoming Call & expiry date of the \$25 Happy Stars Plus benefits will be extended by 50 days from the date of top-up.
- 2.5.8 **Extension of card validity:** Every successful \$25 Happy Stars Top up will extend your card validity by 50 days from the date of the top up.
- 2.5.9 **Non-Eligibility for Free Bundled SMS:** Top-ups made using a \$25 Happy Stars Top-up card will not be eligible for free bundled SMS and credit (with exception for top-up via Internet).
- 2.5.10 **Other promotions:** All existing promotions (e.g. promotional IDD rates) and features (e.g. free 10 local/50 global SMS with 5 sent daily) offered on Happy pre-paid service will still be applicable with a \$25 Happy Stars Plus Top-up, unless otherwise stated.
- 2.6 **Happy Stars Top-up Card customers**
 - 2.6.1 If you have topped up your pre-paid card with \$17 Happy Stars or \$25 Happy Stars Plus top up cards before or after you have performed a top-up of at least \$18, the 30-day free incoming calls under the Happy Stars top-up will take precedence.

- 2.6.2 Upon expiry of the Happy Stars top-up card 30-day free incoming calls period, the 20-Day free incoming calls promotion will continue until the expiry of the Service.

3. My Happy Account Online (or online top-up)

These terms and conditions apply to payment and top up Services for pre-paid cards through the online purchase or top-up of air-time or a variety of data product subscriptions, provided by us on www.starhub.com ("**Happy Services**"), and shall apply on every occasion that you use the Happy Services. Before proceeding to use the Happy Services, please read these terms and conditions carefully. If you are unable to accept these terms and conditions, please do not click on the "Accept" button that appears at the end of the registration page.

3.1 Registration

- 3.1.1 **Online registration:** Prior to using the Happy Services, you must provide your registration details by completing the online registration process. We will notify you of our acceptance of your registration by email and/or SMS and/or on the screen on the web page. We may decline to accept your application at our discretion.

3.1.2 Representation and warranty

- (a) **Complete and accurate information:** You represent and warrant that all information that you provide to us in connection with the Happy Services (including your Registration Data) will be complete and accurate in all respects and you acknowledge that we are wholly reliant on the accuracy of the Registration Data you provide and will rely on it in the provision of the Happy Service to you. "**Registration Data**" refers to your name, postal address, email address, date of birth and payment details. Some of these data may be optional depending on the type of Services chosen. If you provide any Registration Data that is untrue, inaccurate, not current or incomplete, or if we have reasonable grounds to suspect that your Registration Data is untrue, inaccurate, not current or incomplete, we have the right to suspend, terminate, or refuse your current or future use of any Happy Service.
- (b) **Validation of information:** The information that you provide may be validated against information we already have on file that is associated with you, your credit or debit card, your bank account, your account with us, or information we receive from one or more third parties, or information maintained by a third party. If you are unable to provide adequate information for us to validate your identity or the authority of the holder of the Happy Account, we have the right to disallow your registration for the Happy Service. You warrant that the information is correct and that you have the legal right to use all of the credit or debit card(s) and all of the bank accounts you register with us for these Happy Services.

3.1.3 Your Happy Account

- (a) **Personalised account:** Upon acceptance of your registration, you will be allocated a personalised account for the use of the Happy Service ("**Happy Account**"). You are responsible for the use of the Happy Service under your Happy Account, including without limitation, the security of your Happy Account and its associated passwords and PIN numbers.
- (b) **Services not requiring a Happy Account:** Certain types of Happy Services, such as the Unregistered Top-up, will not require a password or PIN to access, and a Happy Account will not be set up for you. However, you are still required to provide data that is complete and accurate in all respects for our records.

- 3.1.4 **Valid payment cards:** To become a registered user, you must supply a valid credit or debit card and you must provide certain information to us to enable us to validate your identity and verify that you are the owner or an authorised user of such credit or debit card(s).
- 3.1.5 **One account only:** Each user may register for one Happy Account.
- 3.1.6 **Activation:** Activation of the Happy Service will occur upon confirmation that your registration was accepted. Such acceptance can be:-
- (a) presented to you on the website that you accessed to register for this Happy Service;
 - (b) sent to your email address entered on your Registration Data; or
 - (c) in a form of receipt of a Happy Service that you have requested for (including Happy Services where registration is not required).
- 3.2 **Usage of Happy Service**
- 3.2.1 **Intellectual Property:** Any part of this website (or its source HTML code) may not be used, transferred, copied or reproduced in whole or in part in any manner other than for the purposes of utilizing this website. You may only display it on your computer screen and print it out on your printer for the sole purpose of viewing its content.
- 3.2.2 **Orders:** You can use the Happy Services to order pre-paid top-ups and purchase data plans for your registered pre-paid mobile accounts with us. The nominated mobile account will be updated to reflect the service ordered by you shortly after you place your order. You will not be able to cancel an order once a top-up is ordered and accepted by us.
- 3.2.3 **Expired or terminated pre-paid Mobile Service:** In the event that the pre-paid mobile service you used to register for a Happy Account with us has expired or been terminated, your Happy Account will be automatically closed. You will be required to register for a new Happy Account to use another Happy Service.
- 3.2.4 **Changes to your Happy Account:** You can review the personal information you provided to us and make any changes to such information, or to the settings for your Happy Account, at any time by logging in to your Happy Account at My Account and changing your preferences.
- 3.2.5 **Closing your Happy Account:** You can close your Happy Account by contacting Customer Services. If you close your Happy Account, your personally identifiable information will not be used by us for any further purposes, nor sold or shared with unrelated third parties, except as necessary to prevent fraud and assist law enforcement, or as required by law.
- 3.3 **Charges and payment**
- 3.3.1 **Payment method:** By placing your order, you authorise us to take the relevant payment by your chosen payment method. Transactions will appear on your bank account as "StarHub pre-paid". You must not knowingly order a service when there are insufficient funds in your bank account or insufficient credit on your credit or debit card.
- 3.3.2 **Failure to collect payment:** If we are unable to collect payment through your chosen payment method, we will not provide the top-ups that you have requested. However, if we have already supplied the top-ups to you before we receive notification of the failure of the payment, we will remove the top-

up value from your Happy Account. If we are unable to remove the top-ups from your Happy Account because you have used or started to use it, we reserve the right to collect the funds from another payment method or service account that you have registered with us.

3.3.3 **Upper limit:** We may set an upper limit of total amounts you may order through your Happy Account, and reserve the right to amend this limit at any time without notifying you.

