

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
BILLING FOR THIRD PARTY SERVICE**

These are StarHub's Service Specific Terms & Conditions for customers who use or intend to use our billing for Third Party Service (the "**Payment Services**"). These Payment Services will be available to you when a Third Party appoints us as their agent for the opening of your account, and the billing and collection of all Charges under your account. In such an event, you shall be deemed to have accepted such appointment.

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

Term	Description
Charges	Refers to all deposits, usage, cancellation and administrative charges and other fees to be paid by you for or relating to the Third Party services
Service	Refers to the billing and collection service by which we collect from you, for and on behalf of the Third Party on whose behalf we are billing
Taxes	Refers to any and all taxes, goods and services tax, duties, levies and other similar charges imposed under any law in respect of the provision of the Third Party services or on any Charges or payment due from or payable by you to the Third Party
Third Party	Refers to the third party who has entered into a contract with us to provide the Service to you

3. Eligibility

The Service is available to you if you are an individual with a valid residential address. Customers who are corporations will not be eligible for this Service.

4. The Service

- 4.1 **Third Party terms and conditions:** Your use of the Service is subject to the terms and conditions between you and the Third Party, as set out on their website or as otherwise provided by them to you.

4.2 **Commencement of the Service:** Your Service will commence based on instructions that we receive from the Third Party.

4.3 **Billing:** You will be billed in accordance with the terms and conditions between you and the Third Party.

4.4 **Our role:** Our role in providing this Service is as a billing agent. Accordingly, any issues relating to the operation or performance of the Third Party's service and all disputes relating to the Third Party should be referred to the Third Party. If you have any queries, disputes or concerns on the bill, you agree to contact the Third Party directly to address such queries, disputes or concerns. We shall not be obliged to answer any of such queries, disputes or concerns. For the avoidance of doubt, the Consumer General Terms & Conditions which provides for billing disputes between you and us does not apply to the Third Party Charges.

5. **Charges and payment**

5.1 **Third Party services:** You are liable for Charges for the Third Party services you have purchased, applied for and/or incurred under your account whether the services are used by you or someone else (regardless whether such use was with your express consent and/or knowledge or otherwise).

5.2 **Charges:** Your Charges will be calculated based on the records supplied to us by the Third Party.

5.3 **Taxes:** If you are required under any law to deduct or withhold any sum as Taxes imposed on any amount payable to us, the amount payable to us must be increased by such amount necessary to ensure that we receive a net amount equal to the amount which we would have received in the absence of any such deduction or withholding.

5.4 **Late payment and non-payment:** If you are late in paying or do not pay any bill, we may, at our discretion, charge you administrative fees and/or late payment interest or fee as set out in the Consumer General Terms & Conditions. If we claim against you for failing to pay any bill, you are liable for all our legal, administrative and other costs.

5.5 **Credit balance:** Any credit balance shall be rolled over to the next billing cycle as we deem appropriate.

6. **Data Protection**

Your use of the Service is also subject to the Third Party's data protection policy. By using or continuing to use the Service, you agree and consent to be bound by both the terms of StarHub's Data Protection Policy and the Third Party's data protection policy.

7. **Liability**

7.1 **Agent:** You acknowledge that we, as an agent, shall not be liable for the quality or performance of the service provided to you by the Third Party.

7.2 **Exclusions:** We hereby exclude all conditions, endorsements, guarantees, representations, or warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose, accuracy or correctness in the billing, 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 Payment Services will create any warranty not expressly made in these Terms & Conditions. Under no circumstances will we be liable for any direct, indirect, incidental, consequential, special damages, or any loss or damage, whether to property or injury to

persons, whether foreseeable or not foreseeable, resulting, directly or indirectly, from the use or loss of use of the Payment Services and/or the service supplied by any third party.

8. Ending the Service

The Service may be terminated by us for any reason, without notice, at any time, and without liability to you.

9. Disruption and modification

9.1 Disruption to the Payment Services: In certain limited circumstances or in the event of an emergency, we may be required to repair, maintain, upgrade or improve the Payment Services and/or equipment used to provide the Payment Services. On such occasions, the Payment Services may be temporarily unavailable. We will endeavour to restore the Payment Services as soon as reasonably practicable once such repair, maintenance, upgrade or improvement is complete.

9.2 Modifications to the Payment Services: We may, at our discretion and without any notice to you, modify the Payment Services in order to keep pace with prevailing demands and technological developments.

10. Matters beyond our control

We will not be liable for any delay or failure in performance under these Terms & Conditions resulting from matters beyond our control, including misinformation or errors in the billing information provided by any Third Party.