

**STARHUB'S SERVICE SPECIFIC TERMS AND CONDITIONS  
MOBILE SERVICES (BUSINESS)**

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## **ABOUT THESE TERMS AND CONDITIONS**

These are StarHub's Service Specific Terms & Conditions for business customers who have subscribed for or who have purchased our mobile telephone Services, mobile data, roaming Services and/or other mobile value-added Services, promotions or otherwise ("**Mobile Services**").

Together with (i) the Business General Terms & Conditions; (ii) the applicable Service Specific Terms & Conditions; and (iii) any other terms and conditions agreed between you and us in writing, they form the Agreement between you and StarHub.

These Service Specific Terms & Conditions are divided into the following sections:

- (i) Section 1: Basic Terms & Conditions;
- (ii) Section 2: Mobile Services;
- (iii) Section 3: [Intentionally Left Blank];
- (iv) Section 4: MaxMobile Plans;
- (v) Section 5: Mobile Data Plans;
- (vi) Section 6: Mobile Voice Plans;
- (vii) Section 7: Post-paid Roaming Services;
- (viii) Section 8: Value-added Services;
- (ix) Section 9: Screen Repair Service;
- (x) Section 10: Voice over WiFi; and
- (xi) Section 11: Business IDD (008/018) Rates Services.

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.

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.

We may from time to time suspend, terminate or change any of these Service Specific Terms & Conditions and/or the Services (whether in whole or in part) (including pricing and promotions) at our sole and absolute discretion, at any time, without prior notice and without any liability to you. All amendments shall be posted on our website and shall take effect from the date that they are so posted. Your continued use of the Services will be taken as acceptance thereof.

## **I. Basic Terms and Conditions**

### **I.1. Minimum Period of Service**

- I.1.1. Unless otherwise stated elsewhere, the Minimum Period of Service for:
  - I.1.1.1. mobile data Services is 12 months;
  - I.1.1.2. mobile telephone Services is 3 months; and
  - I.1.1.3. mobile value-added Services is 1 month.

### **I.2. Loss and Theft**

- I.2.1. If 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.
- I.2.2. Until you tell us about the loss or theft, you will continue to be responsible for the Charges incurred using the Equipment and/or your SIM card, whether you know of it or not.

### **I.3. Additional Charges**

- I.3.1. There may be additional Charges for:
  - I.3.1.1. a change of usage plan for the Services;
  - I.3.1.2. reconnection of the Services;
  - I.3.1.3. calls made/received using roaming Services from/in certain roaming destinations, including but not limited to a connection fee of \$0.50 per call, even if the calls are not connected, unanswered or unsuccessful for any reason whatsoever and howsoever caused (and for the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call);
  - I.3.1.4. removing any restrictions on calls or roaming Services; and
  - I.3.1.5. the airtime usage for calls made to the 1800- and/or 1900- services through the Services.

### **I.3A. Abuse of Services**

- I.3A.1. You should not abuse or misuse the Services offered to you, whether under any of our mobile Service plans (including MaxMobile Plans) or otherwise, regardless of whether or not the Services and/or mobile Service plans are a paid or free service. All Services are offered for your personal use and not for commercial use or for machine usage (including but not limited to usage in devices for fleet management and/or surveillance). 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.3A.1.1. suspend, restrict and/or terminate your access to certain features or your entire Services, mobile Service 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.3A.1.2. charge you at the prevailing rates for your use of the relevant Service and/or mobile Service plan beyond fair usage.

### **I.4. Roaming**

- I.4.1. Roaming Services for mobile devices outside Singapore are available in roaming destinations as stated on our website at [www.starhub.com](http://www.starhub.com). We may require you to place a deposit for roaming Services in certain roaming destinations.
- I.4.2. When you use our Roaming Services, such use is subject to the terms and conditions set out in Section 7 on "Post-paid Roaming Services".

### **I.5. Credit Limit on Call Charges**

- I.5.1. We may apply a credit limit for call Charges (including mobile roaming Charges) incurred under your account. Services may be suspended if this limit is exceeded or if there is any non-payment.

### **I.6. Telephone Numbers**

- I.6.1. 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 this Agreement. 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.

1.6.2. 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.

#### 1.7. **Intracompany Service**

1.7.1. Intra Company value-added Service ("**VAS**") is applicable to business registered companies with a minimum of 5 StarHub Mobile post-paid Service subscriptions.

1.7.2. A one-time administration fee of S\$10.90 (with 9% GST) for every activation/modification of the Intra Company VAS applies unless otherwise agreed by us in writing.

1.7.3. Free Local Short Message Services ("**SMS**"), and Voice calls will only apply to mobile Service subscriptions with Intra Company VAS under the same company name and business registration number.

1.7.4. Usage discount is applicable only for excess charges, and applicable only after free units (voice and SMS) have been utilised.

1.7.5. Intra Company VAS may not apply to all mobile Service plans and will only apply to the mobile Service plans stipulated by us in writing.

#### 1.8. **Discontinuation**

1.8.1. We reserve the right to discontinue any of the Mobile Services at any time without prior notice to you.

#### 1.9. **In-Network Scanning of SMS**

1.9.1. With effect from 31 October 2022, in accordance with regulatory requirements, we will introduce filtering capabilities at the network level ("**In-Network Scanning**") to scan all SMS sent to our subscribers, regardless of whether they originate domestically or internationally, to filter out and block SMS which contain malicious uniform resource locators (i.e. URLs) (as determined in our sole and absolute discretion). The In-Network Scanning aims to reduce the number of spam SMS received by our subscribers and will be conducted in compliance with applicable law and regulatory requirements.

1.9.2. Except as set out in this Agreement, we expressly exclude all other liability we may have to you, including all liability in contract, tort, negligence, misrepresentation, strict liability or statute, arising as a result of or in connection with the In-Network Scanning.

#### 1.10. **Reasonable and Fair Usage of SMS**

1.10.1. We reserve the right to suspend excessive or abusive use of any Services, including but not limited to SMS broadcasts or sending of unsolicited material. In the event that you use more than 300 local SMS per day (or such other limit decided by us or imposed on us by the relevant regulatory authorities from time to time), such usage shall be deemed as excessive and/or abusive and entitle us to suspend or terminate your Services without notice to you unless we otherwise agree in writing. For the avoidance of doubt, you shall not be entitled to any refund or compensation for such termination or suspension.

#### 1.11. **Meanings**

This paragraph 1.11 sets out how certain words and phrases are used in Section I of these Service Specific Terms & Conditions. Terms used but not defined in Section I of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

##### **What these words mean in Section I of these Service Specific Terms & Conditions**

1.11.1. "**Equipment**" refers to the handset or other equipment which you use to obtain or access the Services.

1.11.2. "**GST**" means goods and services tax.

1.11.3. "**Services**" refers to mobile services provided by StarHub Mobile Pte Ltd (Reg. No. 200000646C).

1.11.4. "**SMS**" shall have the meaning set out in paragraph 1.7.3.

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1.11.5. "**VAS**" shall have the meaning set out in paragraph 1.7.1.

1.11.6. "**In-Network Scanning**" shall have the meaning set out in paragraph 1.9.1.

**2. Mobile Services**

**2.1. Minimum Period of Service**

2.1.1. Unless otherwise stated elsewhere, the Minimum Period of Service for:

- 2.1.1.1. mobile telephone Services is 3 months; and
- 2.1.1.2. mobile Value-Added Services is 1 month.

**2.2. Loss or Theft**

2.2.1. If 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.

2.2.2. Until you tell us about the loss or theft, you will continue to be responsible for the Charges incurred using the Equipment and/or the SIM card, whether you know of it or not.

**2.3. Additional Charges**

2.3.1. There may be additional Charges for:

- 2.3.1.1. a change of usage plan for the Services;
- 2.3.1.2. reconnection of the Services;
- 2.3.1.3. calls made/received using roaming Services from/in certain roaming destinations, including but not limited to a connection fee of \$0.50 per call, even if the calls are not connected, unanswered or unsuccessful for any reason whatsoever and howsoever caused (and for the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call);
- 2.3.1.4. the airtime usage for local and international toll-free calls, including calls made to the 1800- and/or 800- services, through the Services; and
- 2.3.1.5. the airtime usage for calls made to premium rate services, including calls made to the 1900- services, through the Services.

2.3.2. Notwithstanding paragraph 2.3.1, 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.

**2.4. Other Charges**

2.4.1. Charges in connection with your SIM and/or eSIM

Description of Charge	Amount of Charge (with 9% GST)	Explanation
SIM card Activation Charge	\$38.15 per SIM card	A one-time Charge chargeable upon activation of a SIM
Mobile Service Charge	\$10.90	Chargeable when you subscribe for new Mobile Service Voice plans (including a subscription to Mobile Service Data plans).
SIM card replacement Fee	\$38.15 per SIM card	Per replacement SIM card issued to you in the event of loss or damage of SIM card or conversion from Physical SIM to eSIM or eSIM to Physical SIM.  In such an event, you will also have to pay the SIM card Activation Charge upon activation of the replacement SIM.

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Description of Charge	Amount of Charge (with 9% GST)	Explanation
eSIM Re-download Fee	Free (eligible for up to 5 eSIM re-downloads within contract period)  \$10.90 per each subsequent eSIM re-download.	Initial eSIM download (a.k.a. eSIM activation) and the 4 subsequent eSIM re-downloads will be free of charge.  Subsequently, eSIM re-download fee applies to each re-download.

2.4.1.1. Other administrative Charges

Description of Charge	Amount of Charge (with 9% GST)	Explanation
Administrative Fee for Re-contracting of Services	\$10.90	Payable upon re-contracting of Services or upon a change of usage Plan for the Service except for the plans listed below:  Customers who upgrade their plans and such upgrade shall be as determined by us; Customers who re-contract via the StarHub Online Store; and Such other Customer as may be determined by us from time to time.  For the avoidance of doubt, such administrative fee shall apply on top of the usual Charges, including Mobile Service plan Charge. We will validate your status at the point when you re-contract with us.
Suspension Charge	\$5.45/month	This Charge is a non-prorated, monthly recurring charge.
Reconnection Charge	\$16.35/Service	For reconnection of Services 3 months after termination.

2.5. **Roaming**

2.5.1. Roaming Services for mobile devices outside Singapore are available in roaming destinations as stated on our website at [www.starhub.com](http://www.starhub.com). We may require you to place a deposit for roaming Services in certain roaming destinations.

2.5.2. When you use our roaming Services, such use is subject to the terms and conditions set out in **Section 7** on "**Post-paid Roaming Services**".

2.6. **Credit Limit on Call Charges**

2.6.1. We may apply a credit limit for call Charges (including mobile roaming Charges) incurred under your account. Services may be suspended if this limit is exceeded or if there is any non-payment.

2.7. **Telephone Numbers**

2.7.1. 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 this Agreement. 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.

2.7.2. 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.

## 2.8. Full Mobile Number Portability Services

- 2.8.1. You shall ensure that all services associated with your existing mobile number provided by existing Service Provider(s) are active and are not terminated prior to the full mobile number portability Services provided by us. Upon commencement of the full mobile number portability Services, all existing services associated with the existing mobile number provided by existing Service Provider(s) will be automatically terminated. You shall pay for all outstanding charges imposed by your existing Service provider(s) for terminating the mobile service(s) prematurely or otherwise, and you shall not hold us responsible for any loss, penalty damage or inconvenience arising from the termination of service with the existing Service Provider(s). You agree to the proper disposal of the SIM card from the existing Service Provider(s).
- 2.8.2. You shall provide full and accurate information to us in order for us to provision the full mobile number portability Services, and you shall ensure that all provided information shall match with the records of the existing Service Provider(s).
- 2.8.3. You acknowledge that it would be necessary for us to exchange certain information regarding your existing and new mobile services subscriptions in order for the full mobile number portability Services to be provisioned, and you authorise us to communicate with the existing Service Provider and disclose and receive such information as may be necessary in order to provide the full mobile number portability Services.
- 2.8.4. You shall be responsible for all Charges (such as equipment plan/ price plan/ contractual penalty, etc) for Services signed up with us until your existing mobile number(s) has/have been transferred.
- 2.8.5. You understand that there will be service interruptions to your existing mobile line during the full mobile number portability Services provisioning process, and we will not be liable for any Service failure, interruption or performance degradation arising from such provisioning process.
- 2.8.6. If we suspend or terminate any or all the Services that you have signed up with us, we are entitled to return your existing Service Provider (or to the Service Provider which the porting originates from, as the case may be), and thereafter we will not be able restore the usage of your existing mobile number for any reason or whatsoever.

## 2.9. eSIM

- 2.9.1. **Description:** An eSIM is a digital SIM that allows you to activate a mobile plan without having to use a physical nano-SIM. This Service is offered at StarHub's discretion to selected customers.
- 2.9.2. **Eligibility:** To be eligible for the eSIM Service, 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) data only mobile subscription plan; or
  - (c) voice and data mobile subscription plan.

For the avoidance of doubt, you must have a valid identification document to be eligible for the eSIM Service.

- 2.9.3. **Compatible mobile plans:** You are not eligible to sign-up for this eSIM Service if you are our pre-paid customer or if you are a subscriber of MultiSIM value added service. The list of compatible mobile plans include:
- (a) 4G 3, 4G 4, 4G 5, 4G 6, 4G 12, 4G 300M Plan;
  - (b) Unlimited Weekend Plans XS, S, M, L, XL;
  - (c) SIM Only XS, S, M, L, XL;
  - (d) Lite, SIM only Lite;
  - (e) Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, Biz+ MaxMobile Unlimited Lite, Biz+ MaxMobile Unlimited Plus, Biz+ MaxMobile Unlimited Max; and
  - (f) Such other mobile plans as may be determined by us from time to time..

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2.9.4. **Compatible mobile phones:** To subscribe to the eSIM Service, you must use a mobile phone that is compatible with the eSIM Service. The list of compatible mobile phones for eSIM include:

- (a) Apple iPhone XS, XS Max, and XR with iOS release 12.1.1 onwards;
- (b) Samsung Fold; and
- (c) Such other mobile phone as may be determined by us from time to time.

2.9.5. **Responsibility for use:** You will be responsible for the use of the eSIM Service and all applicable Charges in relation thereto, registered under your account.

2.10. **Meanings**

This paragraph 2.10 sets out how certain words and phrases are used in Section 2 of these Service Specific Terms & Conditions. Terms used but not defined in Section 2 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in Section 2 of these Service Specific Terms & Conditions**

2.10.1. **"Equipment"** refers to the handset or other equipment which you use to obtain or access the Services.

2.10.2. **"Services"** refers to mobile services provided by StarHub Mobile Pte Ltd (Reg. No. 200000646C).

**3. [Intentionally Left Blank]**

**4. MaxMobile Plans**

**Discontinued Services:** MaxMobile Lite (6GB) is no longer available for new sign ups and recontracts with effect from 28 July 2021.

**4.1. Subscribing for MaxMobile Plans**

4.1.1. MaxMobile Plans are not available for subscription as value-added Services to our mobile post-paid plans and shall be subscribed to separately from our mobile post-paid plans.

4.1.2. You can change the MaxMobile Plan to which you have subscribed to another MaxMobile Plan at any time, unless your account has been suspended or blacklisted or there are outstanding Charges under your account.

4.1.3. Any change in your MaxMobile Plan may result in a temporary disruption of your access to or use of the Service and/or loss of data. We shall not be liable under any circumstances for any such disruption and/or loss of data, or any damages, losses, costs or expenses arising from such disruption and/or loss of data.

4.1.4. If you change or terminate your MaxMobile Plan at any time during your minimum contract term, you shall pay us the applicable early termination Charges.

**4.2. Paying for the MaxMobile Plans**

4.2.1. Unless expressly waived by us, you will be charged the following:

- 4.2.1.1. the prevailing registration fee for each new MaxMobile Plan subscribed to;
- 4.2.1.2. the prevailing monthly subscription Charges for each of the MaxMobile Plans; and
- 4.2.1.3. usage Charges, if any.

4.2.2. You will be billed the subscription Charges for the MaxMobile Plans on a monthly basis.

4.2.3. Certain MaxMobile Plans may be subject to a maximum cap on Charges and apply only to local data traffic. You will be charged the prevailing rates for data traffic used outside of Singapore.

**4.3. Excess Charges:**

4.3.1. In addition to the Charges stated in the applicable brochures, the following Charges apply:

4.3.1.1. While a fixed number of local data bundled into your relevant MaxMobile plan, if your use of the Service exceeds the stated bundled amounts, the following excess Charges shall apply in connection with your use of the Services over and above the stated bundled amounts:

Type of Use	Excess Charge (with 9% GST)	
SMS	5.45 cents per SMS	
Data	Biz+ MaxMobile 7GB (displayed in your bill as: 5G MaxMobile Elite (7GB)), Biz+ MaxMobile 12GB (displayed in your bill as: 5G MaxMobile Elite (12GB))	0.0109 cents/KB up to a maximum of S\$10.90/GB, capped at S\$242.45/month
	MaxMobile Elite (2GB), MaxMobile Elite (6GB), MaxMobile Elite (11GB)	0.0109 cents/KB up to a maximum of S\$8.72/GB, capped at S\$171.14/month

**4.4. Meanings**

This paragraph 4.4 sets out how certain words and phrases are used in Section 4 of these Service Specific Terms & Conditions. Terms used but not defined in Section 4 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in Section 4 of these Service Specific Terms & Conditions**

4.4.1. "**Service**" means the mobile data service, known as "**MaxMobile**", provided by StarHub Mobile Pte Ltd (Reg No. 200000646C).

4.4.2. "**MaxMobile Plans**" means such mobile data plans as may be implemented by us from time to time.

## 5. Mobile Data Plans

**Discontinued Services:** MaxMobile Lite, MaxMobile Value, MaxMobile Premium MaxMobile Basic, MaxMobile SurfLite, MaxMobile Ultimate or MaxMobile Elite as a datapack (i.e. without voice plan) are no longer available for new sign-ups and recontracts with effect from 6 December 2018.

*The terms and conditions on MaxMobile Lite, MaxMobile Value, MaxMobile Premium MaxMobile Basic, MaxMobile SurfLite, MaxMobile Ultimate or MaxMobile Elite as a datapack (i.e. without voice plan) are set out below are for reference only.*

### 5.1. Subscribing for Mobile Data Plans

- 5.1.1. You can subscribe to (i) a MaxMobile Lite, MaxMobile Value or MaxMobile Premium as a Value-Added Service (i.e. on top of a StarHub mobile postpaid plan); or (ii) MaxMobile Basic, MaxMobile SurfLite, MaxMobile Ultimate or MaxMobile Elite as a datapack (i.e. without voice plan).
- 5.1.2. Any change in data plans may result in a temporary disruption of Service and/or loss of data and we shall not be liable under any circumstances for any liability arising from or in connection with such Service disruption or loss of data.

