

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
STARHUB GO**

These are StarHub's Service Specific Terms & Conditions for our customers who have subscribed or registered for our StarHub Go Services.

**1. Service Specific Terms & Conditions**

- 1.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the Service that you have subscribed for or the value-added Services that you have purchased.
- 1.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and other Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Services in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time. The provisions of StarHub's Personal Data Protection Policy would also apply to your relationship with us.
- 1.3 **Capitalised terms:** Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the Consumer General Terms & Conditions.

**2. Terminology**

<b>Term</b>	<b>Description</b>
Additional Service	Has the meaning as set out in Clause 10.1
Charges	Refers to all subscription, transactional, service charges, administrative charges and other fees and charges to be paid by you for or relating to the Services. The Charges will be in accordance with the rates in our prevailing rate tables available on our website or at our customer service centre
Content Expiry Date	Refers to the date on which a Video or Content will cease to be available to you under the TVOD Service as determined by us
Equipment	Refers to your personal computer, smart phone, tablet or such other device which you use to obtain or access the Services
HD	Refers to high definition format
Personal Data	Has the meaning as set out in StarHub's Data Protection Policy
Services	Refers to StarHub Go internet television services which are provided by StarHub Cable Vision Ltd (Reg. No. 199103398C) by such names as we deem appropriate, and which include (i) the Free View Services; (ii) the Live TV Services; (iii) the SVOD Services; (iv) the TVOD Services; (v) the StarHub TV Go VAS; and (vi) such other content, packs, third party sites or services as we may make available from time to time

	<b>"Service"</b> refers to each of the abovementioned services individually
Software	Refers to any software programme, application and firmware including any upgrades provided to you as part of the Services or which allows you to access the Services
StarHub TV Go VAS	Refers to StarHub TV Go value-added services
SVOD	Refers to subscription VOD
Territory	Refers to the Republic of Singapore
Third Party Sites	Has the meaning as set out in Clause 9.1
TVOD	Refers to transaction VOD
Viewing Period	Refers to the prescribed limited time frame during which you will be permitted to view a video that you have rented under the TVOD service
VOD	Refers to Video-On-Demand

**3. Availability of Service**

**3.1 Eligibility:** Unless otherwise permitted by us in writing, the Services are only available to you if you:-

- 3.1.1 are resident in the Territory;
- 3.1.2 have a valid Hub iD;
- 3.1.3 have an applicable billing relationship with us, whether as a customer with an ongoing post-paid billing relationship with us or by way of your consent to payment of the Services via credit card;
- 3.1.4 have an internet connection with a download speed of at least 6Mbps whether or not provided by us;
- 3.1.5 have a compatible device that can access the internet at a download speed of at least 6Mbps;
- 3.1.6 have a web browser; and
- 3.1.7 download the relevant Software where necessary.

**3.2 Factors affecting the Services:** The Services will be delivered to you via the internet and you acknowledge and agree that availability of the Services is subject to:-

- 3.2.1 your internet connectivity;
- 3.2.2 the type of devices that you use to access the Services; and

3.2.3 the software installed in such devices.

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 Services, each of which may affect the quality of the Services.

3.3 **Limitation of liability:** 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.

3.4 **Provision of information:** You must at all times provide us with such information as may be necessary or desirable for us to provide you with the relevant Services.

#### 4. **Duration of Services**

4.1 **Commencement date:** Each Service will commence on the date on which we activate the relevant Service.

4.2 **Validity period of Service:** The relevant Service will continue until terminated according to the provisions of this Agreement.

4.3 **Notification:** We will notify you of the activation date for each relevant Service.

#### 5. **Services**

You may request for, and we may provide all or some of the following Services to you:-

5.1 the Free View Services;

5.2 the Live TV Services;

5.3 the SVOD Services;

5.4 the TVOD Services;

5.5 StarHub TV Go VAS;

5.6 third party applications; and/or

5.7 such other Content, packs or Services as we may make available from time to time.