3.3.4 **No cancellation of order:** Where an order to purchase our Services has been placed and accepted, you will not be able to cancel that order.

3.3.5 **Cross-border Charges:** You understand and accept that when you top-up your pre-paid card online at the StarHub pre-paid Online Top Up webpage, certain credit card companies may impose a cross-border charge on the payment of your top-up transaction. Please check with your relevant credit card company on the applicable charges, terms and conditions. Depending on the policy of the relevant credit card company that you use, you may or may not receive prior notice of the cross-border charge.

3.4 **Use of your information**

3.4.1 **Restriction of access:** We reserve the right to restrict your access to the Happy Service, should we consider that the activities or the changes of personal or payment data on the Happy Account breaches the risk business rules associated to the Happy Service. The risk business rules monitor changes made to your personal and payment details held on your Happy Account, the volume and value of top-ups requested through your Happy Account and the failure of collection of payment for the authorised top-ups.

3.4.2 **Communicating with you:** You agree that we may communicate with you on a regular basis via email or SMS to provide your requested services, inform you of updates regarding your Happy Account and we may also communicate with you by phone to resolve complaints or investigate suspicious transactions. We may use your email address to confirm your registration to our pre-pay Top-Up Service and notify you of transactions when they are carried out.

3.4.3 **Registration data:** We will use your Registration Data, together with transactional data (but not your personal financial details) for the purposes such as:-

- (a) processing your registration;
- (b) administration of the Happy Service; and
- (c) statistical purposes to improve the Happy Service.

3.5 **Termination**

3.5.1 **Events of suspension or termination:** We can suspend the Happy Service or terminate this agreement (or both) immediately if:-

- (a) we believe that the Happy Service is being used in breach of your obligations herein;
- (b) we determine that your Happy Account is inactive;
- (c) one or more than one payment resulting from your order of a top-up cannot be collected successfully;

- (d) payments collected successfully are subsequently disputed by you or your card issuer or your bank, and the monies for the aforementioned payment are returned to you or your card issuer or your bank;
- (e) we receive advice from your bank that your payment details are no longer valid; or
- (f) your mobile Network Service with us has been suspended or terminated.

3.5.2 **Recovery of payments:** We may seek to recover any outstanding payments or payments that we have failed to collect and for which you remain liable.

3.6 Liability

If we or any of the Relevant Parties are liable to you and we cannot, for any reason, rely on any of the exclusions of liability set out in these terms or any other applicable Service Specific Terms & Conditions or the Consumer General Terms & Conditions, then in no event will our liability for damages, losses, costs or expenses suffered or incurred by you and anyone else (whether in contract, tort, negligence, misrepresentation, strict liability or statute or otherwise) exceed \$1,000/- in any 12-month period.

4. Porting Service

4.1 **Eligibility:** You are eligible for our Porting Service if:-

- 4.1.1 you are the registered account holder of a StarHub pre-paid mobile Service;
- 4.1.2 your pre-paid Mobile Services have not expired, been terminated nor suspended; and
- 4.1.3 you are not a corporate pre-paid Mobile Service customers, nor a post-paid Mobile Services customer registered under a BRN account.

4.2 **Non-holders of Registered Account:** In the event that you are not the registered account holder (but you hold a mobile service number registered to a particular StarHub Mobile pre-paid Service account holder) (a "**Non-holder of Registered Account**") and you wish to sign up for the Porting Service, you must obtain a letter of authorisation from the registered StarHub Mobile pre-paid Service account holder before registering for the Porting Service ("**Letter of Authorisation**").

4.3 **Required documents:** If you wish to port your mobile Service number from a StarHub Mobile pre-paid Service to a StarHub Mobile post-paid Service, you will need to provide us with the following documents:-

- 4.3.1 **For customers who are Singaporeans/ Permanent Residents:** NRIC, SAFI I B, SPFI I B or SCDFI I B; or
- 4.3.2 **For customers who are foreign workers:** Work Permit Identification Cards (issued from 3 May 1999), Employment Pass, Passport; and
- 4.3.3 **For non-holders of Registered Account:** If you are a Non-holder of Registered Account, you must also present:-
 - (a) a Letter of Authorization from the registered account holder (as referred to in Clause 3.2 above); and
 - (b) a copy of the NRIC/ FIN Pass/ Passport of the registered account holder.

4.4 **Forfeit of existing credits and non-transfer:** Existing credits and value-added Services on the StarHub pre-paid SIM will be forfeit and/or terminated upon porting to a StarHub post-paid Mobile service line. We do not permit any transfer of balance of pre-paid credits from the StarHub pre-paid Mobile service.

4.5 **Non-cancellation of request:** Please take note that once you have registered for the Porting Service, you will not be able to cancel or reverse your request.

5. Pre-paid Data Plans

5.1 General Pre-paid Data Plans available

The following pre-paid data Plans are available until further notice by us. There may be other pre-paid data Plans as notified by us from time to time:-

Short Term Plans			Long Expiry Plans		
Validity	Amount of Data	Price	Validity	Amount of Data	Price
3-days	30MB	\$2	30-days	1.2GB	\$10
3-days	200MB	\$4	30-days	2.4GB	\$15
3-days	1GB	\$5	30-days	3.6GB	\$20
7-days	10MB	\$1			
7-days	1GB	\$7			

5.2 Line Data Plan

5.2.1 **Availability:** The LINE data Plan applies to StarHub Happy pre-paid voice SIMs and applies to messages, stickers, images, video clips and voice messages that are sent from Singapore only.

5.2.2 **Data roaming Charges:** Data roaming Charges apply when the LINE application is used via an overseas operator's network.

5.2.3 **Data Charges:** The LINE Data Plan does not cover data charges incurred when downloading the LINE application, voice/video call and other LINE apps such as LINE games and LINE Camera.

5.2.4 **Validity:** The LINE Data Plan is valid for 30 days based on a 24-hour clock cycle. For instance, if you activate the LINE Data Plan at 1.00 p.m., the plan will expire at 12.59 p.m. on the 30th day. All LINE Data plans are auto-renewed upon expiry unless otherwise stated.

5.2.5 **Fair usage policy:** Please note that a fair usage policy of 1 GB/day applies.

6. Pre-paid Internet SIM Cards

6.1 Pre-paid \$18 and \$32 Internet SIM Cards

6.1.1 **Description of Service:** pre-paid Internet SIMs may be used only for data access purpose(s) in Singapore and Happy Roam destinations. There are strictly no voice capabilities on pre-paid Internet SIMs.