### 5.2. Paying for the Mobile Data Plans

- 5.2.1. There is a one-time registration fee of S\$10.90 (with 9% GST) for subscribing to any of the data plans.
- 5.2.2. You will be billed the subscription Charges on a monthly basis and the subscription Charges will be charged to your StarHub mobile bills.
- 5.2.3. If you are a StarHub mobile post-paid customer, you can change your data plan subscription if your account is not suspended, blacklisted or does not have outstanding balances.
- 5.2.4. The promotion to enjoy 50% discount to the subscription Charges for MaxMobile Ultimate/Elite data plan is valid till such date as determined by us. This promotion is applicable for all post-paid residential MaxOnline customers who are also StarHub mobile prepaid customers, and share the same billing address for the MaxOnline and StarHub mobile Services. This promotion is not applicable to MaxOnline customers who subscribe to commercial or bulk master packages.
- 5.2.5. There is a maximum cap of S\$97.94 (with 9% GST) per month (or such other amount as may be prescribed by us from time to time) for Charges under MaxMobile Lite and S\$37.06 (with 9% GST) per month (or such other amount as may be prescribed by us from time to time) for MaxMobile Value, MaxMobile Premium and MaxMobile Basic data plans. Such maximum cap includes the monthly Charges but applies only to data used in Singapore. You will be charged at the prevailing rates for data used outside of Singapore.
- 5.2.6. Unlimited usage for MaxMobile SurfLite, MaxMobile Ultimate and MaxMobile Elite data plans applies only to data used in Singapore. You will be charged at the prevailing rates for data used outside of Singapore.
- 5.2.7. We reserve the right to terminate any MaxMobile promotion at any time at our discretion without notice to you. You will not be entitled to any payment or compensation whatsoever in respect of such termination.
- 5.2.8. Our determination shall be final in any dispute concerning the MaxMobile promotion between us and you.
- 5.2.9. Unless otherwise stated, all Charges quoted in Section 5 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

### 5.3. Meanings

This paragraph 5.3 sets out how certain words and phrases are used in Section 5 of these Service Specific Terms & Conditions. Terms used but not defined in Section 5 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**6. Mobile Voice Plans**

**Discontinued Services:** SmartSurf Plans (including SmartSurf HD Value/Plus/Premium mobile Service plans), PowerValue and PowerTalk Ultimate Plans are no longer available for new sign-ups and recontracts with effect from 19 September 2014.

The 4G Plans are no longer available for new sign-ups with effect from 31 August 2017.

The XS/S/M/L/XL Plans are no longer available for new sign-ups with effect from 18 August 2020.

Please refer to the paragraphs below for the other terms and conditions which would apply specifically to the Plan you have subscribed for.

**6.1. General**

6.1.1. From time to time, we may launch different mobile Service voice plans under which we provide to you the StarHub mobile Services. Section 6 (Mobile Voice Plans) of these Service Specific Terms and Conditions are applicable to the following StarHub mobile Service voice plans:

- 6.1.1.1. the SmartSurf HD Plans including the SmartSurf HD Value/Plus/Premium mobile Service plans;
- 6.1.1.2. the PowerValue and PowerTalk Ultimate Plans;
- 6.1.1.3. the 4G Plans including the 4G 300M, 4G 3, 4G 4, 4G5, 4G 6, 4G 12 mobile Service voice plans;
- 6.1.1.4. the Lite Plan;
- 6.1.1.5. the XS/S/M/L/XL Plans, including the XS Plan, S Plan, M Plan, L Plan and XL Plan; and
- 6.1.1.6. the Biz+ Plans including the Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max plans.

6.1.2. The SmartSurf Plans are no longer available for new subscriptions with effect from 19 September 2014. The 4G Plans are no longer available for new subscriptions with effect from 31 August 2017. The XS/S/M/L/XL Plans are no longer available for new subscriptions with effect from 18 August 2020.

6.1.3. If there is any conflict or inconsistency between any provision of Section 6 (Mobile Voice Plans) of these Specific Terms & Conditions, the Business General Terms & Conditions and Section 2 (Mobile Services) of these Service Specific Terms & Conditions, the documents shall be construed in the following order of precedence:

- 6.1.3.1. Section 6 (Mobile Voice Plans) of these Service Specific Terms and Conditions;
- 6.1.3.2. Section 2 (Mobile Services) of these Service Specific Terms & Conditions; and
- 6.1.3.3. the Business General Terms & Conditions.

**6.2. Excess Charges**

6.2.1. In addition to the Charges stated in the applicable brochures, the following Charges apply:

- 6.2.1.1. While a fixed number of voice calls, SMS and data are bundled into your relevant mobile Service voice plan, if your use of the Service exceeds the stated bundled amounts, the following excess Charges shall apply in connection with your use of the Services over and above the stated bundled amounts:

Type of Use	Excess Charge (with 9% GST)
Voice Calls	16.35 cents per minute. Charging starts from a minimum one-minute charge and subsequently, on a per second charge basis thereafter.
SMS	5.45 cents per SMS

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Type of Use	Excess Charge (with 9% GST)	
Data	Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only,	0.0109 cents/KB up to a maximum of S\$10.90/GB, capped at S\$242.45/month
	Lite, XS, S, M, L, XL	0.0109 cents/KB up to a maximum of S\$10.90/GB, capped at S\$242.45/month
	4G300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12	0.0109 cents/KB up to a maximum of S\$10.90/GB, capped at S\$171.14/month
	SmartSurf HD Value & SmartSurf HD Plus	0.0109 cents/KB up to a maximum of S\$10.90/GB, capped at S\$109/month
	SmartSurf HD Premium plan	0.0109 cents/KB up to a maximum of S\$5.45/GB, capped at S\$109/month

6.2.2. When you use the data Services overseas, the prevailing roaming GPRS charges will apply to your use of data.

6.2.3. Unless otherwise stated, all Charges quoted in Section 6 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("GST") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**6.3. Lite Plan**

6.3.1. The maximum speed that you can enjoy under our Lite Plan is 1 Gbps.

6.3.2. The Lite Plan is not eligible with the following Value-Added Services ("**VASes**"):

6.3.2.1. SmartShare;

6.3.2.2. customised plans that are offered to selected business customers; or

6.3.2.3. any other plans, discounts or promotions that are not specifically listed in this Section 6 as plans, discounts or promotions that you are eligible for, unless otherwise agreed by us.

6.3.3. Free IDD 018 Value-Added Service ("**VAS**")

6.3.3.1. If you subscribe to the Free IDD 018 VAS ("**IDD 018 VAS**"), you will be subject to the terms and conditions applicable for the IDD 018 VAS, which may be found on our website at [www.starhub.com](http://www.starhub.com).

6.3.3.2. There is a limit of 700 minutes a month for the maximum duration of IDD calls made under the IDD 018 VAS. If you exceed this limit, there will a Charge imposed at the prevailing IDD 018 rates.

6.3.4. For our subscribers on the Lite Plan, 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 1 Mbps 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.

#### 6.4. XS/S/M/L/XL Plans

6.4.1. For our subscribers on the XS/S/M/L/XL Plans, the maximum speed will be 1 Gbps.

6.4.2. XS/S/M/L/XL Plans are not eligible with the following VASes:

- 6.4.2.1. SmartShare;
- 6.4.2.2. customised plans that are offered to selected business customers; and
- 6.4.2.3. any other plans, discounts or promotions that are not specifically listed in this Section 6 as plans, discounts or promotions that you are eligible for, unless otherwise agreed by us.

#### 6.4.3. Free IDD 018

6.4.3.1. If you subscribe to the Free IDD 018 VAS you will be subject to the terms and conditions applicable for the VAS, which can be found on our website at [www.starhub.com](http://www.starhub.com).

6.4.3.2. There is a limit of 700 minutes a month for the maximum duration of IDD calls made under the IDD 018 VAS. If you exceed this limit, there will a Charge imposed at the prevailing IDD 018 rates.

6.4.4. If you subscribe to the XL Plan with a 2-year contract, we may, at our discretion, issue to you:

6.4.4.1. a S\$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). The terms and conditions that are stated in the voucher will apply at all times; or

6.4.4.2. a XL Plan on SIM Only. With this option, you will enjoy free International Roaming VAS and Caller Number Display VAS.

6.4.5. If you commenced your XL Plan after 31 August 2017 and wish to use the S\$500 handset voucher referred to in paragraph 6.4.4.1 above between the 13<sup>th</sup> and 20<sup>th</sup> month (13<sup>th</sup> and 20<sup>th</sup> month inclusive) of your contract for the XL mobile plan, you will be charged an early re-contract fee of S\$300 under paragraph 6.10 below.

#### 6.4.6. 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:

6.4.6.1. You will enjoy free local data starting on Saturday 00:00 hrs to Sunday 23:59 hrs.

6.4.6.2. Unlimited Saturday and Sunday Local Data is not eligible with the following services: SmartShare; Dynamic Pooling; Static Pooling; Corporate APN; Sponsored APN; customised plans that are offered to selected business customers; and any other plans, discounts or promotions that are not specifically listed above.

6.4.6.3. To ensure that the activities of some users do not impair the ability of our customers to have access to reliable services, Unlimited Saturday and Sunday Local Data is conditional on fair usage by you for personal use and is capped at 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.

6.4.6.4. We reserve the right to amend the fair usage cap and speed limit from time to time at our discretion without any prior notice to you.

6.4.7. For our subscribers on the 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 1 Mbps 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.

**6.5. Unlimited Local SMS**

If you subscribe to our XL Plan or 4G12 Plan, you are eligible for unlimited local short message service ("**SMS**") for each billing cycle subject to the following terms:

- 6.5.1. strictly for your reasonable personal use;
- 6.5.2. fair usage (if you use more than 10,000 local SMS per billing cycle, such usage will be deemed to be excessive and/or or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.5.3. any abuse including but not limited to telemarketing, advertising, bulk messages, promotional materials, mass SMS broadcast, Machine-to-Machine (M2M), Application-to-Person (A2P) or such other automated messaging methods or activities is prohibited. Any such abuse shall entitle us to:
  - 6.5.3.1. charge for such usages at the prevailing pay-per-use rate;
  - 6.5.3.2. change the Services; and/or
  - 6.5.3.3. suspend, restrict and/or terminate the Services;
- 6.5.4. our prevailing IDD Charges will apply to any SMS that is sent to an overseas number; and
- 6.5.5. we reserve the right to amend the fair usage conditions from time to time at our sole discretion without any prior notice to you.

**6.6. Unlimited Local Voice Calls**

If you subscribe to our M/L/XL Plans or our 4G12 Plan, you are eligible for the unlimited local voice calls for each billing cycle subject to the following terms:

- 6.6.1. strictly for your reasonable personal use;
- 6.6.2. fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive and/or or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.6.3. any abuse including but not limited to monitoring services, transmission of recoded material, telemarketing, transmission of broadcast, other commercial uses, or other connections that do not consist of uninterrupted live dialogue between individuals is prohibited. Any such abuse shall entitle us to:
  - 6.6.3.1. charge for such usages at the prevailing pay-per-use rate;
  - 6.6.3.2. change the Services; and/or
  - 6.6.3.3. suspend, restrict and/or terminate the Services;
- 6.6.4. our prevailing IDD charges will apply to any voice call that is sent to an overseas number; and
- 6.6.5. we reserve the right to amend the fair usage conditions from time to time at our sole discretion without any prior notice to you.

**6.7. Biz+ Plans**

6.7.1. For the Biz+ Lite/ Biz+ Value/Biz+ Premium/Biz+ Pro/Biz+ Lite SIM Only/Biz+ Premium SIM Only/Biz+ Pro SIM Only Plans, the maximum speed will be 1 Gbps.

6.7.2. For our subscribers on Biz+ MaxMobile Unlimited Lite (max download and upload speed of 5Mbps), Biz+ MaxMobile Unlimited Plus (max download and upload speeds of 20Mbps) and Biz+ MaxMobile Unlimited Max., the speed may vary based on a number of factors.

6.7.3. Biz+ Lite/ Biz+ Value/Biz+ Premium/Biz+ Pro/Biz+ Lite SIM Only/Biz+ Premium SIM Only/Biz+ Pro SIM Only/ Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max Plans are not eligible with the following VASes:

- 6.7.3.1. SmartShare;
- 6.7.3.2. customized plans that are offered to selected business customers; and
- 6.7.3.3. any other plans, discounts or promotions that are not specifically listed in this Section 6 as plans, discounts or promotions that you are eligible for, unless otherwise agreed by us.

**6.7.4. Free IDD 018**

- 6.7.4.1. If you subscribe to the Free IDD 018 VAS you will be subject to the terms and conditions applicable for the VAS, which can be found on our website at [www.starhub.com](http://www.starhub.com).
- 6.7.4.2. There is a limit of 700 minutes a month for the maximum duration of IDD calls made under the IDD 018 VAS. If you exceed this limit, there will a Charge imposed at the prevailing IDD 018 rates.
- 6.7.5. If you subscribe to the Biz+ Pro Plan with a 2-year contract, we may, at our discretion, issue to you a S\$500 handset voucher after you have completed 12 consecutive months of continuous active service on the Biz+ Pro Plan. The voucher will be applicable for your use upon your renewal of the Biz+ Pro Plan for another 24 months (if the Biz+ Pro 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 Biz+ Pro Plan). The terms and conditions that are stated in the voucher will apply at all times. For the avoidance of doubt, if you commenced your Biz+ Pro Plan after 18 August 2020 and wish to use the S\$500 handset voucher between the 13<sup>th</sup> and 20<sup>th</sup> month (13<sup>th</sup> and 20<sup>th</sup> month inclusive) of your contract for the Biz+ Pro Plan, you will be charged an early re-contract fee of S\$300 under paragraph 6.10 below.

#### 6.7.6. Local Data Fair Usage Policy

For the avoidance of doubt, you are **not** eligible for Unlimited Saturday and Sunday Local Data with the Biz+ Plans.

- 6.7.5A. For our subscribers on the Biz+ Lite/ Biz+ Value/Biz+ Premium/Biz+ Pro/Biz+ Lite SIM Only/Biz+ Premium SIM Only/Biz+ Pro SIM Only 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 anytime 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.

In order to ensure that the quality and data experience of the majority of our customers are not compromised, all subscribers of the Biz+ MaxMobile Unlimited Lite, Biz+ MaxMobile Unlimited Plus and Biz+ MaxMobile Unlimited Max (collectively, the "Biz+ MaxMobile Unlimited Plans") are subjected to and must comply with our Fair usage Policy and/or restrictions:-Use of filesharing software or peer-to-peer/torrent apps and downloading abnormal amounts of large-format files such as music, videos and movies, or other activities that generate large volumes of traffic on StarHub's mobile network will be deemed to be excessive or abusive usage of local data. StarHub Mobile reserves the right, without notice or limitation, to levy prevailing charges on excessive usage, or to deny, terminate, end, modify, disconnect, or suspend the Services if the Customer engages in unfair, excessive or abusive usage, or if StarHub Mobile, at its sole discretion, determines the action is necessary to protect the network from harm or degradation.

#### 6.7.7. Local SMS Fair Usage Policy

If you subscribe to our Biz+ Pro/Biz+ Pro SIM Only Plans, you are eligible for unlimited local short message service ("**SMS**") for each billing cycle subject to the following terms:

- 6.7.7.1. strictly for your reasonable personal use;
- 6.7.7.2. fair usage (if you use more than 3,000 local SMS per billing cycle, such usage will be deemed to be excessive and/or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.7.7.3. any abuse including but not limited to telemarketing, advertising, bulk messages, promotional materials, mass SMS broadcast, Machine-to-Machine (M2M), Application-to-Person (A2P) or such other automated messaging methods or activities is prohibited. Any such abuse shall entitle us to:
  - 6.7.7.3.1. charge for such usages at the prevailing pay-per-use rate;
  - 6.7.7.3.2. change the Services; and/or
  - 6.7.7.3.3. suspend, restrict and/or terminate the Services;
- 6.7.7.4. our prevailing IDD Charges will apply to any SMS that is sent to an overseas number; and
- 6.7.7.5. we reserve the right to amend the fair usage conditions from time to time at our sole discretion without any prior notice to you.

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For any other plans, your usage of local short message service ("**SMS**") for each billing cycle is subjected to the following terms:

- 6.7.7.6. strictly for your reasonable personal use;
- 6.7.7.7. fair usage (if you use more than 10,000 local SMS per billing cycle, such usage will be deemed to be excessive and/or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.7.7.8. any abuse including but not limited to telemarketing, advertising, bulk messages, promotional materials, mass SMS broadcast, Machine-to-Machine (M2M), Application-to-Person (A2P) or such other automated messaging methods or activities is prohibited. Any such abuse shall entitle us to:
  - 6.7.7.8.1. charge for such usages at the prevailing pay-per-use rate;
  - 6.7.7.8.2. change the Services; and/or
  - 6.7.7.8.3. suspend, restrict and/or terminate the Services;
- 6.7.7.9. our prevailing IDD Charges will apply to any SMS that is sent to an overseas number; and
- 6.7.7.10. we reserve the right to amend the fair usage conditions from time to time at our sole discretion without any prior notice to you.

#### **6.7.8. Local Voice Calls Fair Usage Policy**

If you subscribe to our Biz+ Plans, you will be subjected to the following terms:

- 6.7.8.1. strictly for your reasonable personal use;
- 6.7.8.2. fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive and/or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.7.8.3. any abuse included but not limited to monitoring services, transmission of recoded material, telemarketing, transmission of broadcast, other commercial uses, or other connections that do not consist of uninterrupted live dialogue between individuals is prohibited. Any such abuse shall entitle us to:
  - 6.7.8.3.1. charge for such usages at the prevailing pay-per-use rate;
  - 6.7.8.3.2. change the Services; and/or
  - 6.7.8.3.3. suspend, restrict and/or terminate the Services;
- 6.7.8.4. our prevailing IDD charges will apply to any voice call that is sent to an overseas number; and
- 6.7.8.5. we reserve the right to amend the fair usage conditions from time to time at our sole discretion without any prior notice to you.

#### **6.7.9. DataTravel Monthly**

If you subscribe to our Biz+ Premium/Biz+ Pro Plans with a 2-year contract, DataTravel Monthly (either DataTravel Monthly Asia-Pacific 2GB or DataTravel Monthly Global 2GB) is offered as a promotional VAS ("**Promotion**") subject to the following terms:

- 6.7.9.1. the Promotion is offered for a certain period or periods as may be prescribed by us from time to time;
- 6.7.9.2. DataTravel Monthly Asia-Pacific 2GB is offered for Biz+ Premium Plan on 24-month contract while DataTravel Monthly Global 2GB is offered for Biz+ Pro on 24-month contract:
  - 6.7.9.2.1. DataTravel Monthly Asia-Pacific 2GB: 2GB monthly data roam allowance is provided for use across 20 supported roaming destinations only as listed at [www.starhub.com/mobilebiz](http://www.starhub.com/mobilebiz) (or such other links as may be prescribed by us from time to time).
  - 6.7.9.2.2. DataTravel Monthly Global 2GB: 2GB monthly data roam allowance is provided for use across 81 supported roaming destinations only as listed at

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www.starhub.com/mobilebiz (or such other links as may be prescribed by us from time to time).

- 6.7.9.3. For DataTravel Monthly Asia-Pacific 2GB users, prevailing standard data roam rates will apply if you use data roam in roaming destinations that are not supported under DataTravel Monthly Asia-Pacific 2GB. For DataTravel Monthly Global 2GB users, prevailing standard data roam rates will apply if you use data roam in roaming destinations that are not supported under DataTravel Monthly Global 2GB.
- 6.7.9.4. The Promotion cannot be used in conjunction with RoamEasy Daily Plan, other data roam promotion and/or discounts and/or any other monthly recurring data roam plans.
- 6.7.9.5. In the event that total data roam usage across the relevant supported roaming destinations exceeds the 2GB monthly data roam allowance, excess data roam charges will apply.
  - 6.7.9.5.1. DataTravel Monthly Asia-Pacific 2GB: Excess data roam charges will be charged at \$15 for provision of a further 2GB data roam allowance (or part thereof) for use across the 20 supported roaming destinations only.
  - 6.7.9.5.2. DataTravel Monthly Global 2GB: Excess data roam charges will be charged at \$40 for provision of a further 2GB data roam allowance (or part thereof) for use across the 81 supported roaming destinations only.
- 6.7.9.6. For the avoidance of doubt, the excess data roam charges will not be pro-rated for partial usage of the further 2GB data roam allowance. The excess data roam charges will apply each time the 2GB monthly data roam allowance or further 2GB data roam allowance is exceeded and may be payable more than once per billing cycle.
- 6.7.9.7. Any and all unused data roam allowance (including the 2GB monthly data roam allowance and further 2GB data roam allowance (if any) pursuant to the excess data roam charges) cannot be rolled over to the next billing cycle.
- 6.7.9.8. In the event that:
  - 6.7.9.8.1. there is any change in ownership of a mobile service;
  - 6.7.9.8.2. there is any change in mobile plan; or
  - 6.7.9.8.3. the first 24 months of the relevant Biz+ Premium Plan or Biz+ Pro Plan contract expires,the Promotion will be terminated. Any and all unused data roam allowance (including the 2GB monthly data roam allowance and further 2GB data roam allowance (if any) pursuant to the excess data roam charges) shall be forfeited. Prevailing standard data roam rates for roaming destinations will apply.
- 6.7.9.9. We may from time to time change, withdraw, suspend and/or terminate (whether in whole or in part) the Promotion; including the list of supported roaming destinations and rates at any time at our sole discretion without prior notice. The display of the revised list of supported roaming destinations 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.
- 6.7.9.10. Our prevailing Business General Terms and Conditions and applicable Service Specific Terms and Conditions (available at <http://www.starhub.com>) shall apply. We may amend the applicable Terms and Conditions (including pricing and list of supported destinations) from time to time, without prior notice. Use or continued use of the services shall constitute acceptance of these Terms and Conditions and any changes thereof.