#### 6. **SVOD Services**

6.1 **Packs:** You may procure the SVOD Services under the following packs:-

6.1.1 Go Select;

6.1.2 Go Family;

6.1.3 Go Sports;

6.1.4 CATCHPLAY Unlimited HD;

- 6.1.5 Eva's Learning Channel; and/or
- 6.1.6 such other packs as we may make available from time to time.
- 6.2 **Monthly Charge:** Each Live TV Service or SVOD Service has a recurring monthly subscription Charge which will be billed monthly in advance and in accordance with this Clause 6 and Clause 14 below. The Charges will be applicable from the first day of activation and will be pro-rated from the commencement date to the date of the next billing cycle unless we otherwise agree in writing.
- 6.3 **Discounts:** We may, from time to time, offer certain limited discounts to the monthly subscription Charges for certain named packs, and such discounts would be subject to such terms and conditions as we may stipulate from time to time. You agree to accept such terms and conditions together with the discounts offered. Such offers will be made for such limited periods as may be determined by us in our sole discretion and will be applicable for the named packs only and not to any other packs that may also be available.
- 6.4 **Go Select Pack discount:** We will, until such time notified by us, be offering a discount for the Charges for the first month only ("**the first-month discount**") of each Go Select Pack, and this first-month discount will be granted under the following conditions:-
- 6.4.1 **First subscription:** The subscription for the Go Select Pack is your first subscription for that respective pack. For the avoidance of doubt, you would not be entitled to the first-month discount for your second subscription of the Go Select Pack, even if the second subscription is made after the termination of the first subscription;
- 6.4.2 **Post-paid subscription bill:** You have selected to be billed via any post-paid subscription bill that you may have with us for the respective Go Select Pack; and
- 6.4.3 **Breach of conditions:** We will be entitled to bill you at any time for the first-month discount if such discount was granted in breach of any of the foregoing conditions. In such an event, you will be liable to pay for such Charges together with any interests or late Charges applicable for late payment. This right is without prejudice to any other rights or remedies that we may have under this Agreement or at law.
- 6.5 **Billing**
- 6.5.1 **Post-paid bill:** The recurring monthly subscription Charges will be billed to your designated StarHub post-paid bill if you have an existing StarHub post-paid billing relationship with us at the start of your subscription to the SOD Services.
- 6.5.2 Prepaid bill:
- (a) **30-Day Pass:** If you do not have a StarHub post-paid billing relationship with us and you are using an iOS platform, you will have to procure a 30-Day Pass.
- (b) If you do not procure the 30-Day Pass, you will be billed by your credit card on a recurring basis ("**Recurring Credit Card Payments**").
- 6.6 **No refund:** The applicable Charges for the Recurring Credit Card Payments are advance payments for which no refunds will be provided for any cancellation or termination during a billing cycle.
- 6.7 **30-Day Pass**

6.7.1 **Charges:** The applicable Charges for the 30-Day Pass are pre-payments for which no refunds will be provided for any cancellation or termination during the 30-Day period.

6.7.2 **Duration:** We will inform you of the end date of your 30-Day Pass. Prior to or upon the expiry of the 30-Day Pass, you may purchase another 30-Day Pass for another 30-day period.

## 7. **TVOD Services**

7.1 **Eligibility:** The TVOD Services are not available to commercial customers, non-residential customers, bulk tier customers or DTTV customers or to customers whose accounts are being dunned by StarHub.

7.2 **Charges:** Charges will apply for each Video rented by you, and the Charges are inclusive of GST.

7.3 **No cancellation, refund and exchange:** There will be no cancellation, refund or exchange for rental of selected Videos.

7.4 **No Hub Club Discounts:** There will be no Hub Club Discounts applicable to Charges for our StarHub Go Services.

7.5 **Viewing platform:** Each Video will be available to you for viewing via the StarHub Go Services only and not through other Services such as StarHub Cable TV Service or StarHub Fibre TV Service.

## 7.6 **Viewing Period**

7.6.1 **Content Expiry Date:** Each Video will be available to you for viewing only during the prescribed Viewing Period, subject always to the Content Expiry Date. The Videos will not be available to you whether for viewing or in any other form, after the Content Expiry Date.