6.1.2 **Data usage:** Each pre-paid Internet SIM provides you with a download speed of up to 100Mbps. Data usage commences from the date of registration/activation or data connection of the pre-paid Internet SIM card.

6.1.3 **Validity:** Each \$18 pre-paid Internet SIM and \$32 pre-paid Internet SIM allows for up to 5 or 15 consecutive days of internet access respectively (with up to a 2GB data bundle daily). Daily data is calculated based on a 24-hour clock cycle. Once the 2GB daily quota is reached, you will no longer be able to access the internet through the pre-paid Internet SIM. Should you need more data, top ups are available.

6.1.4 **Expiry:** The pre-paid Internet SIM is valid for 180 days from activation. Thereafter, the pre-paid Internet SIM must be topped up at least once every 180 days, failing which the pre-paid Internet SIM will expire.

6.1.5 **Your responsibilities:** You are responsible for the use of your pre-paid Internet SIM with your USB Dongle, mobile wireless communication (“MiFi”) device and other devices.

7. Pre-paid roaming Services

7.1 Direct Dial

7.1.1 **Availability:** This Service is only available for pre-paid customers on participating mobile networks, and in the countries/destinations listed by us.

7.1.2 **Activation:** If you intend on using this Service, you will need to ensure that you turn on your pre-paid roaming service prior to your travel date. To activate the service, please dial *111# and press the call button.

7.2 Happy Travel SIM Card

7.2.1 **Benefits:** The Happy Travel SIM card contains the following benefits which will be valid for 7 or 12 days, depending on your choice of plan:-

(a) **IDD 018 minutes:** This benefit is applicable for calls made from Singapore. To use this benefit, you will need to: Dial 018 > Country/Destination Code > Area Code > Telephone Number;

(b) **Local Data/Outgoing Call/SMS:** These benefits are applicable for use in Singapore and only within our Network;

(c) **Roaming data:** This benefit is available for use in Singapore or within Happy Roam destinations with our preferred partners’ network only. For a list of our Happy Roam destinations, please refer to our website or such other link as we may prescribe from time to time; and

(d) **Unlimited Incoming Call:** This benefit is only applicable to calls received in Singapore.

7.2.2 Expiry

(a) **No carrying forward or conversion:** All benefits will expire at 11.59 p.m. on the 7th or 12th day (as the case may be). All unused benefits will be immediately and automatically be forfeit, and cannot be carried forward, converted or exchanged into cash, credits or otherwise.

(b) **Top-up:** You may top up or add credits or add roaming data before the expiry date of your Happy Travel SIM card.

8. Promotions and value-added Services for Pre-paid customers

8.1 20-Day Free Incoming Calls

- 8.1.1 **Description of Service:** This promotion makes available free local incoming calls for a period of 20 days from the date of the relevant top-up ("the **20-day Validity Period**").
- 8.1.2 **Eligibility:** Only our pre-paid customers who have made a top-up of a minimum of \$18 to their main wallet account are eligible to participate in this promotion. Customers on Senior's Plan will be eligible for this promotion at a later date to be notified by us.
- 8.1.3 **Extension of Validity Period:** If you wish to continue to enjoy free incoming calls for another 20-day period, you may extend the 20-day Validity Period by performing another top-up of at least \$18 before the expiry of the first 20-day Validity Period.
- 8.1.4 **Cumulative basis:** If you perform multiple top-ups of at least \$18 each, you can continue to enjoy the free incoming calls for the relevant 20-day Validity Periods on a cumulative basis, up to a maximum of 60 days at any one time.
- 8.2 **Bonus credit**
- 8.2.1 **Validity:** This promotion applies for a period of 30 days from the date of a relevant top up.
- 8.2.2 **Amount of bonus credits:** The amount that you top-up your account with and the means by which you top-up your account will result in different bonus credits under this promotion. You may refer to the top-up bonus page for more details.
- 8.2.3 **Use of bonus credit:** Bonus credit can be used for data, local calls, local SMS, IDD calls and pay-per-use data only.
- 8.3 **Free Local/Global SMS Daily**
- 8.3.1 **Eligibility:** To enjoy this promotion, you must first send either (i) 5 local SMS to receive 10 free local SMS, or (ii) 5 global SMS to receive 50 free global SMS. The SMS sent cannot be a combination of local SMS and global SMS. You may send these SMS from either the free bundled SMS or the chargeable SMS from your Happy pre-paid account. The free SMS will be awarded once each day once you have sent 5 local SMS or 5 global SMS.
- 8.3.2 **Usage of Free Local SMS:** Free local SMS awarded before 10.00 p.m. within the day must be used by 11.59 p.m. within the same day. Free local SMS awarded after 10.00 p.m. will be valid until 11.59 p.m. the next day.
- 8.3.3 **Utilisation of Free Global SMS:** Free global SMS awarded must be used by 11.59 p.m. on the next day of award.
- 8.3.4 **Unused SMS to be forfeit:** All free local and global SMS that is unused will be forfeit and will not be carried forward to the next day.
- 8.4 **Happy* 123#**
- 8.4.1 **Eligibility:** Only our Mobile pre-paid customers are able to access the Happy*123#.
- 8.4.2 **Description of Service:** Mobile pre-paid customers may check their credit balance, data balance and activate voice and/or data plans via Happy*123#.
- 8.5 **On-Demand Unlimited Incoming Calls value-added Service**

- 8.5.1 **Eligibility:** This On-Demand Unlimited Incoming Calls value-added Service is open to all StarHub Mobile Happy pre-paid customers. The value-added Service is only applicable to calls received in Singapore.
- 8.5.2 **Charges:** A fee of 59¢ will apply for each activation of the On-Demand Unlimited Incoming Calls value-added Service. A daily deduction of 59¢ will apply upon activation of the On-Demand Unlimited Incoming Calls value-added Service.
- 8.5.3 **Minimum fee:** A minimum fee of \$1 after the necessary deductions is required to activate On-Demand Unlimited Incoming Calls and to keep the on-demand free incoming calls status active.
- 8.5.4 **20-Day Free Incoming Calls value-added Service:** If you are an existing subscriber of the 20-day free incoming calls value-added Service (as set out in Clause 1.2 of Section B), the daily subscription fee will not be charged during the 20-day Validity Period. Upon expiry of the 20-day Validity Period, the prevailing subscription fee (currently at \$0.59 per day) for the free incoming calls value-added Service shall resume automatically unless you top-up at least \$18.