## 6.8. 5G Non-standalone (NSA) Trial

6.8.1. **Description:** 5G NSA Trial is a trial service which enables mobile data access on 5G NSA network using 2.1GHz spectrum. The service and access is on a trial, "as is" and "as available" basis. Coverage will be limited and not nationwide.

### 6.8.2. Eligibility and Duration:

- 6.8.2.1. Customers who sign up or recontract to Biz+ Plans, Business Boost VAS and/or Business Data Boost VAS can enjoy the 5G NSA Trial by default subject to StarHub's discretion in determining the start date to roll out the 5G NSA Trial. The 5G NSA Trial

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is valid until such date as determined by StarHub. Notwithstanding the foregoing, StarHub reserves the right to, without any prior notice, modify, suspend or cease the 5G NSA Trial (in whole or in part) immediately and at any time.

- 6.8.2.2. If you do not wish to participate in the 5G NSA Trial, you shall be responsible for disabling the relevant functions on your device (if any).
- 6.8.3. **Use:** In order for you to enjoy our 5G NSA Trial, you must:
- 6.8.3.1. use handsets that are approved by StarHub for the 5G NSA Trial ("**Approved Handsets**");
  - 6.8.3.2. install any necessary software updates on the Approved Handsets;
  - 6.8.3.3. be using any Biz+ Plans, Business Boost VAS and/or Business Data Boost VAS; and
  - 6.8.3.4. be in StarHub's 5G NSA Trial coverage area.
- 6.8.4. **Information:** StarHub may provide, on its website, information on the 5G NSA Trial coverage area and Approved Handsets. Such information (including the list of Approved Handsets) and website may be changed from time to time.
- 6.8.5. **5G Standalone (SA) Networks:** Certain Approved Handsets and other devices may not be compatible with 5G SA networks ("**5G-SA Incompatible Devices**"). Upon the cessation of the 5G NSA Trial, 5G-SA Incompatible Devices may still be used with the 4G network only, subject to any terms and conditions applicable to such use. For information on whether your device is compatible with 5G SA networks, you should check with the relevant device manufacturer.
- 6.8.6. StarHub's prevailing Business General Terms and Conditions and applicable Service Specific Terms and Conditions (available at <http://www.starhub.com>) shall apply. StarHub may amend the applicable Terms and Conditions from time to time, without prior notice.
- 6.9. **5G Standalone (SA)**
- 6.9.1. **Description:** 5G SA is a service which enables mobile data access on 5G SA network
- 6.9.2. **Eligibility and Duration:**
- 6.9.2.1. Customers who sign up or recontract to Biz+ Plans and/or Biz+ Boost VAS can enjoy the 5G SA by default.
- 6.9.3. **Use:** In order for you to enjoy our 5G SA, you must:
- 6.9.3.1. use handsets that are approved by StarHub for the 5G SA ("**5G SA Approved Handsets**");
  - 6.9.3.2. install any necessary software updates on the 5G SA Approved Handsets;
  - 6.9.3.3. be using any Biz+ Plans and/or Biz+ Boost VAS; and
  - 6.9.3.4. be in StarHub's 5G SA coverage area.
- 6.9.4. **Information:** StarHub may provide, on its website, information on the 5G SA coverage area and 5G SA Approved Handsets. Such information (including the list of 5G SA Approved Handsets) and website may be changed from time to time.
- 6.9.5. StarHub's prevailing Business General Terms and Conditions and applicable Service Specific Terms and Conditions (available at <http://www.starhub.com>) shall apply. StarHub may amend the applicable Terms and Conditions from time to time, without prior notice.
- 6.10. **Early Recontract Fee**
- The Early Recontract Scheme is applicable if you are renewing your mobile service between the 13th and 20<sup>th</sup> month (13<sup>th</sup> and 20<sup>th</sup> month inclusive) of your mobile contract. If you do so, you will be subject to an Early Recontract Fee of \$400 (for recontracting from Biz+ Lite, Biz+ Value, Biz+ Premium plan, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus or Biz+ MaxMobile Unlimited Max) or \$300 (for recontracting from other types of plan).
- 6.11. **Meanings**
- This paragraph 6.11 sets out how certain words and phrases are used in Section 6 of these Service Specific Terms & Conditions. Terms used but not defined in Section 6 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.
- What these words mean in Section 6 of these Service Specific Terms & Conditions**

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- 6.1.1.1. **"Approved Handsets"** shall have the meaning set out in paragraph 6.8.3.1;
- 6.1.1.2. **"IDD 018 VAS"** shall have the meaning set out in paragraph 6.3.3.1.
- 6.1.1.3. **"Promotion"** shall have the meaning set out in paragraph 6.7.8.
- 6.1.1.4. **"SMS"** shall have the meaning set out in paragraph 6.5.
- 6.1.1.5. **"VAS"** shall have the meaning set out in paragraph 6.3.3, and **"VAses"** shall have the meaning set out in paragraph 6.3.2.

## 7. Post-paid Roaming Services

### 7.1. Basic terms and conditions

#### 7.1.1. Applicability

- 7.1.1.1. Paragraph 7.1 contains terms and conditions which apply to subscribers of our post-paid mobile plans offering any combination of voice calls, short message service ("**SMS**"), mobile data and other mobile Services (for the purposes of this Section 7, the "**Services**").

#### 7.1.2. Charges that will apply

- 7.1.2.1. **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.
- 7.1.2.2. **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 the Charges in connection with your SIM and administrative Charges.
- 7.1.2.3. **Other Local Charges (toll-free, etc.):** In addition, there may be additional Charges for (i) airtime usage for local toll-free calls (including calls made to the 1800- and/or 800- services, through the Services); and (ii) airtime usage for calls made to premium rate Services (including calls made to the 1900- services, through the Services).
- 7.1.2.4. **Roaming Charges:** If you use our Services outside of Singapore, additional roaming Charges will apply. Please refer to paragraph 7.1.3 for the terms and conditions applicable to Roaming Services for post-paid customers.
- 7.1.2.5. **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.

- 7.1.3. **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 paragraph 7.1, our "**Roaming Services**") through any of our plans for Roaming Services (for the purposes of paragraph 7.1, our "**Roaming Plans**"), the terms and conditions in this paragraph 7.1.3 will apply to you.

- 7.1.3.1. **Subscription and activation:** If you intend to use Roaming Services, you must first subscribe to and activate either our International Roaming or Pay-As-You-Roam Service. Please refer to the instructions on our website at [www.starhub.com](http://www.starhub.com) 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 and all other Charges incurred. For Pay-As-You-Roam Service, a 20% surcharge will apply on all roaming Charges. Roaming is available in our roaming destinations listed on our website at [www.starhub.com/bizroaming](http://www.starhub.com/bizroaming).
- 7.1.3.2. **Roaming Charges:** Roaming Charges are based on our prevailing roaming rates. Such Charges include our prevailing roaming rates for overseas use of mobile data, SMS, calls 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. Roaming calls are charged on a per minute basis and all calls below 1 minute are charged a minimum of 1 minute. For example, a 13 seconds call will be charged as a 1-minute call. A 21 minutes 7 seconds call will be charged as a 22-minute call. In addition, calls made/received using roaming Services are subject to a connection fee of \$0.50 per call.
- 7.1.3.3. **Loss of Equipment or SIM card:** If 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 all Charges incurred on the Equipment and/or the SIM card, whether you know of it or not.
- 7.1.3.4. **Service Specific Terms & Conditions:** If 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.

- 7.1.3.5. **Exceeding stipulated bundled amounts:** 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.
- 7.1.3.6. **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.

## 7.2. DataTravel Unlimited

### 7.2.1. How you may be Eligible for the Promotion

- 7.2.1.1. Mobile post-paid customers who have subscribed to either International Roaming or the Pay-As-You-Roam Service are eligible to enjoy the DataTravel Unlimited promotion. There is no need to opt-in for the DataTravel Unlimited promotion.
- 7.2.1.2. If you have subscribed to Pay-As-You-Roam, a 20% surcharge will apply on top of all applicable Charges.
- 7.2.1.3. If you have subscribed to the RoamEasy Daily Plan or any monthly recurring data roam plan, all these plans will take precedence and supersede the DataTravel Unlimited promotion.
- 7.2.1.4. The DataTravel Unlimited promotion is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported roaming destinations only as listed at [www.starhub.com/datatravel-unlimited-biz](http://www.starhub.com/datatravel-unlimited-biz) (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) the DataTravel Unlimited promotion and/or its promotion period, including the list of supported roaming destinations, rates and promotion dates at any time at our sole discretion, without prior notice and without any liability to you. The display of the revised list of supported roaming destinations, 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.

### 7.2.2. How we calculate the Charges

- 7.2.2.1. Your data roam Charges on supported roaming 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 daily capped data Charge will apply at 00:00 hours, Singapore time.
- 7.2.2.2. The daily capped data Charges on supported roaming destinations are applicable on a per roaming destination basis. For example, if you used data roaming Services in Japan and Malaysia on the same day and incurred 10MB data usage in each destination, you will be billed and charged S\$30 per day (or such other rate as may be prescribed by us from time to time) for data roaming in Japan and S\$30 per day (or such other rate as may be prescribed by us from time to time) for data roaming in Malaysia. A 20% surcharge will apply for Pay-As-You Roam customers.
- 7.2.2.3. If you are using a multi-SIM, you will be charged daily capped data Charges on supported roaming destinations for each SIM card. For example, if you use 2 SIM cards for data roaming on the same day in Malaysia and incur 10MB data usage for each SIM card, you will be charged S\$30 per day for each SIM card. A 20% surcharge will apply for Pay-As-You Roam customers.
- 7.2.2.4. If you use data roam outside the list of supported roaming destinations, our prevailing standard data roam rates will apply. A 20% surcharge will apply for Pay-As-You Roam customers.

### 7.2.3. Fair Usage

- 7.2.3.1. The DataTravel Unlimited promotion is intended for your personal and non-commercial use only. You agree to use the DataTravel Unlimited promotion in accordance with fair and reasonable usage. The DataTravel Unlimited promotion is designed for emails and normal internet surfing and not for other types of use including 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 data roaming Services without notice and liability to you.

### **7.3. Inflight Connectivity**

#### **7.3.1. How you may be Eligible for the Promotion**

- 7.3.1.1. Mobile post-paid customers who have subscribed to either the International Roaming or the Pay-As-You-Roam Service are eligible to enjoy the Inflight Connectivity promotion. There is no need to opt-in for the Inflight Connectivity promotion.
- 7.3.1.2. If you have subscribed to the Pay-As-You-Roam Service, a 20% surcharge will apply on top of all applicable Charges.
- 7.3.1.3. The Inflight Connectivity promotion is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported inflight operators only as listed at [www.starhub.com/inflight-connectivity-biz](http://www.starhub.com/inflight-connectivity-biz) (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) the Inflight Connectivity promotion and/or its promotion period, including the list of supported inflight operators, rates and promotion dates at any time at our sole discretion, without prior notice and without any liability to you. 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.

#### **7.3.2. How we calculate the Charges**

- 7.3.2.1. 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 daily capped data Charge will apply at 00:00 hours, Singapore time.
- 7.3.2.2. If you are using a multi-SIM, you will be charged daily capped data Charges on supported inflight operators for each SIM card. For example, if you use 2 SIM cards for data roaming on the same day on OnAir and incur 10MB data usage for each SIM card, you will be charged S\$25 per day for each SIM card. A 20% surcharge will apply for Pay-As-You-Roam customers.
- 7.3.2.3. If roaming usage is incurred in a particular roaming destination while inflight, prevailing standard roaming rates for the roaming destination will apply. A 20% surcharge will apply for Pay-As-You-Roam customers.

#### **7.3.3. Fair Usage**

- 7.3.3.1. The Inflight Connectivity promotion for daily capped data Charges is intended for your personal and non-commercial use only. You agree to use Inflight Connectivity promotion for daily capped data Charges in accordance with fair and reasonable usage. The Inflight Connectivity promotion for daily capped data Charges is designed for emails and normal internet surfing and not for other types of use including 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 the Inflight Connectivity promotion for daily capped data Charges in accordance with these terms and conditions, or in excess of fair and reasonable usage, we may suspend, restrict or terminate your access to data roaming Services without notice and liability to you.

### **7.4. Maritime Connectivity**

#### **7.4.1. How you may be Eligible for the Promotion**

- 7.4.1.1. Mobile post-paid customers who have subscribed to either the International Roaming or the Pay-As-You-Roam Service are eligible to enjoy the Maritime Connectivity promotion. There is no need to opt-in for the Maritime Connectivity promotion.
- 7.4.1.2. If you have subscribed to the Pay-As-You-Roam Service, a 20% surcharge will apply on top of all applicable Charges.

- 7.4.1.3. The Maritime Connectivity promotion is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported maritime operators only as listed at [www.starhub.com/maritime-connectivity-biz](http://www.starhub.com/maritime-connectivity-biz) (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) the Maritime Connectivity promotion and/or its promotion period, including the list of supported maritime operators, rates and promotion dates at any time at our sole discretion, without prior notice and without any liability to you. The display of the revised list of supported maritime 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.

#### 7.4.2. How we calculate the Charges

- 7.4.2.1. Your data roam 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 daily capped data Charge will apply at 00:00 hours, Singapore time.
- 7.4.2.2. If you are using a multi-SIM, you will be charged daily capped data Charges on supported maritime operators for each SIM card. For example, if you use 2 SIM cards for data roaming on the same day on Telenor Maritime and incur 10MB data usage for each SIM card, you will be charged S\$25 per day for each SIM card. A 20% surcharge will apply for Pay-As-You-Roam customers.
- 7.4.2.3. If roaming usage is incurred in a particular roaming destination while on-board a vessel, prevailing standard roaming rates for the roaming destination will apply. A 20% surcharge will apply for Pay-As-You-Roam customers.

#### 7.4.3. Fair Usage

- 7.4.3.1. The Maritime Connectivity promotion for daily capped data Charges is intended for your personal and non-commercial use only. You agree to use Maritime Connectivity promotion for daily capped data Charges in accordance with fair and reasonable usage. The Maritime Connectivity promotion for daily capped data Charges is designed for emails and normal internet surfing and not for other types of use including 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 the Maritime Connectivity promotion for daily capped data Charges in accordance with these terms and conditions, or in excess of fair and reasonable usage, we may suspend, restrict or terminate your access to data roaming Services without notice and liability to you.

### 7.5. RoamEasy Daily

#### 7.5.1. How you may be Eligible for the Plan

- 7.5.1.1. Mobile post-paid customers who have subscribed to either the International Roaming or the 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 subscribed to any monthly recurring data roam plan.
- 7.5.1.2. **Opt-In basis:** To enjoy the RoamEasy Daily Plan, you will need to opt-in once via StarHub Business Manager or My Business Account. If you have opted in for the RoamEasy Daily Plan, it will be activated after you have received a confirmation SMS from us. All data roam usages incurred before you receive this confirmation SMS will be charged at prevailing standard data roam rates. A 20% surcharge will apply for Pay-As-You Roam customers.
- 7.5.1.3. **No usage with other promotions:** The RoamEasy Daily Plan cannot be enjoyed with the DataTravel Unlimited promotion. The RoamEasy Daily Plan will take precedence over and supersede the DataTravel Unlimited promotion.
- 7.5.1.4. The RoamEasy Daily Plan is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported roaming destinations only as listed at [www.starhub.com/roameasy-daily-biz](http://www.starhub.com/roameasy-daily-biz) (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) the RoamEasy Daily plan and/or its plan eligibility date, including the list of supported roaming destinations, rates and plan eligibility date at any time at our sole discretion, without prior notice and without any

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liability to you. The display of the revised list of supported roaming 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.

#### 7.5.2. Paying for the Plan

- 7.5.2.1. Upon the successful activation of your RoamEasy Daily Plan, you will have to pay a daily Charge of S\$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 roaming destinations for any particular day (Usual Price of S\$36 per 100MB daily). A 20% surcharge will apply for Pay-As-You-Roam subscribers at S\$12 (or such other rate as may be prescribed by us from time to time) for every 100MB data block daily.
- 7.5.2.2. Each data block can be used across different supported roaming destinations as long as it is within 24 hours from the start of the first RoamEasy Daily 100MB data block.
- 7.5.2.3. Each unused data block or part thereof will expire 24 hours from the time you commence your first RoamEasy Daily 100MB data block for the day. There will be no refund for any unused data within any data block.
- 7.5.2.4. If you are using a multi-SIM, roaming data usages on supported roaming destinations 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 S\$10 for every 100MB data block for each SIM card. A 20% surcharge will apply for Pay-As-You-Roam customers.
- 7.5.2.5. If you use data roam outside the list of supported roaming destinations, our prevailing standard data roam rates will apply. A 20% surcharge will apply for Pay-As-You Roam customers.

#### 7.5.3. Ending the Plan

- 7.5.3.1. **Termination of underlying Service:** The RoamEasy Daily Plan will terminate if your International Roaming or Pay-As-You-Roam service is terminated.
- 7.5.3.2. **Opting-out:** You may opt-out from the RoamEasy Daily Plan via StarHub Business Manager or My Business Account. After you have opted-out from the RoamEasy Daily Plan, you will be charged at the prevailing standard data roam rates for any data roam usage.

### 7.6. RoamEasy Monthly Plan

**Discontinued Services:** The RoamEasy Monthly Plan is no longer available for new sign-ups and recontracts with effect from 1 October 2019.

The terms and conditions on the RoamEasy Monthly Plan set out below are for reference only.

#### 7.6.1. How you may be Eligible for the Plan

- 7.6.1.1. No usage with other promotions: The RoamEasy Monthly Plan cannot be enjoyed with the DataTravel Unlimited promotion. The RoamEasy Monthly Plan will take precedence over and supersede the DataTravel Unlimited promotion.
- 7.6.2. The RoamEasy Monthly Plan is offered for a certain period or periods as may be prescribed by us from time to time, and is limited to supported roaming destinations only as listed at [www.starhub.com/roameasy-monthly](http://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) the RoamEasy Monthly plan and/or its plan eligibility date, including the list of supported roaming destinations, rates and plan eligibility date at any time at our sole discretion, without prior notice and without any liability to you. The display of the revised list of supported roaming 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.

#### 7.6.3. Paying for the Plan

- 7.6.3.1. You will pay a monthly subscription of S\$40 (or such other rate as may be prescribed by us from time to time) for the 400MB data roam bundle (Usual Price of S\$72) or a monthly subscription of S\$100 (or such other rate as may be prescribed by us from time to time) for the 1GB data roam bundle (Usual Price of S\$180). The data roam bundle can be used in any of the supported roaming destinations under the RoamEasy Monthly Plan. All data roam usages incurred before the successful activation of your RoamEasy Monthly Plan will be charged at prevailing standard data roam rates.