7.6.2 **Movies & TV series:** The Viewing Period will be 48 hours for movies and single episodes of TV series and 30 days for entire series', or such periods as may be prescribed by us from time to time.

7.7 **Our right:** We reserve the right to reject any request by you to rent or purchase any Video.

7.8 **License:** You acknowledge and accept that the aforesaid rental of a Video is a limited licence and not a sale with respect to such Video. Save and except for a non-exclusive, non-transferable, limited licence to view each rented Video for the stipulated Viewing Period on the Services solely for your personal, non-commercial viewing, no right, title or interest in such Video shall be deemed transferred to you as a result of the rental.

7.9 **Other conditions:** The TVOD Service is provided to you subject to such other usage, rental or licence conditions as we may notify you from time to time.

7.10 **Billing:** You will be billed for the TVOD Services via your designated post-paid billing account, or if you so request, via your credit card, and that our records of your use and consumption of the TVOD Services shall prevail.

## 8. **StarHub TV Go VAS**

8.1 **Eligibility:** Unless otherwise permitted by us in writing, the StarHub TV Go VAS is only available to StarHub TV customers who:-

8.1.1 subscribe to and maintain a minimum of 3 Basic Groups under the StarHub TV Service, or such other minimum subscription as may be notified by us from time to time;

- 8.1.2 do not have any outstanding accounts with us that are due and owing to us at the time of application; and
  - 8.1.3 have a valid Hub iD.
- 8.2. **Access:** The StarHub TV Go VAS will be made available and can only be accessed and viewed by you via:-
- 8.2.1 your Hub iD; and
  - 8.2.2 1 device at any time and not simultaneously through multiple devices.
- 8.3 **Automatic subscription:** If you have multiple accounts registered with us under your name and you subscribe for the StarHub TV Go VAS, the StarHub TV Go VAS will be automatically subscribed to all of your accounts. However, the subscription Charges for the StarHub TV Go VAS will be levied once only and to the first account which you have, being the earliest account that you have registered with us. If you do not wish to have the aforesaid automatic subscription of the StarHub TV Go VAS for all of your accounts, you must terminate the StarHub TV Go VAS for each account individually in accordance with Clause 8.4 below.
- 8.4 **Termination**
- 8.4.1 **Method of termination:** If you wish to terminate your StarHub TV Go VAS at any time, you may do so through the My StarHub Account Manager with at least 1 working day prior notice to us. You will not be able to terminate your StarHub TV Go VAS subscription via phone call to our customer services hotline at 1633 or via email.
  - 8.4.2 **Multiple accounts:** If you have multiple accounts registered with us under your name, you must notify us of your intent to terminate for each account individually. You understand that the termination of the StarHub TV Go VAS in relation to one account will not automatically lead to the termination of the StarHub TV Go VAS in relation to your other accounts.
9. **Access to Third Party Sites**
- 9.1 We may at our discretion, through or as part of any of the Services (including via your Hub iD), provide you with access to third party links, websites, pointers, applications or apps which are owned, operated or maintained by parties other than us ("**Third Party Sites**"). Such access may be given on such terms and conditions or eligibility criteria as we may determine from time to time.
- 9.2 **FOX+**
- 9.2.1 With effect from 11 April 2018, subject always to these Service Specific Terms & Conditions, we may provide both StarHub post-paid subscribers and non-StarHub subscribers access through StarHub Go to certain Content provided by FOX Networks Group Singapore Pte. Ltd via the FOX Plus mobile website ([www.foxplus.com](http://www.foxplus.com)) and the FOX+ mobile application (collectively referred to by us as "**FOX+**").
  - 9.2.2 FOX+ will be made available to you by us, from time to time via the FOX+ mobile application which you would have to download and activate. Your use of FOX+ is subject to such additional terms and conditions as may be imposed by FOX Networks Group Singapore Pte. Ltd.