8.6 Unlimited Social Messaging Service for Pre-paid Mobile

- 8.6.1 **Eligibility:** You will be eligible for the Unlimited Social Messaging Service if:-
- (a) you are a pre-paid Mobile subscriber with a mobile SIM Card. For the avoidance of doubt, customers using a pre-paid Internet SIM Card are not eligible for the Unlimited Social Messaging Service; and
 - (b) you have an ongoing subscription for any pre-paid Mobile data plan. E.g. Short Term Plan or Long Expiry Plan or the Happy Data 30 plan ("**Data Plan**").

You will also need a data-enabled mobile device to use the Unlimited Social Messaging Service.

- 8.6.2 **Activation:** You will need to activate the Unlimited Social Messaging Service by using any of the activation modes prescribed by us. We will send you an SMS upon successful activation of the Unlimited Social Messaging Service.
- 8.6.3 **Commencement of Service:** Once you have successfully activated the Unlimited Social Messaging Service, the Unlimited Social Messaging Service will automatically commence when you have exhausted the entire data capacity in the data Plan (including the free bundled/bonus credits (if any)) that you have purchased. The Unlimited Social Messaging Service will be free of charge during the period of time when it is made available to you.
- 8.6.4 **End of Service:** The Unlimited Social Messaging Service will end automatically when your purchased data Plan expires. Upon expiry of your purchased data Plan or when you have not purchased any data Plan, you will be charged the prevailing pay per use rates for the use of data.
- 8.6.5 **Unlimited subject to fair use policy:** Subject to these terms and conditions and our fair usage policy, the Unlimited Social Messaging Service is offered to you on an unlimited basis during its period of availability.
- 8.6.6 You will be liable for Charges incurred in connection with the Unlimited Social Messaging Service if you do not comply with these term and conditions.
- 8.6.7 **Limitation of Service:** The Unlimited Social Messaging Service is subject to the following limitations:-
- (a) the Service is for your personal use only;

- (b) the Service can only be used in Singapore within our Network range. If you use our roaming Services overseas, prevailing data roaming Charges will continue to apply; and
- (c) you cannot use the Unlimited Social Messaging Service for video streaming, video/voice access over internet and for sending of pictures and images.

8.6.8 **Third Party applications:** The Service is offered only as a data plan and you are responsible to download the relevant third party mobile application for messaging services as you deem appropriate. We are not liable to you for any limitations of such third party mobile applications.

8.6.9 **Termination:** You may de-activate the Unlimited Social Messaging Service anytime by using any of the de-activation modes prescribed by us from time to time.

8.7 **Validity extension for Pre-paid Main Wallet value-added Service**

8.7.1 **Eligibility:** This service is available to StarHub Mobile pre-paid customers with active voice SIM cards only.

8.7.2 **Must be made prior to expiry:** If you intend to purchase this validity extension value-added Service ("**Validity Extension**"), it must be made prior to the expiry of the main balance.

8.7.3 **Only applicable to Main Balance:** Any Validity Extension purchased by you will only extend the main balance. The expiry of all other balances will not be extended.

8.7.4 **Deduction of Charges:** Depending on the type of Validity Extension purchased, Charges will be deducted from the Main Balance accordingly.

8.7.5 **Maximum period purchasable:** Validity Extension may be purchased for a period of up to 180 days from the date of purchase.

9. **WeChat Go SIM**

9.1 **Types of WeChat Go SIM cards:** There are 2 types of WeChat Go SIM cards:-

9.1.1 **\$16 StarHub WeChat Go SIM:** This SIM card is valid for 7 days from the date of activation; and

9.1.2 **\$32 StarHub WeChat Go SIM:** This SIM card is valid for 12 days from the date of activation.

9.2 **Benefits:** Please refer to the table below for the benefits for each of the 2 WeChat Go SIM cards:-

Benefits	Type of WeChat Go SIM card and Price	
	\$16 StarHub WeChat Go SIM	\$32 StarHub WeChat Go SIM
Validity	7-day	12-day
WeChat & LingCod TV	Unlimited	Unlimited
4G local data	7GB	15GB
4G roaming data	1GB	2.4GB
Local Talktime	500 outgoing minutes with free incoming calls	3000 outgoing minutes with free incoming calls
Local SMS	Unlimited	Unlimited
018 IDD calls to China	60 minutes	150 minutes

9.3 **Expiry of benefits:** Your card benefits will expire at 11.59 p.m. on the date of expiry.

- 9.4 **No extension or carry forward of benefits:** You are not allowed to extend the validity nor add benefits to the WeChat Go SIM card. We will not allow unused benefits to be carried forward or exchanged for credits.
- 9.5 Please refer to the following terms specific to each benefit offered under the WeChat SIM cards.
- 9.5.1 **4G Local Data:** The 4G local data service is for use only in Singapore within our Network.
- 9.5.2 **4G Roaming Data:** The 4G roaming data service is for use only within Happy Roam destinations with our preferred partners' network. For a list of our Happy Roam destinations, please refer to our website.
- 9.5.3 **WeChat App & Lingcod TV App:** We will only provide unlimited access to the WeChat application and Lingcod TV application if it is used in Singapore and within our Network.
- 9.5.4 **Local Talktime:** Local Outgoing Talktime duration are charged by per second and deducted from the local talktime bundle. The only local calls from Singapore will apply for the minutes provided under the outgoing minutes. Our unlimited incoming call Service is only applicable to calls received in Singapore.
- 9.5.5 **Local SMS:** Our unlimited local incoming SMS and outgoing SMS service only applies in Singapore.
- 9.5.6 **018 IDD Calls to China:** This bundle is applicable for calls to China and by dialling 018 > Country/Destination Code > Area Code > Telephone Number. Calls are charged by per second and deducted from the "018 IDD calls to China" bundle.

10. WeChat Plans

- 10.1 **Eligibility:** WeChat Plan is applicable to StarHub Happy pre-paid voice SIMs and applies to messages, images, video clips and voice messages that are sent from Singapore only.
- 10.2 **Description of Service:** The WeChat plan does not cover the data charges incurred when:-
- 10.2.1 downloading the WeChat application;
- 10.2.2 video calls; and
- 10.2.3 using 3rd party services such as location-based services.
- Please note that data roaming Charges will apply if you use the WeChat application overseas via an overseas operator network.
- 10.3 **Validity:** The WeChat Plan is valid for 24 hours. For instance, if you activate your WeChat plan at 1.00 p.m., the WeChat Plan will expire at 11.59 p.m. the next day.
- 10.4 **Auto-renewal:** All WeChat Plans are auto-renewed upon expiry unless otherwise stated.
- 10.5 **Fair usage policy:** Please note that a fair usage policy of 1 GB/day applies.