- 7.6.3.2. If your data roam usage exceeds the relevant data roam bundle applicable for the supported roaming destination, you will be charged for the usage at S\$3 per MB (or such other rate as may be prescribed by us from time to time)
- 7.6.3.3. If you use data roam outside the list of supported roaming destinations, our prevailing standard data roam rates will apply. A 20% surcharge will apply for Pay-As-You-Roam customers.
- 7.6.3.4. The monthly subscription and data allowance on the relevant data roam bundle will be pro-rated according to your billing cycle in the month when the RoamEasy Monthly Plan is activated or terminated.
- 7.6.3.5. Any unused data allowance on any data roam bundle cannot be rolled over to the next billing cycle.

#### 7.6.4. Ending the Plan

- 7.6.4.1. Termination of underlying Service: The RoamEasy Monthly plan will be terminated if your International Roaming Service is terminated.
- 7.6.4.2. Subscriber termination: Upon termination of the RoamEasy Monthly plan, you will be charged at the prevailing standard data roam rates for any data roam usage.

### 7.7. DataTravel Asia-Pacific and DataTravel Global

#### 7.7.1. How you may be Eligible for the Plans

- 7.7.1.1. Mobile Post-paid customers who have subscribed to either International Roaming or Pay-As-You-Roam service are eligible to purchase DataTravel Asia-Pacific Plan and/or DataTravel Global Plan.
- 7.7.1.2. You will not be eligible to purchase DataTravel Asia-Pacific Plan and/or DataTravel Global Plan if you have subscribed for any monthly recurring data roam plans.
- 7.7.1.3. The DataTravel Asia-Pacific Plan and the DataTravel Global Plan are offered for a certain period or periods as may be prescribed by us from time to time, and are limited to supported roaming destinations only as listed at [www.starhub.com/datatravelbiz](http://www.starhub.com/datatravelbiz) (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) the DataTravel Asia-Pacific Plan, the DataTravel Global Plan and/or the plan eligibility dates, including the list of supported roaming destinations, rates and plan eligibility dates at any time at our sole discretion, without prior notice and without any liability to you. The display of the revised list of supported roaming 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.

#### 7.7.2. Activating the Plans

- 7.7.2.1. You will need to activate the DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan via StarHub Business Manager or My Business Account.
- 7.7.2.2. 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 the DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan specifically for your Shareplus' dependent line, you will need to activate it specifically. The DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan activated for the Shareplus dependent line shall not be transferable and cannot be utilised by the Shareplus main line and vice versa.
- 7.7.2.3. Activation for the DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan is/are subject to our acceptance. We reserve the right to reject any activation for the DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan at our sole discretion.
- 7.7.2.4. The DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan is/are activated after you receive a confirmation SMS from us. All data roam usages incurred before you receive this confirmation SMS will be charged at the prevailing standard data roam rates. A 20% surcharge will apply for Pay-As-You-Roam customers.

#### 7.7.3. Plans and Paying for the Plans

- 7.7.3.1. Unless otherwise notified by us, the following DataTravel Asia-Pacific Plans are available for purchase:
  - (i) 1GB for S\$5, valid for 3 days from the purchase date of plan;

- (ii) 2GB for S\$15, valid for 30 days from the purchase date of plan; and/or
- (iii) 3GB for S\$20, valid for 30 days from the purchase date of plan.

7.7.3.2. Unless otherwise notified by us, the following DataTravel Global Plans are available for purchase:

- (i) 2GB for S\$40, valid for 30 days from the purchase date of plan; and/or
- (ii) 3GB for S\$50, valid for 30 days from the purchase date of plan.

7.7.3.3. Upon the successful purchase of the DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan, you will be charged accordingly, and the Charges will be reflected in your current month's bill.

7.7.3.4. No additional 20% surcharge will be imposed on StarHub mobile post-paid subscribers with Pay-As-You-Roam service for the purchase of the DataTravel Asia-Pacific Plan and the DataTravel Global Plan.

7.7.3.5. If you are using a multi-SIM, data roam usage from each SIM card will be utilised from the same data roam bundle under the purchased DataTravel Asia-Pacific Plan and/or DataTravel Global Plan when roaming in the supported roaming destinations.

#### 7.7.4. Extending the Validity Period of the Plans

7.7.4.1. If you wish to extend the data bundle validity period of the DataTravel Asia-Pacific Plan or the DataTravel Global Plan, you must make another purchase before the expiry date of the respective plan. The data bundle validity can be extended up to 30 consecutive days from the date of your purchase (for the purposes of this paragraph 7.7, the "Validity Period").

7.7.4.2. If a DataTravel Asia-Pacific Plan or DataTravel Global Plan has expired, it shall be deemed as terminated and you cannot extend such plan's Validity Period with subsequent purchase. There will also be no refunds for any expired or unused data roam bundle from your DataTravel Asia-Pacific or DataTravel Global Plan purchased.

#### 7.7.5. Usage of the Plans

7.7.5.1. If you purchase both the DataTravel Asia-Pacific Plan and the DataTravel Global Plan, the data roam bundles for both plans will be accumulated separately. The accumulated 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 the DataTravel Asia-Pacific Plan and the DataTravel Global Plan will not increase the accumulated 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 the plan.

7.7.5.2. If you purchase both the DataTravel Asia-Pacific Plan and the DataTravel Global Plan and you are roaming in the supported roaming destination covered by both plans (for example, Malaysia, Indonesia or Thailand), your data roam usage 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.

7.7.5.3. When roaming in a roaming 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 utilisation of the DataTravel Asia-Pacific Plan and/or DataTravel Global Plan, you will be charged either the DataTravel Unlimited data roam rate or the RoamEasy Daily data roam rate if you have opted in for RoamEasy Daily. A 20% surcharge will apply for Pay-As-You Roam customers.

7.7.5.4. If you use data roam outside the list of supported roaming destinations, prevailing standard data roam rates will apply. A 20% surcharge will apply for Pay-As-You Roam customers.

7.7.5.5. The DataTravel Asia-Pacific Plan and the DataTravel Global Plan are not applicable for premium satellite, inflight operators, maritime operators and any such other operators and/or Services as may be determined by us from time to time. Prevailing standard data roam rates will apply. A 20% surcharge will apply for Pay-As-You Roam customers.

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- 7.7.5.6. If 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 Plan and/or the DataTravel Global Plan shall be forfeited.

**7.7.6. Scheduling**

- 7.7.6.1. You may schedule the activation of the DataTravel Asia-Pacific Plan and/or the DataTravel Global Plan 24 hours to 30 days in advance from the date and time that you require such plan(s). The plan(s) will be activated within approximately 30 minutes before the scheduled activation date and time. The plan(s) will only be charged upon activation. Once the plan(s) is/are activated, there can be no changes or termination and there will be no refunds of any kind for such activated plan(s).
- 7.7.6.2. Once the plan(s) are scheduled, you cannot cancel or change such plan(s) 24 hours or less before the scheduled activation date(s) and time(s). The plan(s) will proceed to activate on the scheduled date(s) and time(s) and you will be charged for such plan(s). There will be no refunds of any kind for activated plan(s).
- 7.7.6.3. If there are any changes in the ownership of a mobile Service, or a change in billing account before the activation of such plan(s), all scheduling requests for such plan(s) in connection with such mobile Service or billing account will not be activated on the scheduled activation date(s) and time(s).

**7.8. Meanings**

This paragraph 7.8 sets out how certain words and phrases are used in Section 7 of these Service Specific Terms & Conditions. Terms used but not defined in Section 7 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in Section 7 of these Service Specific Terms & Conditions**

7.8.1. "**Services**" shall have the meaning set out in paragraph 7.1.1.1.

7.8.2. "**SMS**" shall have the meaning set out in paragraph 7.1.1.1.

## **8. Value-added Services**

### **8.1. NumberShare Value-added Service**

#### **8.1.1. Description of Service**

- 8.1.1.1. The NumberShare value-added Service allows you to share your voice minutes and data with your mobile phone, thereby allowing you to use your apps, surf and call using the same number as your mobile phone. In addition, you will receive an additional 1GB data and 50mins talktime allowance which you may share for your data usage (except for roaming and SMS usage) on both your mobile phone and cellular watch. This additional 1GB data and 50mins talktime allowance is not applicable to corporate pooling plans.

#### **8.1.2. Paying for the Service**

- 8.1.2.1. This value-added Service is available at the usual price of S\$8.15 (with 9% GST) a month (or such other rate as may be prescribed by us from time to time). There is no activation Charge.
- 8.1.2.2. In the event that there are discrepancies in the Charges payable for the Services across our platforms (such including, but not limited to, our online store, website and app), the Charges stipulated in your bill shall prevail.

#### **8.1.3. How you may be Eligible for the Service**

- 8.1.3.1. In order to subscribe to the NumberShare Value-added Service, you must:
  - 8.1.3.1.1. use a compatible cellular watch that is supported by this value-added Service;
  - 8.1.3.1.2. use and continue to use the same cellular watch during the term of your subscription of this value-added Service;
  - 8.1.3.1.3. be the registered subscriber or account holder of a mobile number;
  - 8.1.3.1.4. use a mobile number that is tied to an eligible 4G post-paid mobile voice plan activated with HD Voice Plus as determined by us, and your mobile plan must be valid and active; and
  - 8.1.3.1.5. be using a mobile number that is the primary number and is not tied to a multi-SIM; otherwise, you need to unsubscribe your mobile number from such multi-SIM.

#### **8.1.4. Minimum Period of Service**

- 8.1.4.1. There is no Minimum Period of Service for this value-added Service.

#### **8.1.5. Using the Service**

- 8.1.5.1. This value-added Service is strictly for your personal use. You will not be eligible for this value-added Service if your mobile number is registered under another person's or party's name. If your StarHub 4G mobile post-paid voice plan is under your employer's name and billed to your employer, please approach your employer's assigned StarHub account manager (if any) to determine your eligibility to subscribe to this value-added Service.
- 8.1.5.2. This value-added Service is tied to a specific cellular watch. If you have more than one cellular watch and wish to subscribe to this value-added Service, each cellular watch must have its own subscription of this value-added Service.
- 8.1.5.3. If your cellular watch tied to this value-added Service is damaged, lost or you wish to replace it with another one for any reason whatsoever, you will need to terminate this value-added Service; otherwise you will continue to be charged for this value-added Service.
- 8.1.5.4. If you wish to replace the existing cellular watch you use for this value-added Service with another cellular watch, you will need to terminate your existing subscription of this value-added Service and sign up for a new subscription tied to the other cellular watch.
- 8.1.5.5. This value-added Service is tied to a specific mobile number and accordingly:
  - 8.1.5.5.1. if you change your mobile number, you will need to terminate this value-added Service; otherwise, you will continue to be charged for this value-added Service; and

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8.1.5.5.2. if you have more than one mobile number and you wish to subscribe to this value-added Service, each mobile number must have its own subscription of this value-added Service.

8.1.5.6. You do not need to limit your usage of voice and data to the allocated bundle under the plan bundle that you have signed up for (including the additional 1 GB data and 50mins talktime allowance). You can use such allocated bundle. If your usage of voice and data exceeds the allocated bundle (including the additional 1GB data and 50mins talktime allowance), you will be charged the excess in accordance with our prevailing rates.

**8.1.6. Compatible cellular watches**

8.1.6.1. The list of compatible cellular watches for this value-added Service includes:

8.1.6.1.1. Apple Watch Series 4 (GPS and cellular), Apple Watch Series 5 (GPS and cellular), Apple Watch Series 6 (GPS and cellular) and Samsung Galaxy Watch cellular; and

8.1.6.1.2. such other cellular watches as may be determined by us from time to time. Please refer to our website on this matter at [www.starhub.com](http://www.starhub.com) and specifically our frequently asked questions section on this value-added Service at [www.starhub.com](http://www.starhub.com).

**8.1.7. Compatible mobile plans**

8.1.7.1. You are not eligible to sign up for this value-added Service if you are our pre-paid customer or if you are a subscriber of our data-only SIM mobile plan. The list of compatible mobile plans for this value-added Service includes:

8.1.7.1.1. Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max;

8.1.7.1.2. Unlimited Weekend Plans XS, S, M, L, XL;

8.1.7.1.3. SIM Only XS, S, M, L, XL;

8.1.7.1.4. 4G 3,4,5,6, 12, 300M;

8.1.7.1.5. SmartSurfHD; and

8.1.7.1.6. such other plans as may be determined by us from time to time.

**8.1.8. Charges**

8.1.8.1. All data and voice usage through your cellular watch and mobile plan will be shared. If your usage of data and voice exceeds the allocated bundle under the plan bundle that you have signed up for (including the additional 1GB data and 50mins talktime allowance), you will be charged the excess in accordance with our prevailing rates.

**8.1.9. No Roaming**

8.1.9.1. Roaming is not enabled for this value-added Service even if you have enabled roaming on your mobile phone, number or plan.

**8.1.10. No Transfer**

8.1.10.1. You cannot transfer this value-added Service to another mobile number even if you are the registered subscriber of such other mobile number.

8.1.10.2. You cannot transfer this value-added Service to another cellular watch even if you are the owner of such cellular watch.

**8.1.11. Suspension**

8.1.11.1. Any suspension of your mobile number and/or your mobile plan tied to your mobile number will result in the suspension of the value-added Service. The value-added Service will resume when the mobile number and/or mobile plan is resumed.

**8.1.12. Ending the Service**

8.1.12.1. If you wish to terminate this value-added Service, you can do so at any time via My StarHub App, My Account Manager, StarHub Business Manager App (where relevant),

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My Business Account (where relevant) or via such other means as may be prescribed by us from time to time. Upon termination, we will prorate any unused Charges.

8.1.12.2. Any transfer in ownership or termination of your mobile number and/or your mobile plan tied to your mobile number will result in the termination of this value-added Service.

**8.1.13. Meanings**

This paragraph 8.1.13 sets out how certain words and phrases are used in paragraph 8.1 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.1 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**8.2. Data-Upsize Value-added Service**

**8.2.1. How you may be Eligible for the Services**

8.2.1.1. You are eligible to subscribe to the Data-Upsize Value-added Services ("**Data-Upsize VAS**" or "**Data-Upsize**") if you are a subscriber of any of the following post-paid mobile standalone plans:

8.2.1.1.1. Biz+ Lite or Biz+ Lite SIM Only;

8.2.1.1.2. Biz+ Value Only;

8.2.1.1.3. Biz+ Premium or Biz+ Premium SIM Only; and

8.2.1.1.4. Biz+ Pro or Biz+ Pro SIM Only,

(for the purposes of this paragraph 8.2, each an "**Eligible Plan**").

8.2.1.2. You are not entitled to use the Data-Upsize VAS with the following:

8.2.1.2.1. Lite, XS, S, M, L and XL Plans;

8.2.1.2.2. 4G 300M, 4G 3, 4G 4, 4G 5, 4G 6 and 4G 12 Plans;

8.2.1.2.3. MaxMobile Plans;

8.2.1.2.4. Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max

8.2.1.2.5. customised plans that are offered to selected business customers; and

8.2.1.2.6. any other plans, discounts or promotions that are not specifically listed above.

8.2.1.3. We reserve the right to amend the list of Eligible Plans at any time by updating these terms and conditions.

**8.2.2. Minimum Period of Service**

8.2.2.1. The minimum contract period for Data-Upsize VAS shall be waived for such period as determined by us.

**8.2.3. The Data-Upsize VAS**

8.2.3.1. The Data-Upsize VAS is offered in the following manner:

<b>Data</b>	<b>Monthly Subscription Fee (with 9% GST)</b>
+5GB	S\$5.10 (or such other rate as may be prescribed by us from time to time)
+10GB	S\$10.18 (or such other rate as may be prescribed by us from time to time)
+50GB	S\$20.38 (or such other rate as may be prescribed by us from time to time)

+100GB	\$S\$30.56 (or such other rate as may be prescribed by us from time to time)
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- 8.2.3.2. You may subscribe to only 1 Data-Upsize VAS per Eligible Plan and use the Data-Upsize VAS for local data usage only.

#### 8.2.4. Paying for the Services

- 8.2.4.1. The monthly subscription fee as set out in paragraph 8.2.3.1 above will apply to the Data-Upsize VAS. The monthly subscription Charges and the Data-Upsize data bundle will be pro-rated according to your billing cycle and we reserve the right to change the billing cycle as we deem fit.
- 8.2.4.2. Local excess data Charges will be billed accordingly after you have fully used all the data in your Eligible Plan data bundle and the data in your Data-Upsize VAS.
- 8.2.4.3. Upon termination of the Data-Upsize VAS during a billing cycle, monthly subscription Charges and the Data-Upsize data bundle will be pro-rated according to your billing cycle.
- 8.2.4.4. Our records shall be final and conclusive for Charges and usage incurred.
- 8.2.4.5. Unless otherwise stated, all Charges quoted in paragraph 8.2 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

#### 8.2.5. Unused data will be forfeited

- 8.2.5.1. All unused data in the Data-Upsize VAS (including the data bundle in the Eligible Plan) in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.

#### 8.2.6. Ending the Services

- 8.2.6.1. If there is a change in the Eligible Plan, the Data-Upsize VAS will be terminated automatically.
- 8.2.6.2. We reserve the right to discontinue the Data-Upsize VAS at any time without prior notice to you.

#### 8.2.7. Meanings

This paragraph 8.2.7 sets out how certain words and phrases are used in paragraph 8.2 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.2 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

#### What these words mean in paragraph 8.2 of these Service Specific Terms & Conditions

- 8.2.7.1. "**Data-Upsize**" shall have the meaning set out in paragraph 8.2.1.1.
- 8.2.7.2. "**Data-Upsize VAS**" shall have the meaning set out in paragraph 8.2.1.1.
- 8.2.7.3. "**Eligible Plan**" shall have the meaning set out in paragraph 8.2.1.1.

#### 8.2A. DataJump Value-added Service

##### 8.2A.1. How you may be Eligible for the Services

- 8.2A.1.1. You are eligible to subscribe to the DataJump Value-added Services ("**DataJump VAS**" or "**DataJump**") if you are a subscriber of any of the following post-paid mobile standalone plans:

8.2A.1.1.1. S or SIM Only S; 4G 4 or SIM Only 4G 4;

8.2A.1.1.2. M or SIM Only M; 4G 5 or SIM Only 4G 5;

8.2A.1.1.3. L or SIM Only L; 4G 6 or SIM Only 4G 6; and

8.2A.1.1.4. XL or SIM Only XL; 4G 12 or SIM Only 4G 12,

(for the purposes of this paragraph 8.2A, each an "**Eligible Plan**").

8.2A.1.2. You are not entitled to use the DataJump VAS with the following:

- 8.2A.1.2.1. Lite and XS Plans;
- 8.2A.1.2.2. 4G 300M and 4G 3 Plans;
- 8.2A.1.2.3. MaxMobile Plans;
- 8.2A.1.2.4. customised plans that are offered to selected business customers; and
- 8.2A.1.2.5. any other plans, discounts or promotions that are not specifically listed above.

8.2A.1.3. We reserve the right to amend the list of Eligible Plans at any time by updating these terms and conditions.

#### 8.2A.2. **Minimum Period of Service**

8.2A.2.1. The minimum contract period for DataJump VAS shall be waived for such period as determined by us.

#### 8.2A.3. **The DataJump VAS**

8.2A.3.1. The DataJump VAS is offered specifically for each Eligible Plan in the following manner:

- 8.2A.3.1.1. S or SIM Only S; 4G 4 or SIM Only 4G 4 – DataJump (5GB);
- 8.2A.3.1.2. M or SIM Only M; 4G 5 or SIM Only 4G 5 – DataJump (10GB);
- 8.2A.3.1.3. L or SIM Only L; 4G 6 or SIM Only 4G 6 – DataJump (15GB);
- 8.2A.3.1.4. XL or SIM Only XL; 4G 12 or SIM Only 4G 12 – DataJump (20GB).

8.2A.3.2. You may subscribe to only 1 DataJump VAS per Eligible Plan and use the DataJump VAS for local data usage only.

8.2A.3.3. The DataJump data bundle cannot be shared with the SharePlus dependent plan.