- 9.2.3 **Conflict of terms:** If there is a conflict between the terms and conditions imposed by the FOX Networks Group Singapore Pte. Ltd., and these Service Specific Terms & Conditions, these Service Specific Terms & Conditions will prevail.
- 9.2.4 **Subscription Promotion:** For a limited period from 4 September 2018 until such time that we may notify, a promotion ("**Promotion**") is applicable to StarHub post-paid subscribers who subscribe to FOX+ and select for FOX+ to be billed via their post-paid subscription bill. Under the promotion, you will enjoy:-
- (a) a 50% discount off the prevailing monthly subscription of FOX+ for the first three (3) months of subscription; and
  - (b) free local data when streaming FOX+ in Singapore until 31 August 2019.
- FOX+ access will be charged at the regular monthly subscription Charges from the fourth month onwards. After 31 August 2019, the prevailing data rates will apply.
- 9.2.5 **Free Data Streaming:** Subject to the conditions stated above, the free data streaming of FOX+ will apply to all the StarHub post-paid mobile lines under the same account. To enjoy free data streaming of FOX+ on your mobile device until 31 August 2019, you have to set your mobile data access point to SHWAP via your mobile device network settings.
- 9.2.6 **Streaming outside Singapore:** When FOX+ is streamed outside of Singapore, you will be charged the prevailing rates for roaming usage and data traffic.
- 9.2.7 **Subscription price:** The subscription price for FOX+ is \$19.90 per month or such other price as may be prescribed by us. Your subscription or continued access of FOX+ will be deemed as your acceptance of our stipulated price.
- 9.2.8 **Promotion prior to 4 September 2018:** All FOX+ subscribers who were under the promotion prior to 4 September 2018 will continue to be bound by the Minimum Period of Service of 12 months. An early termination charge (the "Early Termination Charge"), will be imposed if you terminate your FOX+ subscription during the Minimum Period of Service. Please refer to your Service Agreement for the applicable Minimum Period of Service and Early Termination Charge.
- 9.2.9 **Non-StarHub subscribers:** All non-StarHub subscribers are required to pay for the subscription of FOX+ through credit card recurring bill payment. For the avoidance of doubt, non-StarHub subscribers are not eligible for the promotion set out in Clause 9.2.4.
- 9.3 **Other third-party sites:** With effect from 30 January 2018, if you (i) are a subscriber of StarHub TV Go VAS; (ii) have subscribed to the relevant related TV pack; and (iii) have met any other eligibility criteria as we may specify, we may give you access of the following third party sites as we may determine from time to time through StarHub TV Go VAS:-
- 9.3.1 BBC Player;
  - 9.3.2 Hits Replay;
  - 9.3.3 HBO Go; and
  - 9.3.4 TVB Anywhere.

For the avoidance of doubt, we reserve the right to change the above list of third party sites at our discretion and without prior notice to you.

9.4 **IOS Devices:** iOS users may access FOX+, HBO Go and TVB Anywhere only if access is purchased on [www.starhubgo.com](http://www.starhubgo.com).

## 10. **Catch-Up TV**

10.1 **Additional Services:** From time to time, we may choose to provide certain ancillary services to selected pay television content that you have subscribed to (the "**Additional Services**"). As such Additional Services are ancillary to the subscribed Services, we may not make them separately available for purchase or subscription.

10.2 **Catch-Up TV:** Catch-Up TV is an Additional Service that we may offer from time to time, through which you may view certain Content at a time of your own choosing after the pre-established schedule of viewing times for such Content.

10.3 **Content:** We retain the sole right and discretion to determine the Content that would be made available for viewing on Catch-Up TV and the specific timeframes during which such Content will be made available.

## 11. **Usage of the Services**

11.1 **Private viewing:** Unless otherwise permitted by us in writing, the Services are provided to you solely for your private viewing and you may only receive and use the Services:-

11.1.1 in the Territory;

11.1.2 via your Hub iD; and

11.1.3 for personal, non-transferable and residential use.

You must not exhibit in public or collect any fees for the exhibition of the Content in the Services. Unless otherwise permitted by us in writing, any use of the Services for commercial or business purpose or any other non-residential use, whether by you or other persons is a breach of your terms of use of the Services.