SECTION C: CONNECTING TONES

In this Section C, "Services" refer to our connecting tones service, which allows you to replace the dialling tone on your phone so that your caller hears music tracks while waiting for his or her call to be answered.

1. Eligibility

The Services are available to you if you are an active:-

- 1.1 mobile post-paid subscriber;
- 1.2 mobile pre-paid subscriber; or
- 1.3 mobile multi-SIM subscriber.

2. Accessing the Service

2.1 **Modes of access:** You may access and use the Service through the following means:-

- 2.1.1 via the connecting tones mobile app (the "**App**");
- 2.1.2 via the connecting tones website: www.starhub.com/connectingtones or such other link as notified by us;
- 2.1.3 by dialling the connecting tones hotline at 9380 0000; or
- 2.1.4 by dialling *136# and pressing SEND.

2.2 Access through the App

- 2.2.1 **Compatible device:** You must ensure that you are using a compatible device if you are accessing the Services via the App. The App is only compatible with devices of iOS 9 and above and Android 4.4 and above.
- 2.2.2 **Changes to minimum requirements:** We will endeavour to notify you if there are any changes to the minimum requirements of compatible devices.

3. Subscribing to the Service

- 3.1 **Monthly basis:** Your subscription for the Services will be on a monthly basis (based on one calendar month).
- 3.2 **Maximum number of connecting tones:** You can only purchase or subscribe to a maximum of 10 connecting tones in any calendar month (the "**Limit**"). If you have reached the Limit and wish to purchase or subscribe to new connecting tones, you must first delete part of the existing connecting tones in your library.

4. Billing

4.1 **Charges:** The Charges for the Services include:-

- 4.1.1 **Service subscription fee:** A service subscription fee \$2.14 per calendar month or part thereof (or such other rate as we may notify you from time to time); and

- 4.1.2 **Content fee:** A content fee of \$2.14 per calendar month or part thereof (or such other rate as we may notify you from time to time).
- 4.2 **Monthly deduction:** Unless otherwise stated by us, Charges will be deducted on the 2nd of each calendar month.
- 4.3 **No proration:** Please be aware that Charges will not be prorated. You will be charged for the full calendar month even if you subscribed to the Services after the start of the calendar month. For example, if you subscribed to the Services on the 15th of a calendar month, you will still be charged for the full calendar month.
- 4.4 **Non-payment:** In the case of any non-payment by you, we reserve the right to suspend or terminate the connecting tone, tones or Services. We will only re-activate the connecting tone, tones or Services after we have received full payment of all applicable Charges.
- 4.5 **No refunds:** There will be no refunds or pro-rated refunds of any payment made. If you terminate the Services in the middle of a calendar month, you will still be charged for the Services for the full month.
5. **Renewal of the Service**
- 5.1 **Monthly basis:** You may renew your subscription on a monthly basis (based on one calendar month).
- 5.2 **SMS notification:** You will receive an SMS from us approximately 5 days before the start of the first day of each subsequent calendar month, offering you to:-
- 5.2.1 retain and renew the same connecting tone(s);
- 5.2.2 delete connecting tone(s); and/or
- 5.2.3 purchase or subscribe to new connecting tone(s).
- 5.3 **Fee waiver**
- 5.3.1 **Retaining and renewing the same connecting tone(s):** If you retain and renew your subscription for the same connecting tone(s) for the subsequent calendar month, we will charge you the content fee (as set out in Clause 5.1.2 above) but will waive our service subscription fee (as set out in Clause 5.1.1 above).
- 5.3.2 **Deleting or purchasing new connecting tone(s):** If you delete or choose not to renew your subscription for the same connecting tone(s) or if you choose not to purchase or subscribe to any new connecting tones, we will charge you the service subscription fee (as set out in Clause 5.1.1 above) but will not charge you the content fee (as set out in Clause 5.1.2 above).
6. **Additional terms**
- 6.1 **Prepaid mobile subscribers**
- 6.1.1 **Minimum balance:** If you are a prepaid mobile subscriber and wish to continue to use the Services, you must maintain at least \$2.14 (or such other minimum amount as we may notify you from time to time) in your main wallet or prepaid account. Once you have successfully carried out a top-up of your main wallet or prepaid account, we will deduct \$2.14 (or such other minimum amount as we may notify you from time to time).

6.1.2 **Insufficient balance:** If you have more than 1 connecting tone in your library and your prepaid balance is only sufficient to renew 1 connecting tone, we will only renew your last purchased or subscribed connecting tone. Accordingly, you shall be deemed not to have renewed the other remaining connecting tone(s) and they will be deleted without further notice to you.

6.2 **Changes to the Services**

We reserve the right to change the Services (including a change of connecting tones or music tracks, Charges and/or these Service Specific Terms & Conditions) or withdraw the Services at any time. If you continue to use the Services, you will be deemed to have accepted these changes.

6.3 **Roaming**

The Services may not be available to you if you are roaming.

SECTION D: CIS, AND OTHERS

- I. **Corporate Individual Scheme Happy Welcome Pack**
- I.1 **Eligibility:** You will be offered the CIS Happy Welcome Pack if you sign up for a new 2-year XS or above mobile plan under StarHub's Corporate Individual Scheme ("**CIS**") at any of our Shops, Exclusive Partner Outlets, Roadshows or our CIS Online Store from 5 March 2018. We reserve the sole and exclusive right to determine your eligibility for this CIS Happy Welcome Pack and to disqualify you for any reasons.
- I.2 **Description:** The CIS Happy Welcome Pack contains treats, discounts and offers ("**Offers**") by merchants who have agreed to participate in the program (the "**Participating Merchants**" and each a "**Participating Merchant**"). All Offers shall be subject to the terms and conditions of each Participating Merchant, which shall apply in addition to these terms and conditions.
- I.3 **Valid e-mail address:** When signing up for a CIS Happy Welcome Pack, you must provide a valid e-mail address with proper capacity to receive e-mails and maintain this email throughout the course of our relationship.
- I.4 **Issuance of CIS Happy Welcome Pack:** If you are eligible for the plan, you will, within 10 working days of signing up for the plan, receive an Electronic Direct Mailer ("**EDM**") containing the redemption link via the email address provided to us. The edition of the Happy Welcome Pack that you will receive upon signing up for the plan will be according to the date of issue of each edition of the Happy Welcome Pack.
- I.5 **Redemption of Offers in CIS Happy Welcome Pack:** In order to redeem the Offers, you must present your mobile device to the Participating Merchant for the Participating Merchant to enter the merchant code.
- I.6 **Unredeemed or expired Offers:** A reminder EDM containing the unredeemed Offers will be sent to you either 30 days after the first EDM is sent or 15 days before the expiry of the Offers, whichever is the earlier. Each Offer shall be redeemed by the expiry date stipulated on the digital coupon, failing which the Offer shall lapse.
- I.7 **No liability:** We are not and shall not be responsible or liable to you in any way whatsoever for:-
 - I.7.1 the failure of transmission of an Offer;
 - I.7.2 the availability or suitability or fitness for purpose of an Offer;
 - I.7.3 the quality or standard of service of each Offer; or
 - I.7.4 any specification, non-performance or defects of each Offer.
- I.8 **Not an agent:** We are not an agent of the Participating Merchant. Accordingly, any dispute regarding the redemption of Offers shall be resolved directly with the relevant Participating Merchant.
- I.9 **No substitute nor exchange:** All Offers are not exchangeable for cash or in kind or substitutable for any other product, service or offer.