#### 8.2A.4. **Paying for the Services**

8.2A.4.1. The following Charges will apply to the DataJump VAS:

- 8.2A.4.1.1. a monthly subscription fee of S\$10.18 (with 9% GST) (or such other rate as may be prescribed by us from time to time). The monthly subscription Charges and the DataJump data bundle will be pro-rated according to your billing cycle and we reserve the right to change the billing cycle as we deem fit; and
- 8.2A.4.1.2. a one-time activation Charge of S\$10.90 (with 9% GST) , or such other rate as may be prescribed by us from time to time, will apply for each activation of the DataJump VAS.

8.2A.4.2. Local excess data Charges will be billed accordingly after you have fully used all the data in your Eligible Plan data bundle and the data in your DataJump VAS.

8.2A.4.3. Upon termination of the DataJump VAS during a billing cycle, monthly subscription Charges and the DataJump data bundle will be pro-rated according to your billing cycle.

8.2A.4.4. Our records shall be final and conclusive for Charges and usage incurred.

8.2A.4.5. Unless otherwise stated, all Charges quoted in paragraph 8.2A of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

#### 8.2A.5. **Unused data will be forfeited**

8.2A.5.1. All unused data in the DataJump VAS (including the data bundle in the Eligible Plan) in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.

#### 8.2A.6. **Ending the Services**

8.2A.6.1. If there is a change in the Eligible Plan, the DataJump VAS will be terminated automatically. The one-time activation Charge of S\$10.90 (with 9% GST) will have to be paid again when re-subscribing to the DataJump VAS again.

8.2A.6.2. We reserve the right to discontinue the DataJump VAS at any time without prior notice to you.

**8.2A.7. Meanings**

This paragraph 8.2A.7 sets out how certain words and phrases are used in paragraph 8.2A of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.2A of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.2A of these Service Specific Terms & Conditions**

8.2A.7.1. **"DataJump"** shall have the meaning set out in paragraph 8.2A.1.1.

8.2A.7.2. **"DataJump VAS"** shall have the meaning set out in paragraph 8.2A.1.1.

8.2A.7.3. **"Eligible Plan"** shall have the meaning set out in paragraph 8.2A.1.1.

**8.3. Minutes-Upsize Value-added Service**

**8.3.1. How you may be Eligible for the Service**

8.3.1.1. The Minutes-Upsize Value-added Service ("**Minutes-Upsize VAS**") is available for new sign-ups, re-contract and existing StarHub mobile post-paid customers on eligible mobile plans.

8.3.1.2. You are eligible to subscribe to the Minutes-Upsize VAS if you subscribe to any of the following post-paid mobile standalone plans:

8.3.1.2.1. Biz+ Lite or Biz+ Lite SIM Only;

8.3.1.2.2. Biz+ Value Only;

8.3.1.2.3. Biz+ Premium or Biz+ Premium SIM Only; and

8.3.1.2.4. Biz+ Pro or Biz+ Pro SIM Only,

8.3.1.2.5. Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max

(for the purposes of this paragraph 8.3, each an "**Eligible Plan**").

8.3.1.3. You are not eligible to subscribe for the Minutes-Upsize VAS with the following:

8.3.1.3.1. Lite, XS, S, M, L and XL Plans;

8.3.1.3.2. 4G Plans;

8.3.1.3.3. customised plans that are offered to selected business customers; and

8.3.1.3.4. any other plans, discounts or promotions that are not specifically listed above.

8.3.1.4. We reserve the right to amend the list of Eligible Plans at any time by updating these terms and conditions.

**8.3.2. Minimum Period of Service**

8.3.2.1. There is no minimum contract period for the Minutes-Upsize VAS. We reserve the right to impose a minimum contract period at any time by updating these Specific Terms and Conditions.

**8.3.3. Minutes-Upsize VAS**

8.3.3.1. The Minutes-Upsize VAS available for sign up is as follows:

Voice	Monthly Subscription Fee (with 9% GST)
+500 Minutes	S\$5.10 (or such other rate as may be prescribed by us from time to time)
+1000 Minutes	S\$10.18 (or such other rate as may be prescribed by us from time to time)

+5000 Minutes	S\$20.38 (or such other rate as may be prescribed by us from time to time)
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8.3.3.1.1. You may subscribe to only 1 Minutes-Upsize VAS per Eligible Plan.

#### 8.3.4. Paying for the Service

- 8.3.4.1. We will charge you the stipulated monthly subscription fee for your Minutes-Upsize VAS per billing cycle. We reserve the right to change the billing cycle as we deem fit.
- 8.3.4.2. Local excess minutes will be billed accordingly after you have fully used all the minutes bundled in your Eligible Plan and in your Minutes-Upsize VAS.
- 8.3.4.3. Upon commencement or termination of the Minutes-Upsize VAS during a billing cycle, monthly subscription Charges and the Minutes-Upsize bundle will be pro-rated according to your billing cycle.
- 8.3.4.4. Our records shall be final and conclusive for Charges and usage incurred.
- 8.3.4.5. Unless otherwise stated, all Charges quoted in paragraph 8.3 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

#### 8.3.5. Unused minutes will be forfeited

- 8.3.5.1. All unused minutes in the Minutes-Upsize VAS (including the minutes bundle in the Eligible Plan) in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.

#### 8.3.6. Ending the Service

- 8.3.6.1. If there is a change in the Eligible Plan, the Minutes-Upsize VAS will be terminated automatically.
- 8.3.6.2. We reserve the right to discontinue all or any of the Minutes-Upsize VAS at any time without prior notice to you.

#### 8.3.7. Meanings

This paragraph 8.3.7 sets out how certain words and phrases are used in paragraph 8.3 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.3 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

#### **What these words mean in paragraph 8.3 of these Service Specific Terms & Conditions**

- 8.3.7.1. "**Eligible Plan**" shall have the meaning set out in paragraph 8.3.1.2.
- 8.3.7.2. "**Minutes-Upsize VAS**" shall have the meaning set out in paragraph 8.3.1.1.

#### 8.3A. Voice Upsize Value-added Service

##### 8.3A.1. How you may be Eligible for the Service

- 8.3A.1.1. The Voice Upsize Value-added Service ("**Voice VAS**") is available for new sign-ups, re-contract and existing StarHub mobile post-paid customers on eligible mobile plans.
- 8.3A.1.2. You are eligible to subscribe to the Voice VAS if you subscribe to any of the following post-paid mobile standalone plans:
  - 8.3A.1.2.1. XS, XS SIM Only No Contract or XS SIM Only; and
  - 8.3A.1.2.2. S, S SIM Only No Contract or S SIM Only,  
(for the purposes of this paragraph 8.3A, each an "**Eligible Plan**").
- 8.3A.1.3. You are not eligible to subscribe for the Voice VAS with the following:
  - 8.3A.1.3.1. Lite, M, L and XL Plans;
  - 8.3A.1.3.2. 4G Plans;
  - 8.3A.1.3.3. customised plans that are offered to selected business customers; and

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8.3A.1.3.4. any other plans, discounts or promotions that are not specifically listed above.

8.3A.1.4. We reserve the right to amend the list of Eligible Plans at any time by updating these terms and conditions.

**8.3A.2. Minimum Period of Service**

8.3A.2.1. There is no minimum contract period for the Voice VAS. We reserve the right to impose a minimum contract period at any time by updating these Specific Terms and Conditions.

**8.3A.3. Voice VAS**

8.3A.3.1. The Voice VAS available for each Eligible Plan to sign up is as follows:

8.3A.3.1.1. XS or S; SIM Only XS or S – Voice Upsize (300 mins); and

8.3A.3.1.2. XS or S; SIM Only XS or S – Voice Upsize (800 mins).

8.3A.3.2. You may subscribe to only 1 Voice Upsize VAS per Eligible Plan.

**8.3A.4. Paying for the Service**

8.3A.4.1. We will charge you the stipulated monthly subscription fee for your Voice VAS per billing cycle. We reserve the right to change the billing cycle as we deem fit.

8.3A.4.2. A one-time activation Charge of S\$10.90, or such other rate as may be prescribed by us from time to time, will apply for each activation of the Voice VAS.

8.3A.4.3. Local excess minutes will be billed accordingly after you have fully used all the minutes bundled in your Eligible Plan and in your Voice VAS.

8.3A.4.4. Upon commencement or termination of the Voice VAS during a billing cycle, monthly subscription Charges and the Voice bundle will be pro-rated according to your billing cycle.

8.3A.4.5. Our records shall be final and conclusive for Charges and usage incurred.

8.3A.4.6. Unless otherwise stated, all Charges quoted in paragraph 8.3A of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**8.3A.5. Unused minutes will be forfeited**

8.3A.5.1. unused minutes in the Voice VAS (including the minutes bundle in the Eligible Plan) in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.

**8.3A.6. Ending the Service**

8.3A.6.1. If there is a change in the Eligible Plan, the Voice VAS will be terminated automatically. The one-time activation Charge of S\$10.90, or such other rate as may be prescribed by us from time to time, will have to be paid again when re-subscribing to the Voice VAS.

8.3A.6.2. We reserve the right to discontinue all or any of the Voice VAS at any time without prior notice to you.

**8.3A.7. Meanings**

This paragraph 8.3A.7 sets out how certain words and phrases are used in paragraph 8.3A of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.3A of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.3A of these Service Specific Terms & Conditions**

8.3A.7.1. "**Eligible Plan**" shall have the meaning set out in paragraph 8.3A.1.2.

8.3A.7.2. "**Voice VAS**" shall have the meaning set out in paragraph 8.3A.1.1.

**8.4. SMS-Upsize Value-added Service for Biz+ Plans**

Upsize your SMS bundle to increase your customer reach while enjoying greater business savings. Enjoy the option of terminating the SMS Upsize value-added Service when you no longer need it.

SMS	Per month (with 9% GST)
+500 SMS	S\$5.10 <sup>^</sup>
+1000 SMS	S\$10.18 <sup>^</sup>

**NOTE:**

- <sup>^</sup>Available for sign up with (i) 2-year Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max mobile plans and (ii) SIM Only Biz+ Lite, Biz+ Premium and Biz+ Pro mobile plans.
- Unless otherwise stated, all Charges quoted in paragraph 8.4. of these Service Specific Terms & Conditions are inclusive of GST at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**8.4.1. Meanings**

This paragraph 8.4.1 sets out how certain words and phrases are used in paragraph 8.4 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.4 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.4 of these Service Specific Terms & Conditions**

8.4.1.1. "SMS" means short messaging service.

**8.4A. SMS Upsize Value-added Service for XS to L Mobile Plans**

Upsize your SMS bundle to increase your customer reach while enjoying greater business savings. Enjoy the option of terminating the SMS Upsize value-added Service when you no longer need it.

SMS	Per month (with 9% GST)
+500 SMS	S\$3.06 <sup>^</sup>
+1200 SMS	S\$6.12 <sup>^</sup>
+2400 SMS	S\$10.19 <sup>^</sup>

**NOTE:**

- <sup>^</sup>Available for sign up with (i) 2-year XS to L mobile plans and (ii) SIM Only XS to L mobile plans.
- A one-time activation Charge of S\$10.90(with 9% GST) , or such other rate as may be prescribed by us from time to time, applies.
- Unless otherwise stated, all Charges quoted in paragraph 8.4A of these Service Specific Terms & Conditions are inclusive of GST at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**8.4A.1. Meanings**

This paragraph 8.4A.1 sets out how certain words and phrases are used in paragraph 8.4A of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.4A of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.4A of these Service Specific Terms & Conditions**

8.4A.1.1. "SMS" means short messaging service.

**8.5. Free IDD 018**

**8.5.1. How you may be Eligible for the Service**

8.5.1.1. You may sign up for this Free IDD 018 value-added Service (for the purposes of this paragraph 8.5, "**Free IDD 018 VAS**") at S\$7/month (or such other rate as may be prescribed by us from time to time) if you are on any of our mobile plans, other than SmartSurf HD Plans.

**8.5.2. Applicable Voice Calls**

8.5.2.1. This value-added Service applies to IDD 018 voice calls originating from Singapore and made to any of the following:

8.5.2.1.1. 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

8.5.2.1.2. 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.

**8.5.3. Non-applicable Voice Calls**

8.5.3.1. Free IDD 018 excludes the following:

8.5.3.1.1. Australia mobile and special services with prefixes 611, 614;

8.5.3.1.2. Japan mobile with prefixes 8170, 8180, 8190;

8.5.3.1.3. UK special service with prefixes 4455, 4456, 448, 449;

8.5.3.1.4. calls made via IDD 008 or by pressing '+' on the mobile phones;

8.5.3.1.5. inbound and outbound roaming calls;

8.5.3.1.6. calls made from SingTel/MI's (or such other service provider as notified by us) mobile lines;

8.5.3.1.7. fixed lines and payphones;

8.5.3.1.8. calls made via HomeConnect, StarHub payphones or 1635 Operator Assist;

8.5.3.1.9. calls made from Digital Voice; and

8.5.3.1.10. global SMS.

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

**8.5.4. Paying for the Service**

8.5.4.1. 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 billing cycle is 14 January 2018, you will be charged the full S\$7 subscription for use from 10 to 13 January 2018. If you de-activate the Free IDD 018 VAS on 15 January 2018 or any time before the next billing cycle, there will be no refund for the S\$7 monthly subscription nor will the Charge be pro-rated.

8.5.4.2. Unless otherwise stated, all Charges quoted in paragraph 8.5 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**8.5.5. Customers on Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max Lite, XS, S, M, L or XL Plans**

8.5.5.1. 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 Biz+ Lite, Biz+ Value, Biz+ Premium,

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Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, 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.

**8.5.6. Customers on 4G Mobile Service Plans**

8.5.6.1. 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.

**8.5.7. Meanings**

This paragraph 8.5.7 sets out how certain words and phrases are used in paragraph 8.5 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.5 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.5 of these Service Specific Terms & Conditions**

8.5.7.1. "Free IDD 018 VAS" shall have the meaning set out in paragraph 8.5.1.

**8.6. Intentionally left blank**

**8.7. SmartShare**

**8.7.1. How you may be Eligible for the Service**

8.7.1.1. In order to subscribe to the SmartShare Value-added Services ("**SmartShare VAS**"), you must:

8.7.1.1.1. be a business or corporate entity;

8.7.1.1.2. have the following minimum subscriptions of Eligible Participating Plans (as defined in paragraph 8.7.1.2) under one billing account at all times:

- 5 new Eligible Participating Plans if you are a new customer; and
- at least 1 new or re-contracted Eligible Participating Plan plus 4 existing Eligible Participating Plans if you are an existing customer.

8.7.1.2. The post-paid mobile plans that are eligible to participate are 4G 3, 4G 4, 4G 5 and 4G 6 plans (for the purposes of paragraph 8.7, each an "**Eligible Participating Plan**"). The SmartShare VAS is not applicable on the Lite, XS, S, M, L and XL plans as well as Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only and Biz+ Pro SIM Only, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max plans.

8.7.1.3. SmartShare VAS subscribers must have a separate billing account for SmartShare VAS and all subscribed Eligible Participating Plans must be billed under a single billing account.

8.7.1.4. We reserve the right to amend the list of Eligible Participating Plans at any time by updating these terms and conditions.

8.7.1.5. We reserve the right to (i) accept or reject an application for SmartShare VAS; and (ii) determine the commencement date of the SmartShare VAS based on its prevailing operational lead time, at our sole and absolute discretion.

**8.7.2. The SmartShare VAS**

8.7.2.1. The SmartShare VAS will allow you to pool for shared use among all Eligible Participating Plans that are each subscribed to the SmartShare VAS the following basic bundled entitlements under each Eligible Participating Plan:

8.7.2.1.1. local voice;

8.7.2.1.2. local SMS; and

8.7.2.1.3. local data,

(for the purposes of paragraph 8.7, collectively, "**Total Bundled Entitlement**").

8.7.2.2. We will automatically allocate the Total Bundled Entitlement to each Eligible Participating Plan on a first-come, first-use basis in each monthly billing cycle. Our

determination of the apportionment and sequence of use of the Total Bundled Entitlement shall be final and conclusive and we will not entertain any enquires or disputes in relation to the allocation and use of the Total Bundled Entitlement among the Eligible Participating Plans.

8.7.2.3. When total usage by all the Eligible Participating Plans exceeds the Total Bundled Entitlement (for the purposes of paragraph 8.7, "**Excess Use**"), such Excess Use will be charged at our prevailing rates applicable to the relevant Eligible Participating Plan.

8.7.2.4. For the avoidance of any doubt, only the Total Bundled Entitlement under each Eligible Participating Plan will be used for pooling under the SmartShare VAS. All other value-added Services, promotions (whether free or otherwise) and benefits under the subscribed Eligible Participating Plan will remain with the Eligible Participating Plan and will not be shared. For example, data upsize, IDD services and data roaming services will not be pooled for sharing.

### 8.7.3. Paying for the Service

8.7.3.1. We will charge you a subscription Charge of S\$5.45 (with 9% GST) (Usual Price: S\$8.72) per Eligible Participating Plan per billing cycle. We reserve the right to change the billing cycle as we deem fit.

8.7.3.2. The local data bill cap will continue to apply for each Eligible Participating Plan.

8.7.3.3. Excess use will be billed to each Eligible Participating Plan based on usage sequence. If an Eligible Participating Plan holder is also subscribed to a Value-added Service e.g. Local Data Upsize, this Value-added Service will be utilised for billing first before the Total Bundled Entitlement is utilised.

8.7.3.4. If there is a termination or suspension of the mobile subscription Service of an Eligible Participating Plan during a billing cycle, we will not refund or pro-rate the subscription Charges for that billing cycle.

8.7.3.5. Your bill will contain information of the total local voice, local SMS and local data used by each Eligible Participating Plan holder and will not contain information on the apportionment or sequence of the use of the Total Bundled Entitlement.

8.7.3.6. All unused Total Bundled Entitlement in each billing cycle will be forfeited and will not be rolled over to the next billing cycle.

8.7.3.7. Our records shall be final and conclusive for Charges and usage incurred.

### 8.7.4. Ending the Service

8.7.4.1. If there are less than 5 Eligible Participating Plans in a billing account at any one time, the SmartShare VAS will be automatically terminated with effect from the next billing cycle.

8.7.4.2. If there is a change in the mobile subscription plan of any one of the Eligible Participating Plans and the new mobile subscription plan is not an Eligible Participating Plan, then the SmartShare VAS will be terminated for that Eligible Participating Plan with effect from the next billing cycle unless paragraph 8.7.4.1 applies whereupon the SmartShare VAS will be entirely terminated for that billing account.

8.7.4.3. We reserve the right to automatically transfer your Eligible Participating Plan, when it becomes ineligible for SmartShare VAS, to another billing account and vice versa in order to manage the proper provision of the SmartShare VAS.

### 8.7.5. Meanings

This paragraph 8.7.5 sets out how certain words and phrases are used in paragraph 8.7 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.7 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

#### **What these words mean in paragraph 8.7 of these Service Specific Terms & Conditions**

8.7.5.1. "**Eligible Participating Plan**" shall have the meaning set out in paragraph 8.7.1.2.

8.7.5.2. "**Excess Use**" shall have the meaning set out in paragraph 8.7.2.3.

8.7.5.3. "**SmartShare VAS**" shall have the meaning set out in paragraph 8.7.1.1.

8.7.5.4. "SMS" means short messaging service.

8.7.5.5. "Total Bundled Entitlement" shall have the meaning set out in paragraph 8.7.2.1.

## 8.8. Split Billing

### 8.8.1. How you may be Eligible for the Service

8.8.1.1. In order to subscribe to the Split Billing Value-added Service (for the purposes of paragraph 8.8, "Split Billing VAS"), you must:

8.8.1.1.1. be a business or corporate entity; and

8.8.1.1.2. commit to subscribe and maintain your subscription of a minimum number of lines, to be agreed by us in writing, throughout the entire period of your subscription.

8.8.1.2. The post-paid mobile plans that are eligible to participate are Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, Lite and XS/S/M/L/XL plans, 4G 300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12, MaxMobile Lite 6GB, MaxMobile Elite 2GB, MaxMobile Elite 6GB, MaxMobile Elite 11GB DataPacks and any other Enterprise Plans which we may include from time to time (for the purposes of paragraph 8.8, each an "Eligible Participating Plan").