11.2 **Change of subscriptions under the Service:** From time to time, you may request for us to change your subscriptions under the Service. However, such change is subject to our confirmation and your payment of any standard administrative fee chargeable by us. In the event of such change, the subscription fees payable for our post-paid Service and the Service particulars will be amended accordingly. For the avoidance of doubt, you will continue to be liable for the payment of such revised subscription fees.

11.3 **Changes to content packs:** We may, at our discretion, agree to or decline your request to upgrade or downgrade your existing subscription for certain content packs ("**Existing Packs**").

11.3.1 **Upgrades:** If we agree to your request for upgrading with immediate effect, the prevailing additional Charges will apply concurrently.

11.3.2 **Downgrades:** If we agree to your request to downgrade, the downgrade will occur in 7 working days, or such other time as we may notify you. We may charge you an administrative Charge each time you make a change to your content packs.

11.4 **Content:** You must view the Content received as part of the Services in their entirety. You will not, for any purpose whatsoever, alter, reproduce, edit, supplement, omit or circumvent any channel or



programme received as part of the Services, including the insertion of crawlers or advertisements immediately before, during or after the exhibition or broadcast of the channel or programme.

- 11.5 **Suspension of Service:** We may, at any time and without any notice to you, temporarily suspend the Services for operational reasons such as repair, maintenance, upgrade or improvement of the Services or because of an emergency. We may also modify the Services in order to keep pace with the prevailing demands and technological developments, at our discretion and without any notice to you.
- 11.6 **Access:** Your access to the Services is given and authenticated by us via your Hub iD. You agree that your use of the Hub iD is subject to the applicable Service Specific Terms & Conditions.
- 11.7 **Restriction on R2I Content:** You accept that we are required by the IMDA to restrict viewership of certain Content which is classified by the IMDA as "R2I" ("**R2I Content**") by permitting viewership of such Content only with the use of a 4 or 6-digit Personal Identification Number ("**an R2I PIN**").
- 11.8 **R2I PIN:** You agree to all our requirements in relation to the creation and use of a R2I PIN and you specifically agree that you may only create and use a R2I PIN if you are above 21 years of age. You undertake that the information that you provide to us in the creation, use and maintenance of your R2I PIN is true and accurate. If we detect that the applicant or owner of a particular R2I PIN is below the age of 21, we may reject the creation or use of the R2I PIN and accordingly, block access to the R2I Content without further liability to you notwithstanding any other terms and conditions agreed between you and us and notwithstanding any payment that you may make or have made to us in relation to the R2I Content.

## 12. **Third Party Sites**

- 12.1 **Disclaimer:** The Third Party Sites are not owned, operated, maintained, recommended, endorsed or guaranteed by us. You agree that:-
- 12.1.1 all Content, products, services or information transmitted or made available via the Third Party Sites, are the sole responsibility of the owners or operators of such Third Party Sites;
- 12.1.2 we will not be liable in any way for any Content, products, services or information which you may access, use or acquire via the Third Party Sites;
- 12.1.3 you are solely responsible for all Content, products, services or information that you transmit or make available to or through the Third Party Sites;
- 12.1.4 we do not control any Content, products, services or information which you may access, use or acquire through the Third Party Sites and we do not endorse or guarantee the accuracy, reliability, integrity, legality or quality of such Content, products, services or information;
- 12.1.5 by using the Third Party Sites, you may be exposed to third party Content, products, services or information that may be defamatory, offensive, indecent, objectionable or illegal; and
- 12.1.6 we may, at our discretion and without notice to you, refuse or remove or deny access to Third Party Sites, and thereby refuse, remove or deny access to any Content, products, services or information available from such Third Party Sites.

We will not be liable to you or any third party under any of Clauses 12.1.1 to 12.1.6 above.

- 12.2 **No liability:** Without prejudice to Clause 12.1 above, we will not be liable or responsible in any way if you encounter any problems with the Content, products, services or information that you obtain via the Third Party Sites. We assume no liability or responsibility for the acts or defaults of the providers

of the Third Party Sites, or parties providing the Contents, products, services or information thereunder or for any non-delivery, non-performance or defects in any such Content, products, services or information.