2. Facebook Services

2.1 **Eligibility:** The Facebook for Feature Phones Service and the Facebook Zero Service set out below (the "**Facebook-specific Services**") are available to both our post-paid and pre-paid subscribers. Do note that you will need a supported handset to use the Facebook for Feature Phones Service.

2.2 **Charges:** The Facebook-specific Services below are provided with the intention of giving you an opportunity to try out the Service for free and to encourage subscribers to use data on their phones as a way of education and awareness of the social networking facility. It is not intended to mislead you in thinking that all Facebook sites are free on your mobile. You agree that the usual data Charges shall apply if you browse beyond the scope of Facebook Services provided below. In particular, please be aware that:-

2.2.1 unless stated otherwise, the usual data Charges apply when you access the Facebook-specific Services;

2.2.2 data or usage Charges may apply for any 3rd party applications which allow access to Facebook;

2.2.3 if you choose to browse pictures, images, videos or any 3rd party sites or links which are not zero-rated or contained within Zero Sites, you will be charged with the usual data Charges according to your current data plan; and

2.2.4 Facebook Mobile (<http://m.facebook.com>), which is the full mobile site of Facebook complete with pictures, images and videos links, is not a free site and usual data Charges will apply if you access Facebook through it.

2.3 Facebook for feature phones

2.3.1 **Description of Service:** This Facebook for Feature Phones Service allows access to Facebook using a Java based application. This application includes main Facebook features including newsfeed, messages, friend search, and photos.

2.3.2 **Happy Stars pre-paid Subscribers:** Unless otherwise notified by us, all pre-paid Happy Stars customers will enjoy the Facebook for feature phones application with no data Charges.

2.4 Facebook Zero

2.4.1 **Description of Service:** Zero is a text-only version of the mobile version of Facebook which allows you to only view all Facebook content in text. All other images and videos will be reflected in a URL link. Upon clicking these URL links, you will be linked out of Zero sites and will incur the usual data Charges in accordance with paragraph 1.2(c) in the above.

2.4.2 **Accessibility:** You may access Zero on your mobile phone through <http://0.facebook.com> or <http://zero.facebook.com> ("**Zero Sites**") with the following set as your access point:-

(a) "StarHub Data post-paid" or "SHWAP", if you are a post-paid customer; and

(b) "StarHub Data pre-paid", if you are a pre-paid customer,

(collectively, "**Access Points**").

2.4.3 **Applicable access points:** Zero is free of charge for you if you access it from your mobile phone using the Access Points applicable to you, depending on whether you are a post-paid or a pre-paid

customer. We will not provide any refund to you for Charges incurred if the wrong access point is used to access Zero.

3. Monthly Instalment Plan for Equipment

3.1 **Eligibility:** You are eligible to sign up for the Monthly Equipment Instalment Plan (the "**Instalment Plan**") if you:-

3.1.1 are a post-paid mobile customer;

3.1.2 have signed up for a selected mobile price plan and an eligible mobile device (each an "**Eligible Plan**"); and

3.1.3 did not use a re-contract voucher or performed a device trade-in when signing up for the Eligible Plan.

We reserve the right to (i) determine your eligibility to participate in the Instalment Plan; and (ii) select the mobile device that is eligible for the Instalment Plan.

3.2 **Description:** If you are eligible and have enrolled in the Instalment Plan, you will be allowed to pay for your mobile device (the "**Purchase Price**") over a specified number of months. The Purchase Price will be charged in equal instalments through your monthly post-paid bill and you shall pay all the instalments on time. If you miss an instalment payment, you will be automatically withdrawn from the Instalment Plan without further notice and will be billed the remaining Purchase Price in a single lump sum, with such amount being due and payable immediately.

3.3 **Enrolment in the Instalment Plan:** You will only be allowed to enrol at most once in the Instalment Plan for each mobile line. However, we reserve the right to determine a customer's eligibility to participate in the Instalment Plan.

3.4 **Termination:** Early termination of the Instalment Plan or Eligible Plan (for any reason(s)) or a transfer of the mobile service ownership will result in your automatic withdrawal from the Instalment Plan without further notice to you. In such an event, you will be billed the remaining Purchase Price in a single lump sum, such amount becoming due and payable immediately.

3.5 **Suspension:** The Instalment Plan will not be suspended if the Eligible Plan is suspended for any reason. During the suspension period, you will be charged for the instalments through the monthly post-paid bill and you shall continue to pay the instalments on time.

4. Promotions

4.1 **Usage of Mobile handset upgrade voucher**

4.1.1 **Description:** The handset upgrade voucher is for ONE time use only with the renewal of the contract of the stated mobile line with a 2-year mobile phone package and cannot be combined with any other vouchers/promotions. You may not use the handset upgrade voucher for the payment of any bills or the purchase of any accessories. It can only be used in a single transaction and any unused amount will be forfeited.