8.8.1.3. We reserve the right to amend the list of Eligible Participating Plans at any time by updating these terms and conditions.

8.8.1.4. We reserve the right to (i) accept or reject your application for Split Billing VAS; and (ii) determine the commencement date of the Split Billing VAS based on our prevailing operational lead time, at our sole and absolute discretion.

### 8.8.2. The Split Billing VAS

8.8.2.1. The Split Billing VAS allows you to automate the amount of mobile subsidies offered to each employee. The monthly bill of each business mobile line will be split between you and the relevant employee. You will be entitled to decide the subsidy amount for each subscription up to a maximum of 5 different subsidy amounts for your company (for the purposes of paragraph 8.8, each a "Nominated Subsidy Amount").

8.8.2.2. Upon commencement of the Split Billing VAS, you will pay the Nominated Subsidy Amount while your employee will pay the remaining amount (for the purposes of paragraph 8.8, the "Remaining Amount"). We will send two bills monthly: one addressed to you indicating the Nominated Subsidy Amount and another addressed to your employee reflecting the Remaining Amount.

8.8.2.3. You will need to provide details of each employee participating in the Split Billing VAS and you shall be responsible for securing the consent of the relevant employee.

8.8.2.4. If you need to change the Nominated Subsidy Amount or any other instructions relating to the Split Billing VAS, you will need to submit a modification instruction.

### 8.8.3. Paying for the Service

8.8.3.1. You shall be the contracting party in relation to the subscription for the Split Billing VAS and you shall remain liable at all times to us for all obligations under such subscription including the obligation to pay the full amount stated in any bill, regardless of whether the bill is addressed to you or your employee.

8.8.3.2. If any employee fails to pay any bill (or any portion thereof), you shall pay such unpaid amounts (or any portion thereof).

8.8.3.3. We will charge you a subscription fee of S\$1.09 (with 9% GST) per Eligible Participating Plan per billing cycle. The subscription fee will be billed to your employee as part of the Remaining Amount, upon commencement of the Service.

8.8.3.4. The Nominated Subsidy Amount and the subscription fee shall not be pro-rated for Service commencement (first bill), Service termination (last bill) or any suspension or Service re-commencement that occurs outside of a billing cycle.

8.8.3.5. If the total billed amount is less than the Nominated Subsidy Amount, you will be billed the actual amount and no refund or credit will be given to you.

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- 8.8.3.6. You will only pay the Nominated Subsidy Amount (inclusive of GST, where applicable) and no additional GST will be charged to you separately for your bill. All applicable GST will be accounted for in the total bill prior to the computation of the split billing.
- 8.8.3.7. We reserve the right to change the billing cycle at any time without notice to you.
- 8.8.3.8. Our records shall be final and conclusive for Charges and usage incurred.

**8.8.4. Early Termination Charges and other Charges**

- 8.8.4.1. If there is an early termination of the Eligible Participating Plan, the prevailing early termination Charges will be billed to your employee as part of the Remaining Amount.
- 8.8.4.2. All other Charges (including waiver, waiver adjustment, error adjustment) will be billed to your employee as part of the Remaining Amount.

**8.8.5. Meanings**

This paragraph 8.8.5 sets out how certain words and phrases are used in paragraph 8.8 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.8 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.8 of these Service Specific Terms & Conditions**

- 8.8.5.1. "**Eligible Participating Plan**" shall have the meaning set out in paragraph 8.8.1.2.
- 8.8.5.2. "**Nominated Subsidy Amount**" shall have the meaning set out in paragraph 8.8.2.1.
- 8.8.5.3. "**Remaining Amount**" shall have the meaning set out in paragraph 8.8.2.2.
- 8.8.5.4. "**Split Billing VAS**" shall have the meaning set out in paragraph 8.8.1.1.

**8.9. Mobile Recording**

**8.9.1. Compliant Mobile Recording Value-added Service**

- 8.9.1.1. Compliant Mobile Recording ("**CMR**") value-added Service ("**VAS**") is only available under supported Enterprise Mobile Plans.
- 8.9.1.2. To subscribe to CMR, you must first subscribe to our "**CMR Platform Plan**"; otherwise, CMR users cannot be activated.
- 8.9.1.3. Under the CMR Platform Plan, you must have an on-premise or cloud call logger where recordings will be forwarded and stored. CMR only works with supported on-premise loggers. Alternatively, you may subscribe to StarHub's cloud logger service where recordings can be stored.
- 8.9.1.4. The CMR Platform Plan will have separate Charges from the CMR VAS.
- 8.9.1.5. The CMR VAS is mutually exclusive to other VASes including DataRoam, voice mail, foreign number, international roaming, intra-company services, etc.
- 8.9.1.6. You must change your SIM card to use CMR VAS. We will issue you with a new special SIM card for CMR VAS and your mobile number can be retained.
- 8.9.1.7. If you are porting mobile number from another operator to us and wish to subscribe to the CMR VAS, the porting must be successfully completed first before we can issue you with the new special SIM card and provide the CMR VAS.
- 8.9.1.8. By subscribing to the CMR VAS, your roaming rates may differ from standard supported Enterprise Mobile Plans.
- 8.9.1.9. The CMR VAS will only record voice call(s) when you are in Singapore and in supported roaming countries.
- 8.9.1.10. The CMR VAS will not record SMS, application-based voice calls and instant messages.
- 8.9.1.11. You (including your users) must always comply with the Personal Data Protection Act (No. 26 of 2012 of Singapore) when implementing and using the Service.
- 8.9.1.12. You will need to appoint a recording platform administrator. The relevant details of recording platform administrator will need to be provided to us during the application process.

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- 8.9.1.13. The recording platform administrator will have the authority to instruct us to make changes to the configuration of the recording Service subscribed by you.
- 8.9.1.14. The recording platform administrator is responsible for being the single-point-of-contact for mobile recording users for communication of any Service impacting notifications.

**8.9.2. CMR Platform**

- 8.9.2.1. The CMR Platform is required for connection to your on-premise or cloud call logger. We provide CMR Platform Plan subscription to support CMR VAS.
- 8.9.2.2. The CMR Platform Plan will have separate Charges from CMR VAS.
- 8.9.2.3. You must subscribe to a Session Initiation Protocol (SIP) or Integrated Services Digital Network (ISDN) or Switched Ethernet (SW-E) line for connection to the on-premise call logger. This is to enable the CMR Platform to deliver the call recording to the on-premise call logger.
- 8.9.2.4. The CMR Platform works only with supported on-premise call loggers. Alternatively, you may subscribe to StarHub's cloud logger service where recordings can be stored.
- 8.9.2.5. CMR Platform Service Availability
  - 8.9.2.5.1. For the purposes of this paragraph 8.9, "**Service Availability**" refers to the period of time where the CMR Platform is available to you over a calendar month.
  - 8.9.2.5.2. We will use our commercially reasonable endeavours to provide the CMR Platform Service Availability set out in the table in paragraph 8.9.2.5.5 below.
  - 8.9.2.5.3. If there is a disruption to the CMR Platform, you must report the failure to us immediately. Upon receipt of your report, we will test the CMR Platform to determine whether there is a disruption of the CMR Platform. Upon verification that the CMR Platform has been restored, we will notify you for the hand-over and acceptance of the CMR Platform.
  - 8.9.2.5.4. For the purposes of this paragraph 8.9, the period during which the CMR Platform is not available is known as "**Unavailable Time**" provided that we have confirmed to you that there is an outage due directly and solely to our Equipment and/or Network. The Unavailable Time will be calculated from the time we receive your report to the time that we confirm that the CMR Platform is restored. Such calculation shall be determined solely by us. Unavailable Time excludes periods during which the CMR Platform has been restored using other equipment, cables and/or medium of transmission. If you choose to extend the tests beyond the above period and/or continue using the CMR Platform during the Unavailable Time, the period of the extended tests or continued usage will not be calculated as Unavailable Time.
  - 8.9.2.5.5. In the event of Unavailable Time, we will compensate you for the Unavailable Time by reducing a percentage of the CMR Platform's monthly recurring Charge paid by you to us and such compensation shall be your sole and exclusive remedy for the Unavailable Time and you shall have no claim against us for the same:

Service Availability	Service Credit
< 99.9%	5% of Monthly Recurring Charge of CMR Platform
< 99.8%	10% of Monthly Recurring Charge of CMR Platform
< 99.7%	15% of Monthly Recurring Charge of CMR Platform
< 98.0%	20% of Monthly Recurring Charge of CMR Platform
< 95.5%	30% of Monthly Recurring Charge of CMR Platform

**8.9.2.6. How to Claim Compensation**

- 8.9.2.6.1. Upon our confirmation of your entitlement to compensation pursuant to the CMR Platform Service Availability, you may make a claim by providing us with all claims arising during the previous billing cycle, before the next billing date.
  - 8.9.2.6.2. To make a claim, you should write to us, addressed to your StarHub account manager.
  - 8.9.2.6.3. We may set off the amount of compensation against your next bill or send you a cheque for a similar sum. We may also set off all or part of the compensation amount against any outstanding Charges you owe us.
- 8.9.2.7. You will not be entitled to compensation set out in paragraph 8.9.2.5 above for delay, unavailability or Service degradation due to, but not limited to, the following:
- 8.9.2.7.1. fault caused by or arising from your or any third party's equipment, or your acts or omissions;
  - 8.9.2.7.2. planned outages in our Network for which we have given advance notice to you;
  - 8.9.2.7.3. the inability of, or delay caused to our staff and/or agents in accessing or working on your Premises due to the Premises being inaccessible, in unsafe working conditions or in any other inadequate or deficient state;
  - 8.9.2.7.4. the inability of, or delay caused to our staff and/or agents in accessing or working on the Service for any reason whatsoever (including the lack of cooperation of your staff and/or agents to make available the Service for us and/or for maintenance);
  - 8.9.2.7.5. your request for us to conduct any test on the Service;
  - 8.9.2.7.6. fault, interruption or disruption of the network or equipment of other service providers;
  - 8.9.2.7.7. disconnection and/or reconnection of the Service due to non-payment of any charges payable to us or where the Service is disconnected due to it being used for any illegal or unlawful purpose or otherwise in breach of your obligations;
  - 8.9.2.7.8. a breach by you of any of the provisions set out in this Agreement between us for the provision of the Service; and/or
  - 8.9.2.7.9. force majeure events or other circumstances beyond our reasonable control.
- 8.9.2.8. If there is a dispute regarding your qualification to make a claim or as to the quantum of the claim payable to you, our decision on the matter or issue will be final.

**8.9.3. Meanings**

This paragraph 8.9.3 sets out how certain words and phrases are used in paragraph 8.9 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.9 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.9 of these Service Specific Terms & Conditions**

- 8.9.3.1. "**CMR**" shall have the meaning set out in paragraph 8.9.1.1.
- 8.9.3.2. "**Enterprise Mobile Plan**" means a mobile plan offered by us to business customers.
- 8.9.3.3. "**Service Availability**" shall have the meaning set out in paragraph 8.9.2.5.1.
- 8.9.3.4. "**Unavailable Time**" shall have the meaning set out in paragraph 8.9.2.5.4.
- 8.9.3.5. "**VAS**" shall have the meaning set out in paragraph 8.9.1.1.

#### 8.10.1. How you may be Eligible for the Service

- 8.10.1.1. The Plus 3 Data Upsize at S\$6.12/month (with 9% GST) is available for new sign-ups, re-contract and existing StarHub mobile post-paid customers on eligible mobile plans.
- 8.10.1.2. The Plus 3 Data Upsize at S\$6.12/month (with 9 GST) is available on an opt-in basis for standalone lines and SharePlus Parent lines (excluding SharePlus dependent lines) on:
  - 8.10.1.2.1. 2-year XS/4G 3 and SIM Only XS/4G 3;
  - 8.10.1.2.2. 2-year S/4G 4 and SIM Only S/4G 4;
  - 8.10.1.2.3. 2-year M/4G 5 and SIM Only M/4G 5;
  - 8.10.1.2.4. 2-year L/4G 6 and SIM Only L/4G 6; and
  - 8.10.1.2.5. 2-year XL/4G 12 and SIM Only XL/4G 12.
- 8.10.1.3. Only 1 Plus 3 Data Upsize is allowed per mobile line.
- 8.10.1.4. Data bundled from the Plus 3 Data Upsize cannot be shared.
- 8.10.1.5. The Plus 3 Data Upsize at S\$6.12/month (with 9% GST) is not applicable with any other discounts or promotions.

#### 8.10.2. Paying for the Service

- 8.10.2.1. Excess data Charges are billed to individual mobile phone lines upon utilisation of both the plan data bundle and Plus 3 Data Upsize.
- 8.10.2.2. Unless otherwise stated, all Charges quoted in paragraph 8.10 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

#### 8.10.3. Ending the Service

- 8.10.3.1. We reserve the right to discontinue the Plus 3 Data Upsize at any time without prior notice to you.

#### 8.10.4. Meanings

This paragraph 8.10.4 sets out how certain words and phrases are used in paragraph 8.10 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.10 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

### 8.11. MultiSIM Services

**Discontinued Services:** The MultiSIM Service is no longer available for new sign-ups and recontracts with effect from 1 June 2022.

*The terms and conditions on MultiSIM Service are set out below are for reference only.*

#### 8.11.1. How you may be Eligible for the Services

- 8.11.1.1. In order to be eligible for the MultiSIM Services, you must have an active subscription of our mobile Services and such mobile Services must be under a:
  - 8.11.1.1.1. voice only mobile subscription plan; or
  - 8.11.1.1.2. voice and data mobile subscription plan.
- 8.11.1.2. You will not be eligible for the MultiSIM Services if you:
  - 8.11.1.2.1. only have a data mobile subscription plan;
  - 8.11.1.2.2. are on the SharePlus plan;
  - 8.11.1.2.3. are on the Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only Plan, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max; or
  - 8.11.1.2.4. are on plans with Business Boost VAS , Business Data Boost VAS and/or Biz+ Boost VAS.

#### 8.11.2. Using the Services

- 8.11.2.1. 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 your 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.

#### 8.11.3. Your Responsibilities

- 8.11.3.1. You will be responsible for the use of all SIM cards and all applicable Charges in relation thereto, registered under your account for the MultiSIM Service.
- 8.11.3.2. You agree to use the MultiSIM Services in accordance with our prevailing policies, guidelines, instructions, notices and directions.

#### 8.11.4. Paying for the MultiSIM Services and Other Applicable Charges

- 8.11.4.1. You will be charged our prevailing registration and activation Charges for each additional SIM Card procured under the MultiSIM Services. In addition, you will be charged our prevailing monthly recurring subscription Charges for the MultiSIM Services. Such Charges are in addition to the 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".
- 8.11.4.2. If your SIM card is lost or stolen, you must immediately inform us by calling our Business Helpdesk at 1631 and follow up with a written confirmation within 24 hours in order to request for a suspension of your mobile subscription Services. You understand and accept that the MultiSIM Services cannot be suspended on its own and in order to deactivate the lost or stolen SIM card your consent will be required for a suspension of your mobile subscription Service. Until such time your SIM card is deactivated, you will continue to be responsible for all Charges incurred under your SIM card and the MultiSIM Services whether or not they are incurred or authorised by you.
- 8.11.4.3. During the period of the suspension of your mobile subscription Service, all usual Charges will continue to apply, including the Charges for the MultiSIM Service.
- 8.11.4.4. If a SIM card is defective due to our fault, we will replace it. Otherwise, you will be charged our prevailing Charges for the replacement of any SIM card regardless of the reason for the replacement.
- 8.11.4.5. We will not refund any amounts paid by you in advance for any of your SIM cards and the MultiSIM Services if such SIM card should be lost or damaged.
- 8.11.4.6. We will not refund any amounts paid by you in advance if you terminate the MultiSIM Services. In the case of a suspension, our prevailing suspension Charges will apply.

#### 8.11.5. Meanings

This paragraph 8.11.5 sets out how certain words and phrases are used in paragraph 8.11 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.11 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

##### **What these words mean in paragraph 8.11 of these Service Specific Terms & Conditions**

- 8.11.5.1. "**MultiSIM Services**" refer to the MultiSIM Services provided by StarHub Mobile Pte Ltd (Reg. No. 200000646C).

#### 8.12. SmartSupport VAS

- 8.12.1. These terms and conditions apply to SmartSupport enterprise customers who have signed up for SmartSupport from 11 August 2021 (11 August 2021 inclusive) onwards.
- 8.12.2. Existing SmartSupport enterprise customers who have signed up for SmartSupport:
- 8.12.2.1. from 8 October 2019 (8 October 2019 inclusive) and before 11 August 2021, please refer to the applicable terms and conditions at <https://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/business/smartsupport.html>;

8.12.2.2. after 1 Aug 2018 and before 8 October 2019, please refer to the applicable terms and conditions at <https://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/business/smartsupport-1aug18-8oct19.html>;

8.12.2.3. before 1 August 2018, please refer to the applicable terms and conditions at <https://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/business/smartsupport-existing-customers.html>;

or such other link as may be notified by us from time to time (for the purposes of paragraph 8.12, "**Earlier Terms**") and please read all references in the Earlier Terms to (i) "**you**" and "**your**" to mean the "corporate customer who seeks to enrol or has enrolled for the Services"; and (ii) "**Enterprise Mobile Plan**" to mean your "enterprise post-paid mobile plan".

8.12.3. If you are a SmartSupport individual customer or consumer, please refer to the SmartSupport terms & conditions set out in the consumer section which are available at <https://www.starhub.com/content/dam/starhub/legal-notices-and-terms/consumer/smartsupport.pdf> or such other link as may be notified by us from time.

8.12.4. As a corporate/business customer, you must use your business e-mail address in all your communications with us and our appointed service provider. You may email your service requests to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com). The SmartSupport service request form may be downloaded from our website at <http://www.starhub.com/smartsupportbiz> or such other link as may be notified by us from time to time.

#### 8.12.5. **Terms, Acceptance and Interpretation**

8.12.5.1. Paragraph 8.12 of these Service Specific Terms & Conditions (for the purposes of paragraph 8.12, "**Terms**") sets out the agreement between you and us (for the purposes of paragraph 8.12, the "**Agreement**") in relation to your purchase and use of the Services.

8.12.5.2. You acknowledge that you have read and fully understood these Terms. Your use of the Services, upon the Start Date, constitutes unconditional acceptance to be bound by these Terms as may be amended from time to time.

8.12.5.3. Words and phrases which appear in bold or are capitalised are defined in the context which they appear or in paragraph 8.12.17.6 below.

8.12.5.4. For the purposes of paragraph 8.12, a reference to "**you**" and "**your**" means the corporate customer who seeks to enrol or has enrolled for the Services.

#### 8.12.6. **Service Description and Programme**

8.12.6.1. SmartSupport includes:

8.12.6.1.1. the ability to request:

a) a Like Mobile Device in exchange for your Registered Device if your Registered Device is in your possession (for the purposes of paragraph 8.12, a "**Swap**"); or

b) a Like Mobile Device if your Registered Device is not in your possession (for the purposes of paragraph 8.12, a "**Replacement**"); and

8.12.6.1.2. access to Tech Support via the SmartSupport Digital Channel, (for the purposes of paragraph 8.12, together, the "**Programme**").

8.12.6.2. We reserve the right to suspend or discontinue the Services or any part of or all the Programmes or modify the Services or Programme at any time at our sole discretion.

#### 8.12.7. **Enrolment**

8.12.7.1. **How you may be eligible for the Services:** In order to apply for enrolment for the Services for an Eligible Device you must:

8.12.7.1.1. be a subscriber on an Enterprise Mobile Plan with an Eligible Device;

8.12.7.1.2. register each Eligible Device (each a Registered Device) to be tied to a post-paid mobile line on the Enterprise Mobile Plan (for the purposes of paragraph 8.12, each, an "**Individual Mobile Plan**");

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- 8.12.7.1.3. not intend to retail, hire or resell the Eligible Device (as determined by us in our discretion);
- 8.12.7.1.4. not be in default of any payment obligations in relation to your Enterprise Mobile Plan; and
- 8.12.7.1.5. intend to use the Eligible Device with its Individual Mobile Plan.

