



Application Form Transfer of StarHub Services

GST Registration No: M9-0009444-N

(For StarHub TV, Fibre Broadband &/or Digital Voice Home/Global service ONLY)

Account number			
Reason for Transfer			
Services to be Transferred (please tick / delete where applicable)	<input type="checkbox"/> StarHub TV	<input type="checkbox"/> Fibre Broadband	<input type="checkbox"/> Digital Voice Home / Global

Instructions: Please refer to the checklist and complete this form. The application will not be processed if the required documents are not provided. For enquiries, please return the completed form to us at starhub.com/feedback (fill in your personal particulars, under type of "Service", select "HomeHub", and under "Please select a topic" – choose "Account Related Matters").

Part I - To Be Completed by Current Customer

Name of applicant as in NRIC/PASSPORT/FIN*. (Mr/Miss/Ms/Dr/Co*)	NRIC/PASSPORT/FIN/BIZ REG #	
_____	_____	
_____	Contact No. (Home)	Contact No. (Office)
Address _____	6 _____	6 _____
_____	Contact No. (Pg/Hp)	_____
_____ S _____	_____	_____

For StarHub TV / Fibre Broadband / Digital Voice Home / Digital Voice Global Service(s):

Tick here if the new customer will continue using your existing equipments e.g. Optical Network Terminal (ONT), TV set-top box and Integrated Access Device (IAD). Please indicate the equipment ID in **Part II** of this form.

In consideration of the new customer named in Part II assuming all my rights, obligations and liabilities under my service agreement ("Agreement") with StarHub and complying with all the terms and conditions of the Agreement as if the New Customer was a party to the Agreement in lieu of myself, I hereby:

1. Assign and transfer to the New Customer all my rights, obligations and liabilities under the Agreement and accept StarHub's **refund to me of my credit balance and/or equipment deposit**, with effect from the effective date of this transfer (subject to receipt of deposit payment by the new customer);
2. Agree **to settle all outstanding amount(s) and other charges** (if any) payable under the Agreement and accrued up to the effective date of this transfer;
3. Agree to hand-over the equipment provided by StarHub under the Agreement to the New Customer in good working condition upon the effective date of this transfer, failing which the equipment shall be deemed lost or damaged and I shall bear the standard charges as may be imposed by StarHub for the equipment; and
4. Understand that if I am on HomeHub plan, my bundled Netflix account will be terminated from date of transfer of plan to the New Customer.

I further acknowledge and agree that this Transfer Application is subject to StarHub's approval.

_____ Signature of Current Customer	_____ Date	_____ Company Stamp (if applicable)
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*Delete where applicable

Part II - To Be Completed by New Customer

For existing StarHub subscriber, please indicate your current Account Number:

_____ **to merge your services these services under 1 account.**

Name of applicant as in NRIC/PASSPORT/FIN*. (Mr/Miss/Ms/Dr/Co*)

NRIC/PASSPORT/FIN/BIZ REG #

Date of Birth (dd/mm/yyyy)

Service Address

 _____ S _____

Contact No. (Home)

6 _____

Contact No. (Office)

6 _____

Contact No. (Pg/Hp)

Billing Address (if different from Service Address)

 _____ S _____

Equipment ID

(Please complete if application includes transfer of equipment)

E-mail Address

I, hereby:

1. Agree, covenant and undertake to assume all the rights, obligations and liabilities of the current customer under the Agreement and to comply with all the terms and conditions of the Agreement as if I were a party to the Agreement in lieu of the current customer, with effect from the effective date of this transfer;
2. Agree to **fulfill the minimum contractual subscription period if the service(s) is/are currently tied to a promotional contract**, and understand that the applicable charges will be charged to me if the service(s) is/are terminated prematurely;
3. Understand that the transfer date will be advised by StarHub;
4. Acknowledge that the equipment provided by StarHub under the Agreement was handed to me in good working condition;
5. Acknowledge that **an equipment deposit** is required if I am a work permit or student pass holder and this amount will be billed in my subsequent invoice. The deposit would be:
 - For StarHub TV: \$250 for each main outlet under each individual account; and / or
 - For StarHub Broadband: \$300 for each ONT under each account.
6. Agree to pay a non-refundable **\$20.00 administrative fee for each service** to process this Transfer Application, and this amount will be billed in my subsequent invoice. **A \$30.00 administrative fee for each service** applies for a transfer application to a Business Registration Number (BRN) applicant;
7. Enclose a copy of my Singapore NRIC (front and back)/Employment Pass/Work Permit/Business Registration Certificate/Company Incorporation Certificate*; and
8. Understand that I will need to sign up for a Hub iD at www.starhub.com/hubid to manage my service(s) on My StarHub App, and access my subscribed content on StarHub TV+ app/ website/ box.
9. Understand that if I am on HomeHub plan, my bundled Netflix account will be activated only on the actual transfer date.
10. Agree to StarHub's Personal Data Protection Policy ("Policy") available on StarHub's website at <http://www.starhub.com/pdpp> or upon request, and to StarHub collecting, using and disclosing my/our personal data in its records from time to time, for the following purposes as defined in the Policy:

'StarHub Additional Purposes'

Agree

'Preferred Partners Additional Purposes'

Agree

Signature of New Customer

Date

Company Stamp (if applicable)

*Delete where applicable

Notes and Checklist

APPLICABLE TERMS AND CONDITIONS: All terms and conditions herein, StarHub's Consumer General Terms & Conditions or Business General Terms and Conditions (as the case may be), Service Specific Terms & Conditions, and such other terms and conditions as may be agreed or accepted by you, shall apply. Your use or continued use of the service(s) provided under the Agreement will constitute acceptance of such terms and conditions. Please note that StarHub's Terms and Conditions can be found at www.starhub.com.

Check List

- Both current and new customers' information are fully furnished.
- Both current and new customers have signed this Transfer Application.
- Current customer's outstanding amount must be cleared before submitting this Transfer Application.
- A copy of new Customer's Singapore NRIC (front and back)/Employment Pass/ Business Registration Certificate/Company Incorporation Certificate is attached. Passport submissions will be rejected.
- For work pass or student pass holder, a one time equipment deposit for StarHub TV and/or Broadband service will apply and be billed in new customer's subsequent bill.
- A one-time administrative fee of \$20.00 or \$30.00 for each service transferred will be billed to the new customer.
- Current customer's Hub Club membership and discounts (if any) will be terminated/ forfeited once this application is processed. All Hub Club discounts and privileges will not be transferred to the new customer.
- A new account number will be generated for the transferred service if the new customer does not have an existing Billing Account with StarHub and/or chooses to transfer the new service to the existing account (refer to Part II).
- For new customer, GIRO application should be submitted after receiving the first bill for the new account. You will be required to provide the Payment Code and Account Number which is available on the top right corner of page 1 of the bill.
- New customer can apply for Recurrent Credit Card Payment by downloading the form online at www.starhub.com/support. Current customer has to complete GIRO / Credit Card termination form if the account is under any of the payment methods. Forms are available online at www.starhub.com/support.

Part III – For StarHub Use

Remarks:

Name Of Approving Officer

Authorised Signature

Date

* All prices are subject to prevailing GST.

^ Digital Voice Home and Digital Voice Global must be applied under the new customer name only. Not applicable for corporate or company accounts. Business Registration Certificate/Company Incorporation Certificate will not be accepted.