4.1.2 **Requirements for redemption:** Before redeeming your voucher, you must have:-

- (a) fulfilled the Minimum Period of Service applicable to your mobile contract with us; and
 - (b) paid, in full, all outstanding balances of your account(s) with us.
- 4.1.3 **No refund nor exchange:** This voucher is valid until the expiry date stated on the voucher and is strictly:-
- (a) not exchangeable for cash or kind;
 - (b) non-refundable;
 - (c) non-transferable; and
 - (d) applicable for the customer and mobile line stated on the voucher only.
- 4.1.4 **Requirements for Student Plans:** In order to subscribe for the Student Plans, you are required to:-
- (a) produce a valid local student pass and your NRIC/birth certificate if you are under 16; or
 - (b) produce your IIB if you are currently servicing your full-time national service.
- 4.1.5 **Requirements for corporate customers:** If you are a corporate customer, you will have to produce your Staff pass and NRIC/birth certificate when you re-contract for our Services. You understand that this can only be done at selected StarHub shops as notified by us.
- 4.1.6 **Waiver of Charge:** The prevailing Charge under the early handset upgrade scheme will be waived upon your usage of this voucher.
- 4.2 **Corporate Individual Scheme (CIS) exclusive**
- 4.2.1 **Eligibility:** This promotion is open to all eligible CIS companies, their employees and their employees' children aged 24 years and below, who have new subscriptions, port-in or re-contract customers to Lite, XS/S/M/L/XL Plans based on a 24-month minimum period of service per line. We reserve the right to determine the eligibility of each applicant under this Promotion. Applications are also subject to our acceptance at our discretion.
- 4.2.2 **Description:** Eligible applicants will enjoy the CIS monthly plan subscription, free Caller Number Display and free International Roaming subscription for up to 24 months from the date of activation of the service.
- 4.2.3 **Validity:** This promotion is valid until 31 May 2018 unless otherwise stated or notified by us. Upon the expiry of this promotion, our prevailing rates shall apply without further notice to you.
- 4.2.4 **Verification:** All employees and NSF personnel are to present their original staff passes and/or NSF passes at the point of signing up for our verification.
- 4.2.5 **Not valid with other promotions:** This promotion is not valid with any other promotions, discounts and/or any other existing value-added Service promotions that we offer.

SECTION E: SOCIAL MESSAGING APPS

1. Terminology

In this Section, "**Social Messaging Apps**" refers to the social messaging apps accessed via our mobile prepaid services, namely, the \$15 Happy Prepaid (2.2GB) Service.

2. Conflict or inconsistency

If there is any conflict or inconsistency between any provision of these Service Specific Terms & Conditions and the Consumer General Terms & Conditions, the documents shall be construed in the following order of precedence:-

2.1 these Service Specific Terms & Conditions; and

2.2 the Consumer General Terms & Conditions.

3. Service

3.1 **Eligibility:** The Social Messaging Apps is a complimentary service extended to new customers of our \$15 Happy Prepaid (2.2GB) Service.

3.2 **Usage:** The Social Messaging Apps allows for unlimited free data usage in Singapore on text messaging, images, voice messaging and video messaging through WhatsApp Messenger, WeChat App and LINE App (the "**Apps**") within our Network for a fixed period of 180 days.

3.3 **Reasonable and fair usage:** Although the Social Messaging Apps allows for unlimited free data usage, you agree that it is subject to reasonable use and our fair usage policy.

3.4 **Availability:** The Social Messaging Apps will be available to you from the date of activation of your \$15 Happy Prepaid (2.2GB) Service and will expire at the end of 180 days⁴.

3.5 **Standard data Charges:** Standard data Charges apply for all other data usage other than usage through the Apps or if the usage of such Apps were not for personal use.

4. Expiry

The Social Messaging Apps will automatically and immediately end upon the expiry of 180 days. You will not be able to extend the validity period of the complimentary Social Messaging Apps.

5. No transfer or exchange

No part of the Social Messaging Apps can be transferred, exchanged, redeemed and/or substituted for cash or other benefits.

6. Our rights

We reserve the right in our sole discretion to amend, suspend and terminate, in whole or in part, the Social Messaging Apps without prior notice and without any liability.

⁴ For example, if your Happy Prepaid is activated on 1 June at 2pm, your unlimited data usage on the Social Messaging Apps will expire 180 days later on the 180th day at 2pm.

SECTION F: VOICE OVER WIFI

1. Terminology

In this Section, "**VoWiFi**" refers to our voice calls over a wireless network Service.

2. Availability

VoWiFi is available to you free of charge if you are an active Post-paid mobile subscriber. For the avoidance of doubt, VoWiFi will not be available to you if your Post-paid mobile subscription is suspended.

3. Service

3.1 **Quality and coverage:** VoWiFi allows you to switch from our mobile Network to available logged-in wireless networks or hotspots ("**WiFi**"), allowing for better coverage when voice calls are made. This Service will enable you to make high definition voice calls in places with restricted or no mobile Network coverage.

3.2 **Talktime deduction:** Talktime will be utilized and deducted from your existing mobile plan or bundle.

3.3 **Acknowledgement:** You acknowledge and agree that our ability to provide VoWiFi to you without Charge is based on our limited warranty, disclaimer and limitation of liability as set out in these Service Specific Terms & Conditions.

4. Usage

In order to use our VoWiFi Service, you must first:-

- 4.1 use an approved mobile device, as may be notified by us from time to time;
- 4.2 be on a StarHub 4G mobile plan activated with HD Voice+;
- 4.3 activate, enable or turn on the WiFi calling feature on your approved mobile device; and
- 4.4 successfully log on to the WiFi.

If you are unable or do not do all of the above, you will not be able to use our VoWiFi Service.

5. Liability

5.1 **Scope:** You acknowledge and agree that the WiFi is not provided by us and therefore falls outside our responsibility and control. You shall abide by the terms and conditions in connection with your use of the WiFi.

5.2 **No guarantees:** Without prejudice to these Service Specific Terms & Conditions, due to the nature of the VoWiFi Service and the WiFi, we are unable to guarantee that the Service will always be available continuous, uninterrupted, and/or error free⁵.

⁵ This is due to the VoWiFi Service being, amongst other factors, dependent on the device (including its functionality/, capability, compatibility, condition and operation) and the WiFi (including its availability, coverage, capacity, functionality, capability, strength, etc.)

5.3 **No warranties:** We do not warrant that the VoWiFi Service is fault free, secure or fit for your particular transaction.

5.4 **Your responsibility:** You shall assume responsibility and risk at all times in connection with the use of the VoWiFi Service. We will not be responsible for any losses of any kind.

6. **Our right**

We reserve the right in our sole discretion to suspend, terminate, withdraw or modify the VoWiFi Service at our absolute discretion, without prior notice and without any liability.