**8.12.7.2. Time of application**

- 8.12.7.2.1. You must make your application at the time you purchase your Eligible Device and sign up or re-contract your Enterprise Mobile Plan.

**8.12.7.3. Acceptance and rejection**

- 8.12.7.3.1. Unless we notify you within 14 days of your application by email, telephone or SMS that your application has been unsuccessful, you will be enrolled for your Programme with respect to an Eligible Device from the date of your application (which will be the "**Start Date**" of the Services). Your application will be unsuccessful if: (i) any of the eligibility criteria in paragraph 8.12.7.1 is not met; (ii) you have previously been rejected or terminated from the Services or service similar to the Services; or (iii) for any other reasons in our sole discretion.

**8.12.7.4. Enrolment conditions**

- 8.12.7.4.1. You may only enrol in the Services for one Eligible Device per mobile phone number. The IMEI of the Eligible Device will be linked to the mobile phone number on enrolment.
- 8.12.7.4.2. You may apply to register multiple Eligible Devices for the Services (each with a separate Agreement, mobile phone number and Mobile Plan) but you must pay the applicable Monthly Fee for each Eligible Device.

**8.12.8. Paying for the Services**

**8.12.8.1. Monthly Fee**

- 8.12.8.1.1. You will pay the monthly fee set out in the table below via your StarHub monthly bill (for the purposes of paragraph 8.12, "**Monthly Fee**"):

<b>Monthly Fee for the SmartSupport Services (inclusive of 9% GST)</b>	S\$ 12.22
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- 8.12.8.1.2. The Monthly Fee for the first month of your Subscription to your Programme following the Start Date and your last month of your Subscription to the Programme following termination in accordance with paragraph 8.12.13 below will be prorated to the days of actual Subscription.

**8.12.8.2. Service Fee**

- 8.12.8.2.1. For each Service Request for a Swap or Replacement permitted under these Terms you will either pay:
  - the Swap Fee, if the Registered Device is in your possession and you request a Swap; or
  - the Replacement Fee, if the Registered Device is not in your possession and you request a Replacement.

- 8.12.8.3. The applicable Service Fee is based on the Tier set out in the table below applicable for your Registered Device.

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<b>If your Registered Device is a non-foldable Device:</b>		
<b>Tier (Device RRP)*</b>	<b>Swap Fee (Inclusive of 9% GST)</b>	<b>Replacement Fee (Inclusive of 9% GST)</b>
1 (less than or equal to S\$250)	S\$ 25	S\$ 75
2 (above S\$250 to S\$500)	S\$ 80	S\$ 220
3 (above S\$500 to S\$750)	S\$ 150	S\$ 500
4 (above S\$750 to S\$1500)	S\$ 170	S\$ 550
5 (above S\$1500 to S\$2,000)	S\$ 250	S\$ 680
6 (above S\$2,000)	S\$ 280	S\$ 850
<b>If your Registered Device is a foldable Device:</b>		
<b>Tier (Device RRP)*</b>	<b>Swap Fee (Inclusive of 9% GST)</b>	<b>Replacement Fee (Inclusive of 9% GST)</b>
1 (less than or equal to S\$250)	S\$ 25	S\$ 75
2 (above S\$250 to S\$500)	S\$ 80	S\$ 220
3 (above S\$500 to S\$750)	S\$ 150	S\$ 500
4 (above S\$750 to S\$1500)	S\$ 170	S\$ 550
5 (above S\$1500 to S\$2,000)	S\$ 250	S\$ 680
6 (above S\$2,000 to S\$2,300)	S\$ 280	S\$ 850
7 (above S\$2,300)	S\$ 600	S\$ 1,200

**NOTE:**

- \*Device RRP is the recommended retail price of your Device (inclusive of GST) on the date the Device was launched by us.
- All fees are quoted in Singapore dollars ("S\$") unless otherwise specified.

8.12.8.4. **Incorrect Device:** If the Device claimed to be the Registered Device for the purpose of a Swap is not the Registered Device, you must pay the Replacement Fee.

8.12.8.5. **GST:** Unless otherwise specified, all Charges set out in paragraph 8.12 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current prevailing rate of 9%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**8.12.9. Service Request**

8.12.9.1. You may make a Service Request by addressing a completed form (Service Request Form) from your business e-mail address to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com). The Service Request Form may be downloaded from <http://www.starhub.com/smartsupportbiz>.

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- 8.12.9.2. We will only accept your Service Request if:
- 8.12.9.2.1. the IMEI of the Registered Device, BRN and mobile phone number associated with the Individual Mobile Plan are correct and correspond with the information you have given us;
  - 8.12.9.2.2. we are satisfied that the Service Request Form:
    - 8.12.9.2.2.1. is validly completed, which includes affixing your Company Stamp to the Service Request Form; and
    - 8.12.9.2.2.2. originates from your business email address;
  - 8.12.9.2.3. the Individual Mobile Plan referred to in the Service Request and your Enterprise Mobile Plan and Subscription are active at the time of the Service Request and your Registered Device was active on the Network before the time of the Service Request;
  - 8.12.9.2.4. all outstanding Monthly Fees under this Agreement and Charges under the Enterprise Mobile Plan and the Individual Mobile Plan are paid on their due dates;
  - 8.12.9.2.5. you do not have another Service Request pending or unfulfilled relating to the same Registered Device;
  - 8.12.9.2.6. you have not made a previous Service Request relating to a Registered Device with the same IMEI, irrespective of whether that previous Service Request was made in relation to a different Individual Mobile Plan;
  - 8.12.9.2.7. you provide any additional information reasonably requested by us including in the form of a signed confirmation or acknowledgment;
  - 8.12.9.2.8. you are within the Limit as set out in paragraph 8.12.9.3 below;
  - 8.12.9.2.9. we have no reasonable belief that you have transferred, retailed, sold, or hired your Registered Device to another person;
  - 8.12.9.2.10. the Service Request is not for a Device Accessory;
  - 8.12.9.2.11. the Registered Device has not been the subject of Modification; and
  - 8.12.9.2.12. we reasonably believe that you are not using the Service in a manner which is, or is reasonably believed to be: (i) fraudulent, illegal or related to any criminal activity; or (ii) intended to make a commercial gain.
- 8.12.9.3. You may make up to:
- 8.12.9.3.1. two Service Requests for a Swap; or
  - 8.12.9.3.2. one Service Request for a Swap and one Service Request for a Replacement,
- in any rolling 12-month period of your Subscription (for the purposes of paragraph 8.12, "Limit") in respect of each Individual Mobile Plan.

To illustrate, if you make two Service Requests for a Swap within any 12 months, you can only make another Service Request 12 months after the Shipment Date of your first Service Request. If you make a Service Request for a Swap and a Service Request for a Replacement within any 12 months, you can only make another Service Request 12 months after the Shipment Date of the first Service Request. [See examples below.](#)

	<b>Illustration of Service Request Limit (example 1)</b>	<b>Illustration of Service Request Limit (example 2)</b>	<b>Illustration of Service Request Limit (example 3)</b>	<b>Illustration of Service Request Limit (example 4)</b>
<b>Service Request 1</b>	<b>Swap</b> (anytime)	<b>Swap</b> (anytime)	<b>Swap</b> (anytime)	<b>Replacement</b> (anytime)
<b>Service Request 2</b>	<b>Swap</b> (anytime)	<b>Replacement</b>	<b>Replacement</b>	<b>Swap</b> (anytime) OR

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		(anytime)	(anytime)	<b>Replacement (12 months after Shipment Date of Service Request 1)</b>
<b>Service Request 3</b>	<b>Swap (12 months after Shipment Date of Service Request 1)</b>	<b>Swap (12 months after Shipment Date of Service Request 1)</b>	<b>Replacement (12 months after Shipment Date of Service Request 1)</b>	
<b>Service Request 4</b>	<b>Swap (12 months after Shipment Date of Service Request 2)</b>	<b>Swap (12 months after Shipment Date of Service Request 2)</b>		

8.12.9.4. **Notice:** Please note that the Limit is linked to the Individual Mobile Plan, not the Registered Device, or the person using the Registered Device. This means for instance that if a new Registered Device is provided for use with an existing Individual Mobile Plan, a Service Request may only be made if that Individual Mobile Plan is within the Limit. If the Limit linked to the Individual Mobile Plan was exhausted in connection with previous Registered Devices, no Service Requests may be made in relation to that Individual Mobile Plan until the Limit is reset. Similarly, if an Individual Mobile Plan is transferred from one person to another, the Limit linked to that Individual Mobile Plan (or lack thereof, as the case may be) will be transferred accordingly.

8.12.9.5. **Information:** When you make a Service Request, you are not required to establish that your Registered Device is broken, lost, stolen, damaged or that any analogous event has occurred. We may, however, ask about the condition of the Registered Device for informational purposes so that we can best facilitate your Service Request. For a Replacement, we will send you a new SIM card after receipt of your request.

8.12.9.6. **Like Mobile Device:** At the time of the Service Request, we will indicate to you the Device we will provide as a Like Mobile Device as a Swap or a Replacement. For the avoidance of doubt, we will be deemed to have discharged our obligation to provide a Like Mobile Device to you as long as we offer you a Like Mobile Device, in accordance with these Terms.

8.12.9.6.1. If you do not wish to accept the Like Mobile Device offered because of the colour when you are offered the same make and model as your Registered Device, your Service Request will be cancelled without further reference to you and we will not be liable to you for your own decision to decline the offered Like Mobile Device.

8.12.9.6.2. If you do not wish to accept the Like Mobile Device offered for any reason not being colour, we may (though not legally obliged to do so) in our sole discretion and on a goodwill basis, offer you the option to wait for up to 30 days (for the purposes of paragraph 8.12, "**Goodwill Period**") for us to offer you another Like Mobile Device (for the purposes of paragraph 8.12, "**Second Like Mobile Device**").

8.12.9.6.3. We will contact you before expiry of the Goodwill Period to offer the Second Like Mobile Device. If you do not wish to accept the Second Like Mobile Device for any reason, we will have no further obligation in relation to the goodwill offer. Your Service Request will be cancelled without further reference to you and we will not be liable to you for your own decision to decline the Second Like Mobile Device.

**8.12.10. Swap or Replacement**

8.12.10.1. **Preparation:** You must turn off any personal lock security feature before returning such Registered Device via the Courier.

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- 8.12.10.2. **Title and rights:** Title in and any rights to the Registered Device shall be transferred to us or our Service Provider on the Acceptance Date of your Service Request relating to that Registered Device. You hereby assign to us or our Service Provider all associated rights and benefits of any OEM's warranty. You shall not transfer, sell, hire or otherwise deal with the Registered Device in a manner that is not consistent with the ownership rights of us or our Service Provider.
- 8.12.10.3. **Our actions:** We, or our appointed Service Provider, as the owner of the previous Registered Device, may (i) register the IMEI of the previous Registered Device with the Singapore Police Force and any other relevant law enforcement authorities; and (ii) take any other action consistent with ownership of the previous Registered Device that we or our appointed Service Provider deem necessary, including informing the Singapore Police Force and any other relevant law enforcement authorities to assist in recovery of the previous Registered Device.
- 8.12.10.4. **Data left on Device and transfer:** You shall be solely responsible for all data stored in your Registered Device and you shall delete all data from the Registered Device before its collection by us. We are not responsible for any data left or remaining on the Registered Device and will not transfer any such data or information between the Registered Device and the Like Mobile Device. Such data left on the Registered Device or transfer of any data or information off the Registered Device, if done by us at your request, will be done entirely at your own risk and without liability on our part. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, you agree not to hold us responsible or liable for any such damage to you.
- 8.12.10.5. **Service Fee:** The Service Fee will be payable to Asurion, as our appointed Service Provider, for the collection of Service Fee by Credit Card or Debit Card over the phone at the time of your Service Request or by any other payment method that we may choose to make available.
- 8.12.10.6. **No representation or warranty:** To the fullest extent allowed by the law, we do not give any assurances, guarantees or warranties, either express or implied, that any Like Mobile Device will be identical, of the same colour or offer the same functionalities as your Registered Device.

**8.12.11. Delivery**

- 8.12.11.1. **Address in Singapore:** Save for international delivery pursuant to paragraph 8.12.11.4, the delivery must be to your registered business address on: (i) the main island of Singapore; (ii) Sentosa; or (iii) Jurong Island and the outlying islands of Singapore. We will not deliver a Like Mobile Device to a post office box, MRT station, shopping centre, car park or any other public place. Where a delivery is to Jurong Island or the outlying islands of Singapore, you will be responsible for obtaining all necessary security clearances for the delivery.
- 8.12.11.2. **Timings:** The delivery of a Like Mobile Device will be via Courier on Monday to Saturday, excluding Sunday and public holidays. Delivery times for the main island of Singapore and Sentosa will be as per the times [set out in the table below](#) subject to any extensions as may be required for (i) force majeure events; (ii) where the Courier delays such delivery; or (iii) where we deem it necessary to perform additional verifications relating to your Service Request. The SmartSupport Centre will advise you on the time frame for deliveries to Jurong Island and the outlying islands of Singapore.

Acceptance time of Service Request	Delivery time**
Monday to Saturday, 8am to 1:59pm	Within 4 hours of the Acceptance Time
Monday to Friday, 2pm to 11:59pm	By 12pm on the next day
Tuesday to Saturday, midnight to 7:59am	By 12pm on the same day

Saturday 2pm to Monday 7:59am

By 12pm on Monday

**NOTE:**

- \* For delivery times that fall on a public holiday, the delivery will occur on the next day that is not a public holiday.
- # If paragraph 8.12.9.6.2 applies, then the delivery times set out above will not apply to your Service Request.

8.12.11.3. **Costs:** Deliveries to an address in Singapore will be made at no charge to you except that any deliveries: (i) after two failed attempts to deliver to you; or (ii) scheduled for a public holiday, if offered by us, will be subject to a surcharge to be paid by you in advance by Credit Card or Debit Card.

8.12.11.4. **International delivery:** If you make a Service Request for delivery to a location outside of Singapore, this will be deemed to be a Service Request for a Replacement and the following conditions apply:

8.12.11.4.1. a Like Mobile Device will be delivered to you by Courier at your cost and subject to delivery time periods and other limitations and applicable restrictions as determined by the Courier engaged to make such international delivery. You must pay such delivery costs by Credit Card or Debit Card at the time of your Service Request. In the unlikely event that the Courier fails to make such international delivery to you, Asurion will refund the applicable Replacement Fee by your original method of payment within 30 days of Asurion being informed of the Courier's failure to make such delivery; and

8.12.11.4.2. upon a Like Mobile Device being delivered to you and upon your return to Singapore, you may contact the SmartSupport Centre by telephone within 14 days of your return to Singapore to arrange the return of your Registered Device. If you contact the SmartSupport Centre to arrange a return, a Courier will be arranged to collect your Registered Device in accordance with the timescales provided by the SmartSupport Centre. Asurion will then refund the difference between the Replacement Fee and the Swap Fee by your original method of payment within 30 days upon Asurion's verification that the Registered Device was returned. No refund will be provided if the Device collected was not the Registered Device and you will then be informed of the time and location at and from which you may collect your Device.

8.12.11.5. The Like Mobile Device will not be delivered in its original packaging.

8.12.11.6. **Delivery formalities:** In order to complete the Service Request, the Courier delivering the Like Mobile Device:

8.12.11.6.1. will ask for the following proof from the recipient: (i) the recipient's National ID; (ii) the recipient's staff ID or business card; and (iii) the original, stamped copy of the Service Request Form;

8.12.11.6.2. in the case of a Swap: (i) will verify that the Device you are presenting is the same as the Registered Device (by comparing the make, model and IMEI of the Registered Device against that of the Device you present) and collect the Registered Device from you (for the purposes of paragraph 8.12, "**Original Registered Device**"); and (ii) may inspect the Registered Device to see if there is any Modification.

8.12.11.7. As of the time of delivery, you acknowledge that:

8.12.11.7.1. the Delivered Device becomes your Registered Device;

8.12.11.7.2. the Delivered Device is sufficient consideration for you to transfer ownership of the previous Registered Device and you have relinquished all rights in the previous Registered Device; and

8.12.11.7.3. if there is a Swap, we will not return the Original Registered Device to you.

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- 8.12.11.8. **Incorrect Device:** In the case of a Swap: (i) if the make, model or IMEI of the Device you present does not correspond to that of the Registered Device, then the Service Request will not be completed; or (ii) if we discover that the Device you returned via the Courier was not the Registered Device at the time the Service Request was completed, then you must return the correct Registered Device within 7 days of the Delivery Time at your own cost and if you fail to do so, we may treat the Swap as a Replacement and charge you the Additional Fee.
- 8.12.11.9. **Failure to disable locking:** In the case of a Swap, if we discover that you did not turn off the personal lock security feature in the Device you returned via the Courier in contravention of paragraph 8.12.10.1, we will treat the Swap as a Replacement and charge you the Additional Fee.
- 8.12.11.10. **Modified Devices:** In the case of a Swap, if we discover that the Registered Device you tendered to the Courier or returned via the Courier has been subject to Modification, then we will at our sole discretion:
- 8.12.11.10.1. reject the Service Request at the time the Registered Device is tendered to the Courier and your Service Request will be considered cancelled. We will refund the Swap Fee by the original method of payment;
- 8.12.11.10.2. where returned via the Courier, treat the Swap as a Replacement and charge you the Additional Fee; or
- 8.12.11.10.3. where returned via the Courier, return to you at your cost the Original Registered Device tendered to the Courier. You must also return to us the Delivered Device provided as a Swap. Your Service Request will be considered cancelled. We will refund to you the Swap Fee paid following receipt of the Delivered Device.
- 8.12.11.11. **Warranty:** You are entitled to a 6-month warranty for each Like Mobile Device against manufacturer malfunctions and defects that starts from the date of delivery of the Like Mobile Device. You may make a warranty claim for a Like Mobile Device by addressing a completed Service Request Form from your business e-mail address to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com). The Service Request Form may be downloaded from <http://www.starhub.com/smartsupportbiz>. Your request for warranty service will be handled in the same way as a Service Request except that it will not count towards your Limit and the Service Fee will not be payable.
- 8.12.11.12. **Acknowledgement:**
- 8.12.11.12.1. At any time prior to the time of the delivery, we may require you to sign an acknowledgment or confirmation form when you make a Service Exchange Request.
- 8.12.11.12.2. You acknowledge that:
- we will be under no duty to perform any verifications other than to ensure that the recipient's details as contained in the National ID presented are identical to the details of the recipient associated with the Individual Mobile Plan referred to in the Service Request. In particular, we will not verify whether any staff ID or business card presented are authentic. If any of the verification documentation is unavailable, we will request additional verification documentation such as your ACRA business profile form, a letter of authorisation to the benefit of the recipient (in a form satisfactory to us) and a copy of the National ID of the person issuing the letter of authorisation;
  - any Device provided to you as a result of a Service Request is intended to be used by you on the Enterprise Mobile Plan associated with this Agreement and not to be sold, transferred, displayed for sale or hired nor are the Services intended to be used for commercial gain;

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- in the case of a Swap, we will delete all data on the previous Registered Device without reference to you and without any liability on our part;
- in the case of a Replacement, the previous Registered Device is not available for a Swap and we or our Service Provider are entitled to register the IMEI of the previous Registered Device with the Singapore Police Force and to take any action that we or our Service Provider deem necessary to recover the previous Registered Device;
- in the case of a Swap or Replacement, title in the Registered Device is transferred to us or our appointed Service Provider in accordance with paragraph 8.12.10.2; and
- where your Registered Device is replaced under a warranty claim directly with the OEM, you must inform the SmartSupport Centre of such exchange, e-mail a Service Request Form to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com) and provide proof of the exchange where necessary in order for us to update our records with the IMEI of such new Device, from which time the new Device will become the Registered Device.