- 12.3 **No warranty:** We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose, service availability and non-infringement in relation to the Third Party Sites and the Content, products, services or information offered by the Third Party Sites, to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from or through the Third Party Sites will create any warranty not expressly made hereunder.
- 12.4 **Privacy policies:** Please review the terms of use and privacy policies governing the Third Party Sites and if you do not agree to be bound by the terms of such Third Party Sites, we recommend that you discontinue your use of that Third Party Site. In the event of any conflict or inconsistency with the terms and conditions of such Third Party Sites and these Services Specific Terms & Conditions, the latter shall prevail.
- 12.5 **Access to Third Party Sites:** For the avoidance of doubt, if you access such Third Party Sites via any of our Services, you remain subject to all our Service Specific Terms & Conditions applicable to the relevant Service as well as the StarHub Personal Data Protection Policy. Likewise, if you use your Hub iD to access such Third Party Site, you remain subject to the applicable Service Specific Terms & Conditions for the Hub iD. Notwithstanding the foregoing, we will not be responsible for or liable to you for how such third parties use your Personal Data or any other personally identifiable information that you may provide or that they may have of you through your access of such Third Party Sites.
- 12.6 **Customer support:** If you have any concerns, queries or disputes arising from your use of the Third Party Sites, please refer to the customer support services of such Third Party Sites.
- 12.7 **Termination:** In the event that the Service through which you are given access to such Third Party Sites is terminated, your access to such Third Party Sites and all Content, products, services and information provided thereunder, will be similarly terminated without further notice or liability to you.
13. **Content and your responsibilities**
- 13.1 **Our right:** We retain the sole right and discretion to determine the type, nature, genre, quality and quantity of Content made available on or through any of the Services.
- 13.2 **Your responsibility:** You are responsible for the use of the Services under your account(s) and for any Content disseminated through your account(s).
- 13.3 **Restrictions on use:** You must not use or allow any part of the Services to be used:-
- 13.3.1 to transmit any Content received under the Services to any other personal computer, laptop, mobile phone or other similar device(s) (other than your Equipment) unless otherwise permitted by us; and
- 13.3.2 to transmit any Content received under the Services outside the geographic boundaries of Singapore unless otherwise permitted by us.
- 13.4 **No liability:** You agree to use the Services at your sole risk and that we will not have any liability to you for the type of Content that you may access, including without limitation, Content that you may find offensive, indecent, or objectionable.
- 13.5 **No downloads:** The Services are streaming services and you are not permitted to download any of the Content at any time for any reason.

14. **Billing**

14.1 **Post-paid Services**

14.1.1 **Payments:** You will be billed in advance for the subscription fees at monthly intervals or such intervals as may be approved by us, unless you elect to prepay the subscription fees. You will be subject to a standard late payment fee if payment is not made by the relevant due date.

14.1.2 **Change in method of payment:** Any change in the method of payment and any termination will only be effected from your next billing cycle.

14.2 **Other charges:** The applicable Charges for the Services do not include internet connectivity charges, data charges or such charges necessary for your connection to the internet in order to access the Services. You will have to bear such charges from the relevant providers of internet connectivity, at their prevailing rates.

14.3 **GST:** The Charges are inclusive of Goods and Services Tax.

15. **Equipment**

15.1 **Access to the Services:** In order to access the Services, you must acquire and procure such Equipment as may be necessary for you to access the Services.

15.2 **Specifications and minimum system requirements:** You are responsible for ensuring that the Equipment that you have meet the specifications and minimum system requirements for the Services as may be stipulated by us, and that they are compatible and may properly function to access the Services.

15.3 **No liability:** We will not be liable for any Equipment or Service failure or performance degradation resulting from the non-compliance of such requirements as set by us from time to time. You acknowledge and accept that certain applications are not supported by the Services.

16. **Liability**

16.1 **Disclaimers**

16.1.1 We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose, service availability 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 Services will create any warranty not expressly made in this Agreement.

16.1.2 We do not warrant to you that the Services or the Content are error free or are free of any unauthorized code, software virus, Trojan Horse, worm, logic bomb or other software routine or components designed to permit unauthorised access, to deny authorised use, to disable, erase, or otherwise harm software, hardware or data, or to perform any unauthorised actions.