SECTION G: UNLIMITED DATA PASS**I. Service**

- 1.1 “Service” refer to our Unlimited Data Pass and include Unlimited Video Pass, Unlimited Social Pass and/or Unlimited Chat Pass.
- 1.2 Unlimited Data Pass can be subscribed by both consumers and business customers.
- 1.3 In addition to these terms and conditions, the use of Unlimited Data Pass is subject to StarHub’s prevailing General Terms & Conditions and any other terms and conditions that we may have agreed to from time to time. If you are a consumer, please refer to our Consumer General Terms & Conditions on our website. If you are a business customer, please refer to our Business General Terms & Conditions on our website.
- 1.4 We reserve the right to change (whether in part or in whole) the applicable terms and conditions in connection with Unlimited Data Pass (including these terms and conditions), the Unlimited Data Pass service (including its features and apps offered) and all changes shall be posted on our website and shall take effect from the date that they are posted. If you continue to use Unlimited Data Pass, you will be taken to have accepted the changes. You are therefore advised to access our website for the latest and most updated terms and conditions.

2. Eligibility

- 2.1 You are eligible to subscribe to the Unlimited Data Pass if you are an active and registered subscriber of any of the following StarHub post-paid mobile plans -, or if you are the active and registered subscriber of the SharePlus parent plan (excluding the SharePlus dependent plan):-
 - (a) 4G3 or SIM Only 4G3;
 - (b) 4G4 or SIM Only 4G4;
 - (c) 4G5 or SIM Only 4G5;
 - (d) 4G6 or SIM Only 4G6;
 - (e) 4G12 or SIM Only 4G12;
 - (f) XS or SIM Only XS;
 - (g) S or SIM Only Sg;
 - (h) M or SIM Only M;
 - (i) L or SIM Only L;
 - (j) XL or SIM Only XL; and
 - (k) such other plan as may be determined by us from time to time

(each an "Eligible Plan").

- 2.2 We reserve the right to change, add, remove, suspend and/or terminate any of the above plans from time to time without notice.

3. Usage

- 3.1 With the Service, you will enjoy free local data access to certain listed applications or apps via your mobile device (“App”, “Apps” or “App List”). However, the following access are excluded from the Service, are chargeable and will be deducted from your local data bundle:-
 - (a) access to advertisements within the App, including pictures, audio, videos, third party content (e.g. GIFs, external videos, maps);
 - (b) access to apps which are not within the App List;
 - (c) access to external and/or re-directed links and/or apps; and
 - (d) such other chargeable access as may be notified by us from time to time.

- 3.2 The Service is not applicable via web browser / mobile browser. You will be charged for access to the Apps and other apps via web browser / mobile browser.
- 3.3 The Service is for your own personal use and is subject to our fair usage policy. If we determine that you have exceeded our fair usage policy beyond a threshold at any time during the monthly bill cycle as determined by us in our absolute discretion, we may impose a speed limit on the applicable Service until the end of the affected bill cycle. Any speed limit imposed will be lifted at the start of your next bill cycle. Tethering and hotspots will not be covered under the Service.
- 3.4 The Service is only available to selected Apps as listed by us at our website in the App List at the following URLs or such other URLs as may be notified by us from time to time: www.starhub.com/data-pass (if you are a consumer) or www.starhub.com/data-pass-biz (if you are a business customer).
- 3.5 The Service can only be accessed via one device at any time and cannot be accessed simultaneously via multiple devices.
- 3.6 We will not be responsible for the internet connectivity (including such networks, platforms and/or mobile data connection used for internet connectivity), the quality thereof or the devices through which you access the Service, each of which may affect the quality of the Service and your experience. Without prejudice to the foregoing, we will not be responsible for any Service failure, interruption or performance degradation arising from any failure in internet connectivity, the quality and connectivity of such networks or platforms, mobile data connection and/or the devices through which you access the Services, or any lack of compatibility thereof.
- 3.7 You can subscribe to all THREE passes at any point of time per mobile line.
- 3.8 For the avoidance of doubt, Service is applicable only to local data usage charges, and not for roaming data usage Charges. Standard roaming data usage Charges will apply when you access any of the App when roaming.
- 3.9 The Service does not include the Apps' subscription Charges (if any).
4. The Apps are not owned, operated, maintained, recommended, endorsed and/or guaranteed by us in any way as they belong to third parties or their licensors. We will not be liable in any way for any content, products, services or information which you may access, obtain and/or receive from the Apps.
5. You are solely responsible for setting or configuring the mobile data access point ("APN") to 'shwap' in order to enjoy streaming without having to incur local data Charges under the Service; otherwise, you will be automatically and immediately charged. We are not obliged to provide any waiver or refunds to you for Charges incurred if you fail to set or configure the APN to 'shwap' or if you incorrectly set or configure to the wrong access point or otherwise.
6. As we may change our Unlimited Data Pass business partner and Apps from time to time, please visit our website www.starhub.com/data-pass (if you are a consumer) or www.starhub.com/data-pass-biz (if you are a business customer) for the most updated list of applicable App.
7. We may, from time to time, withdraw, suspend or change the Service, including any apps business partner and/or App, without notice. If you continue to use the Service, you will be taken to have accepted the changes.
- 8. Charges and Billing**
 - 8.1 You will be charged a one-time Charge of \$5.35 for every activation of an Unlimited Data Pass. For example, you will be charged \$10.70 (i.e. \$5.35 x 2) if you activate 2 passes and \$16.05 (i.e. \$5.35 x 3) if you activate 3 passes. There is no proration of the one-time Charge. You will be charged the full amount regardless of when you sign up for the Service.

- 8.2 In addition to the one-time Charge, you will be charged a monthly subscription Charge of \$10.00 for Unlimited Video Pass, \$10.00 for Unlimited Social Pass and \$6.00 for Unlimited Chat Pass per bill cycle applies.
 - 8.3 Monthly subscription Charges will be pro-rated according to your bill cycle. StarHub reserves the right to change its bill cycle as it deems fit.
 - 8.4 If there is a change in the Eligible Plan, the Service will be automatically and immediately terminated without notice. If you wish to re-subscribe to the Service again, you will then need to be on the Eligible Plan and re-apply or re-subscribe to the Service and pay the prescribed one-time Charge and relevant monthly subscription Charges.
 - 8.5 Unless otherwise stated, all Charges quoted in these terms and conditions are inclusive of goods and services tax.
 - 8.6 Our records shall be final and conclusive for all Charges and usage incurred.
- 9 **Termination:** Upon termination of the Service during a billing cycle, monthly subscription Charges will be pro-rated according to your billing cycle. Your data usage will be deducted from your local data bundle and local data usage beyond your data bundle is charged at \$10.70/GB, capped at \$168 on 4G plans or \$238 on Lite/XS/S/M/L/XL plans per month.
- 10 **Data Protection:** You agree to StarHub's Data Protection Policy ("Policy"), which may be found at our website, including the StarHub Additional Purposes and Preferred Partners Additional Purposes. You may manage your consent preferences at any time via the options available in the Policy.