16.2 **Remedy:** If you are dissatisfied with any of the Services or with the Content, products or services available on or through any of the Services or with any of these Terms & Conditions, your sole and exclusive remedy is to discontinue your access and use of the Service or terminate the Service according to this Agreement.

17. **Proprietary rights**

- 17.1 **Intellectual Property:** All Content contained in advertisements or sponsorships presented to you through the Services by us, our advertisers, content/application providers or third parties, are protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. You agree that you are only permitted to use such Content as expressly authorised by us, the advertiser, the provider or third party in question.
- 17.2 **Restrictions:** You are not permitted to copy, reproduce, distribute, or create derivative works from such Content without written authorisation from us, the advertiser, the provider or third party in question.
- 17.3 **No transfer of Intellectual Property Rights:** You acknowledge and agree that save and except for the limited permissions on the use of the Services and Content as expressly provided in these Terms & Conditions, no right, title or interest in any of the Content shall be deemed transferred to you through the provision of the Services or through access to the Content that you obtain through the Services.
18. **Ending the Services**
- 18.1 **Method of termination:** Without prejudice to the rights either party may have against the other party under this Agreement for any antecedent breach of this Agreement and subject to the provisions of this Clause 18, each or all of the Services under this Agreement or this Agreement may be terminated in the following manner unless otherwise agreed in writing by you and us:-
- 18.1.1 by you giving us prior notice of at least 7 working days; or
- 18.1.2 by us giving you prior notice of 7 working days.
- 18.2 **Refund:** If any Service or this Agreement is terminated for any reason, there will be no refund of any pre-payments or payments in advance made by you.
- 18.3 **Termination:** The Services under this Agreement or this Agreement may be terminated in the event of:-
- 18.3.1 your death; or
- 18.3.2 for any reason beyond our control (including loss of any licence, way-leave or easement, requirements of any governmental or regulatory authority or orders by the court and failure to deliver by a third party supplier) we are unable to provide any of the Services or the Network connection.
- We may suspend or terminate all, any or part of any of the Services or terminate this Agreement with immediate effect without compensation and without prejudice to our rights to damages for any antecedent breach by you of this Agreement.
- 18.4 **Remedy:** You may immediately contact our customer service, either by calling our customer service line or visiting any of our customer service centres to tell us why such suspension or termination should not occur. We will consider each case and where we deem appropriate, will not proceed with the suspension or termination of such account or take any other appropriate action where necessary.
19. **Changes to the Services**

We may change any of the Services or any bundles or packs of the Services, by amending, substituting or withdrawing any channel, programme, bundles or packs in such manner as we may determine in our absolute discretion. We may also from time to time revise the Charges for the Service.

## 20. **StarHub Go Voucher Code**

20.1 From time to time, we or our selected partners may run promotions (such as waivers or discounts to subscription fees for a limited stipulated duration) under which you will be issued a StarHub Go Voucher Code relating to the StarHub Go Service or the relevant stated StarHub Go Pack. These are StarHub's Service Specific Terms & Conditions for our customers who have been issued these StarHub Go Voucher Codes.

20.2 **Partners:** You may refer to our list of selected partners who are authorised to issue the StarHub Go Voucher Codes at <http://www.starhub.com/go-faq>. No offers or promotions made by any person, entity, partner or third party who is not listed as one of our selected partners at the abovementioned website will be recognised, accepted or honoured by us.

20.3 **Validity Period:** Each Voucher Code issued by us will have a fixed validity period of 30 days from the date of issue, regardless of the time when you actually receive the StarHub Go Voucher Code (the "Validity Period"). The responsibility lies solely with the selected partner to issue the StarHub Go Voucher Code to you as soon as they receive it from us. No redemption will occur if you use the Voucher Code beyond the stated Validity Period.

## 20.4 **Redemption**

20.4.1 **Eligibility:** You will be able to redeem the validly issued StarHub Go Voucher Code if:-

20.4.1.1 you are a new subscriber of StarHub Go Services or the relevant StarHub Go Pack;

20.4.1.2 you do not have outstanding bills due to us under any account; and

20.4.1.3 have a valid Hub iD.

Upon redemption, each validly issued StarHub Go Voucher Code will entitle you to enjoy the relevant promotion in relation to the StarHub Go or StarHub Go Pack Service.

20.4.2 **Method of redemption:** To redeem your voucher, you will have to key in the validly issued StarHub Go Voucher Code at the time you apply for your new subscription of StarHub Go Services or the relevant StarHub Go Pack.

20.4.3 **Entitlement to the voucher:** We reserve the sole right to determine your entitlement to any promotion made in relation to each StarHub Go Voucher Code, and to reject any proposed redemption of the StarHub Go Voucher Codes at our sole discretion.

## 20.5 **Existing Subscribers**

The StarHub Go Voucher Code will not entitle you to any discounts or waivers under the relevant promotion if you are already an existing subscriber of StarHub Go Services or of the relevant StarHub Go Pack.

## 20.6 **Expiration**

20.6.1 **Free subscription period:** If you were offered a free subscription period to the StarHub Go Services or StarHub Go Pack, the subscription will expire automatically at the end of the free subscription

period. If you wish to continue to enjoy the StarHub Go Services or the relevant StarHub Go Pack, you will have to make a fresh subscription for the relevant StarHub Go or StarHub Go Pack Service after the end of the free subscription period.

20.6.2 **Extension periods:** We will not provide any extensions or other further periods of any of the promotions regardless of what the selected partners or any other third parties have offered to you. Please refer to the relevant selected partners if they have offered you discounts or waivers which is different from that stipulated by us.

## 20.7 **Additional terms**

20.7.1 **Our right:** We reserve the sole right to determine the validity of each StarHub Go Voucher Code, the relevant selected partners who may offer you a StarHub Go Voucher Code, the terms of each StarHub Go Voucher Code, and the extent of the promotion, waivers or discounts to be granted under each StarHub Go Voucher Code. In the event of any inconsistency or contradiction between any statements or interpretation made by any third parties in relation to any StarHub Go Voucher Code and us, our statements and interpretations will prevail.

20.7.2 **Applicability of voucher:** Any StarHub Go Voucher Code issued hereunder does not entitle you to any other discounts or waivers for any other StarHub Services.

20.7.3 **No offsets:** The StarHub Go Voucher Codes cannot be used to offset existing subscription Charges or outstanding balances due to us.

20.7.4 **No exchange, refund or transfer:** The StarHub Go Voucher Codes are non-exchangeable for cash or kind, are non-refundable and non-transferable.

## 21. **Free 3 months StarHub Go Select**

21.1 **Eligibility:** This Promotion is available for new and re-contracting subscribers of StarHub Broadband Plan and StarHub Mobile Post-paid Service who sign up or re-contract for StarHub Broadband Plan or StarHub Mobile Post-paid Service at the point of signing up. We reserve the right to determine the eligibility of each applicant under this Promotion. Applications are also subject to our acceptance at our discretion. This Promotion is not available to any customer who has any outstanding bills with StarHub. This Promotion is not applicable to customers who subscribe or re-contract via our online store.

21.2 **Description:** Eligible applicants will enjoy such StarHub Go Service as we may select, without Charge for 3 months from the date of subscription of the StarHub Broadband Plan or StarHub Mobile Post-paid Service, whether or not you have a valid Hub iD. Upon the expiry of this promotion, our prevailing rates shall apply without further notice to you.

21.3 **Validity:** This promotion is valid until 31 December 2018 unless otherwise stated or notified by us.

21.4 **No refund nor exchange:** This promotion is strictly:-

- (a) non-exchangeable for cash or kind;
- (b) non-refundable;
- (c) non-transferable; and
- (d) not to be used to offset existing subscription Charges or outstanding balances that are due to us.

- 21.5 **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 may offer. If you are already enjoying another promotion for StarHub Go at the time that you are eligible for this Promotion, this Promotion will replace and supersede such existing StarHub Go promotion.