#### 8.12.12. Tech Support

- 8.12.12.1. Technical Support (for the purposes of paragraph 8.12, "**TS**") is an advanced technical support service for your Registered Device provided through the SmartSupport Digital Channel.
- 8.12.12.2. You may make a request for TS (for the purposes of paragraph 8.12, "**TS Request**") via the SmartSupport Digital Channel. You cannot make a TS Request at a Retail Store.
- 8.12.12.3. Your TS Request will be accepted if:
- 8.12.12.3.1. the IMEI of the Registered Device, BRN and mobile phone number associated with the Individual Mobile Plan are correct and correspond with the information you have given us;
  - 8.12.12.3.2. the Individual Mobile Plan referred to in the TS Request and your Enterprise Mobile Plan and Subscription are active at the time of the TS Request and your Registered Device was active on the Network before the time of the TS Request;
  - 8.12.12.3.3. all outstanding Monthly Fees under this Agreement and Charges under the Enterprise Mobile Plan are paid on their due dates;
  - 8.12.12.3.4. you are not using the Programme in a manner which is: (i) fraudulent, illegal or related to any criminal activity; (ii) intended to breach, subvert, interfere with or contravene any third party policies or terms of use; or (iii) intended to make a commercial gain; and
  - 8.12.12.3.5. the Registered Device has not been the subject of Modification.
- 8.12.12.4. Your use of the SmartSupport Digital Channel is subject to additional terms and conditions of service as stipulated by our appointed Service Provider, Asurion, in the EULA and which you accept by installing or using the SmartSupport Digital Channel. In addition, if you use TS or the SmartSupport Digital Channel, certain data and information may be collected, used and disclosed, details of which are located in the Asurion Policy.
- 8.12.12.5. By using TS or the SmartSupport Digital Channel, you agree to the Asurion Policy and the EULA for the SmartSupport Digital Channel. In relation to the Device Services, if there is any conflict between (i) the Asurion Policy and the EULA; and (ii) these Terms, these Terms shall prevail.

#### 8.12.13. Term and Ending the Programme or the Services

- 8.12.13.1. We will supply your Programme to you from the Start Date until it is terminated in accordance with this paragraph 8.12.13.

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- 8.12.13.2. **Termination by you:** You may terminate your Programme or the Services relating to any Individual Mobile Plan by calling the Business Helpdesk at 1631 or +65 68201631. If you are terminating the Services related to an Individual Mobile Plan, please provide the IMEI of the Eligible Device that was linked to the mobile phone number associated with that Individual Mobile Plan on enrolment.
- 8.12.13.3. **Termination by us:** We may immediately terminate your Programme and the Agreement or the Services relating to any Individual Mobile Plan at any time if we reasonably believe that:
- 8.12.13.3.1. you are using the Services (whether intentionally or not) in a way that may adversely impact our reputation;
  - 8.12.13.3.2. you are using the Services in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity or (ii) intended to make a commercial gain;
  - 8.12.13.3.3. you have retailed, hired or resold a Registered Device;
  - 8.12.13.3.4. you have breached, or are likely to breach, these Terms or engaged in cheating;
  - 8.12.13.3.5. you are or may become bankrupt or unable to pay your debts as they fall due;
  - 8.12.13.3.6. you have provided us with incorrect, false, inaccurate or incomplete, information;
  - 8.12.13.3.7. you have ported your mobile number from the Network or terminated your Enterprise Mobile Plan;
  - 8.12.13.3.8. you have not paid any bills issued by us for a period exceeding 30 days from its due date;
  - 8.12.13.3.9. you are likely to create imminent harm (such as interruption, disruption, congestion or any unauthorised act) to the Network or any third party's networks or systems or the provision of the Services;
  - 8.12.13.3.10. you are likely to create imminent harm or harass or are abusive to any of our personnel and our Service Providers, sub-contractors and agents; or
  - 8.12.13.3.11. for any other reason at our sole discretion.
- 8.12.13.4. **Automatic termination:** The Services relating to an Individual Mobile Plan will terminate immediately if:
- 8.12.13.4.1. the Individual Mobile Plan is transferred to another person or terminated by you or us;
  - 8.12.13.4.2. you are on an Individual Mobile Plan and you migrate the Registered Device to a pre-paid plan; or
  - 8.12.13.4.3. we discover that you have transferred, sold, displayed for sale, or let on hire your Registered Device.
- 8.12.13.5. **Consequences of termination**
- 8.12.13.5.1. **No reactivation:** If the Services have been terminated for a Registered Device, the Services cannot be reactivated for that Registered Device.
  - 8.12.13.5.2. **Prohibition:** With respect to a National ID or BRN, if you have been previously rejected or terminated from the Services, or service similar to the Services where Asurion is the service provider, that National ID or BRN will not be eligible to apply for the Services.
  - 8.12.13.5.3. **Service Requests:** If you have made a Service Request which is not fulfilled as at the time of the termination, the Service Request may be cancelled.
- 8.12.14. **Suspension of an Individual Mobile Plan**
- 8.12.14.1. If you voluntarily suspend your Individual Mobile Plan for a limited time, your Agreement, related Services and corresponding Monthly Fees will be suspended

in relation to the Registered Device associated with the Individual Mobile Plan, for the period during which you have voluntarily suspended your Individual Mobile Plan and for a period of 30 days after your suspension of your Individual Mobile Plan ends.

8.12.14.2. If we suspend your Individual Mobile Plan for whatever reason, your Agreement and related Services will be suspended for the period during which we have suspended your Individual Mobile Plan and for a period of 30 days after our suspension of the Individual Mobile Plan ends.

#### 8.12.15. **Change of registered device**

8.12.15.1. Your Registered Device may not change except for:

8.12.15.1.1. the change made following a Swap or a Replacement; or

8.12.15.1.2. the exchange of your Registered Device under an OEM's warranty scheme or other applicable scheme for a new Device which is identical to your Registered Device. You must inform the SmartSupport Centre of such exchange by emailing a Service Request Form to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com) and provide proof of the exchange where necessary in order for us to update our records with the IMEI of such new Device, from which time the new Device will become the Registered Device.

#### 8.12.16. **Data privacy**

8.12.16.1. **Device Services:** You confirm and agree that the personal data of certain Individuals is disclosed by you to us from time to time solely for the purpose of providing you with the Device Services or for any other purpose specified in the StarHub Data Protection Policy which may be found at <http://www.starhub.com/pdpp> or such other link as may be notified by us from time to time ("**PDP Policy**") ("**Permitted Purposes**") which apply to the Device Services.

8.12.16.2. **Consent:** You also agree and undertake to us that:

8.12.16.2.1. all necessary consents from the relevant individuals to whom the personal data relates have been obtained, or at the time of disclosure will have been obtained for the disclosure of their personal data to:

- us, for our collection, use and/or disclosure for the (i) Permitted Purposes; (ii) for the purposes of: (a) assessing your eligibility to enrol, and continue to be enrolled, for the Programme or use the Device Services; (b) providing you with the Device Services; (c) allowing direct and indirect contact with you in connection with the Device Services (including digital advertising in connection with **TS** prior to your use of **TS**); and (d) managing commercial risks, and preventing, detecting, and investigating suspected illegal activity, fraud, or disputes (collectively (i) and (ii), the "**Programme Purposes**") or (iii) to any relevant governmental and/or regulatory authorities where legally required;
- our Service Provider (and data intermediary), Asurion, for Asurion's collection, use, disclosure, storing and/or hosting with Asurion and its affiliates, partners and subsidiaries, or with Asurion's unaffiliated third parties including third-party service providers, whether in Singapore or other countries, for the Programme Purposes; and

8.12.16.2.2. all such consents have not been withdrawn.

8.12.16.3. **SmartSupport Digital Channel:** By executing the SmartSupport Digital Channel, you have read, understood and given consent to Asurion collecting, using, disclosing, storing and transferring Personal Data in accordance with the Asurion Policy.

8.12.16.4. For the purposes of paragraph 8.12.16, the term "**PDPA**" shall refer to the Personal Data Protection Act (No. 26 of 2012 of Singapore), and "**data intermediary**",

"individual" and "personal data" shall have the same meaning as set forth in the PDPA.

#### 8.12.17. Other Legal Matters

- 8.12.17.1. **Subject to change, withdrawal, termination and suspension:** The Services, these Terms and the Fees are subject to change (and in the case of the Services, withdrawal), termination, or suspension at any time. We will notify you of the changes through the Website and if you continue your Subscription to the Services after such changes are notified, you will be deemed to have agreed to those changes.
- 8.12.17.2. You represent, warrant and undertake at all times that you have not and will not retail, hire or resell any Registered Devices or Like Mobile Devices (together the "**Restricted Devices**"), and that you will use reasonable endeavours to prevent your employees from retailing, hiring or reselling the Restricted Devices. You further agree to indemnify us and Asurion for all profits made by you and your employees from retailing, hiring or reselling the Restricted Devices. Asurion may enforce this paragraph 8.12.17.2 in its own right.
- 8.12.17.3. **Service providers, contractors and third parties:** We may mandate a third party to provide the Services and collect any Service Fee on our behalf, but in any case your sole recourse will be against us and not such third party.
- 8.12.17.4. **Promotions:** We may from time to time offer promotions relating to all or any of the Services. Any such promotions shall be governed by the terms and conditions attached thereto by us, and by these Terms to the extent that the promotion's terms and conditions are silent. In the event of any conflicts between a promotion's terms and conditions and these Terms, the promotion's terms and conditions shall prevail.

#### 8.12.17.5. Enquiries

If you have any queries, complaints, claims or feedback regarding the:

- 8.12.17.5.1. Device Services, please contact the SmartSupport Centre at 800 852 6030 (+65 6822 2255 from overseas); or
- 8.12.17.5.2. TS, please contact the SmartSupport TS Centre via the SmartSupport Digital Channel (or +65 6822 2218 from overseas).

#### 8.12.17.6. Meanings

This paragraph 8.12.17.6 sets out how certain words and phrases are used in paragraph 8.12 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.12 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

#### **What these words mean in paragraph 8.12 of these Service Specific Terms & Conditions**

- 8.12.17.6.1. "**Acceptance Date**" means the date when the SmartSupport Centre accepts your Service Request.
- 8.12.17.6.2. "**Acceptance Time**" means the time when the SmartSupport Centre accepts your Service Request.
- 8.12.17.6.3. "**Additional Fee**" means an amount equivalent to the difference between the applicable Swap Fee and the applicable Replacement Fee for a Device.
- 8.12.17.6.4. "**Asurion**" means NEW Asurion Singapore Pte. Ltd. (Reg. No. 201217148R), a service provider appointed by us to provide the Services.
- 8.12.17.6.5. "**Asurion Policy**" means the Asurion privacy notice available at <https://smartsupport.starhub.com/files/Privacy-Policy.pdf>
- 8.12.17.6.6. "**BRN**" means business registration number.
- 8.12.17.6.7. "**Courier**" means a person appointed to deliver Like Mobile Devices in accordance with the Services.

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- 8.12.17.6.8. "**Credit Card**" includes VISA, MasterCard and American Express credit cards.
- 8.12.17.6.9. "**Debit Card**" includes VISA and MasterCard debit cards.
- 8.12.17.6.10. "**Device**" means a mobile wireless device that (i) has a display screen; (ii) supports one or more wireless network connectivity options; and (iii) that is operated using voice, touch or a miniature keyboard. It does not include any Device Accessories.
- 8.12.17.6.11. "**Device Accessory**" means anything that is either: (i) provided by the original manufacturer in the box with a Device; or (ii) sold separately to be used in conjunction with a Device. It includes (i) batteries; (ii) SIM cards; (iii) memory cards; (iv) chargers; (v) ear buds; (vi) boxes; (vii) cases; (viii) cables; (ix) mounts; and (x) docking stations.
- 8.12.17.6.12. "**Device Services**" means a Swap or a Replacement.
- 8.12.17.6.13. "**Eligible Device**" means a Device either being supplied to you: (i) as new by us and registered at the time of purchase or upgrade under your Enterprise Mobile Plan; or (ii) by the OEM under warranty to replace a defective Device and the related IMEI details have been recorded by you with us to the satisfaction of us or any of our approved Service Providers, agents or subcontractors in accordance with paragraph 8.12.16.
- 8.12.17.6.14. "**EULA**" means end user licence agreement setting out the terms of use for the SmartSupport Digital Channel available at the [https://consoleone-ui-prod.consoleone.asurion.com/EULA\\_for\\_Mobile\\_Application.pdf](https://consoleone-ui-prod.consoleone.asurion.com/EULA_for_Mobile_Application.pdf)
- 8.12.17.6.15. "**Fees**" means the fees set out in paragraph 8.12.8.
- 8.12.17.6.16. "**Goodwill period**" shall have the meaning set out in paragraph 8.12.9.6.2.
- 8.12.17.6.17. "**IMEI**" means the international mobile equipment identity number of a Device.
- 8.12.17.6.18. "**Hardware Modification**" means any modification made to a Device's hardware not undertaken or authorised by the OEM.
- 8.12.17.6.19. "**Like Mobile Device**" means a Device, compared to the Registered Device, that:
- 8.12.17.6.19.1. may be new or refurbished;
  - 8.12.17.6.19.2. is of similar kind, quality and functionality;
  - 8.12.17.6.19.3. if it is refurbished, may contain original or non-original manufacturer parts;
  - 8.12.17.6.19.4. has same or greater memory;
  - 8.12.17.6.19.5. may be a different make, model or colour;
  - 8.12.17.6.19.6. has a different IMEI; and
  - 8.12.17.6.19.7. does not include any Device Accessories.
- 8.12.17.6.20. "**Limit**" shall have the meaning set out in paragraph 8.12.9.3.
- 8.12.17.6.21. "**Enterprise Mobile Plan**" means a mobile plan offered by us to business customers.
- 8.12.17.6.22. "**Modification**" means Software Modification or Hardware Modification or both.
- 8.12.17.6.23. "**Monthly Fee**" shall have the meaning set out in paragraph 8.12.8.1.1.
- 8.12.17.6.24. "**National ID**" means a valid identification document issued or accepted for verification of identity in Singapore.

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- 8.12.17.6.25. "**Network**" means the mobile telephony network operated by us.
- 8.12.17.6.26. "**OEM**" means original manufacturer of a Device.
- 8.12.17.6.27. "**Registered Device**" means an Eligible Device that we have registered with reference to its IMEI for a Programme in accordance with these Terms.
- 8.12.17.6.28. "**Replacement**" shall have the meaning set out in paragraph 8.12.6.1.1(b).
- 8.12.17.6.29. "**Replacement Fee**" means the fee set out in the third column of the table in paragraph 8.12.8.3.
- 8.12.17.6.30. "**Retail Store**" means any retail store in Singapore owned or approved by us to sell our Services.
- 8.12.17.6.31. "**Second Like Mobile Device**" shall have the meaning set out in paragraph 8.12.9.6.2.
- 8.12.17.6.32. "**Services**" means (i) a Swap; (ii) a Replacement; and (iii) Mobile Technical Support, and each is a Service.
- 8.12.17.6.33. "**Service Fee**" means the Swap Fee, the Replacement Fee and the Additional Fee.
- 8.12.17.6.34. "**Service Request**" means a request for a Swap or Replacement permitted under paragraph 8.12 of these Service Specific Terms & Conditions.
- 8.12.17.6.35. "**Shipment Date**" means the date the Courier delivers the Like Mobile Device.
- 8.12.17.6.36. "**SIM**" means subscriber identification module.
- 8.12.17.6.37. "**SmartSupport Digital Channel**" means a mobile application used to access TS from your Registered Device and any online web portal which may be displayed on the Website for TS, subject to paragraph 8.12.12.
- 8.12.17.6.38. "**SmartSupport Centre**" means (i) the call centre available at 800 852 6030 (+65 6822 2255 if calling from overseas) or any other channel made available by StarHub from time to time for enquiries and (ii) the contact centre contactable at [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com) for Service Requests.
- 8.12.17.6.39. "**Software Modification**" means modification made to a Device's operating system not undertaken or authorised by the OEM and includes software modification known as 'jail-breaking' and 'rooting'.
- 8.12.17.6.40. "**StarHub**" means StarHub Mobile Pte Ltd (Reg. No. 200000646C).
- 8.12.17.6.41. "**Start Date**" shall have the meaning set out in paragraph 8.12.7.3.1.
- 8.12.17.6.42. "**Subscription**" means your subscription to the Service.
- 8.12.17.6.43. "**Swap**" shall have the meaning set out in paragraph 8.12.6.1.1(a).
- 8.12.17.6.44. "**Swap Fee**" means the fee set out in the second column of the table in paragraph 8.12.8.3.
- 8.12.17.6.45. "**TS**" or "**Tech Support**" means the technical support service as further described in paragraph 8.12.12.
- 8.12.17.6.46. "**TS Request**" means a request for TS.
- 8.12.17.6.47. "**Tier**" means the tier outlined for your Registered Device as advised in your Agreement and the supported Device list on the Website at the time of your enrolment.
- 8.12.17.6.48. "**Website**" means the StarHub website.

**8.13. Biz+ SmartSupport VAS**

### 8.13.1. Terms, Acceptance and Interpretation

- 8.13.1.1. These terms and conditions apply to SmartSupport enterprise customers who have signed up for Biz+ SmartSupport from 11 August 2021 (11 August 2021 inclusive) onwards.
- 8.13.1.2. Existing SmartSupport enterprise customers who have signed up for Biz+ SmartSupport from 17 August 2020 (17 August 2020 inclusive) and before 11 August 2021, please refer to the applicable terms and conditions at <https://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/business/biz-plus-smartsupport.html> or such other link as may be notified by us from time to time;
- 8.13.1.3. Paragraph 8.13 of these Service Specific Terms & Conditions (for the purposes of paragraph 8.13, "**Terms**") sets out the agreement between you and us (for the purposes of paragraph 8.13, the "**Agreement**") in relation to your purchase and use of the Services.
- 8.13.1.4. You acknowledge that you have read and fully understood these Terms. Your enrolment to the Services upon the Start Date constitutes unconditional acceptance to be bound by these Terms as may be amended from time to time.
- 8.13.1.5. Words and phrases which appear in bold or are capitalised are defined in the context which they appear or in paragraph 8.13.13. 6 below.
- 8.13.1.6. For the purposes of paragraph 8.13, a reference to "**you**" and "**your**" means the corporate customer who seeks to enrol or has enrolled for the Services.

### 8.13.2. Service Description and Programme

- 8.13.2.1. Biz+ SmartSupport consists of:
  - 8.13.2.1.1. the ability to request a Like Mobile Device in exchange for your Registered Device if your Registered Device is in your possession (for the purposes of paragraph 8.13, a "**Swap**"); and
  - 8.13.2.1.2. access to Tech Support via the SmartSupport Digital Channel, (for the purpose of paragraph 8.13, together, the "**Programme**").
- 8.13.2.2. We reserve the right to suspend, modify or discontinue any part or all of the Services or Programme at any time at our sole discretion.

### 8.13.3. Enrolment

- 8.13.3.1. **How you may be eligible for the Services:** In order to apply for enrolment for the Services for an Eligible Device you must:
  - 8.13.3.1.1. be a subscriber on an active corporate post-paid Biz+ mobile plan with device (24-month contract period) with us (for the purposes of paragraph 8.13, an "**Enterprise Mobile Plan**") with an Eligible Device;
  - 8.13.3.1.2. register each Eligible Device (each a Registered Device) to be tied to a postpaid mobile line on the Enterprise Mobile Plan (for the purposes of paragraph 8.13, each, an "**Individual Mobile Plan**");
  - 8.13.3.1.3. not intend to retail, hire or resell the Eligible Device (as determined by us in our discretion);
  - 8.13.3.1.4. not be in default of any payment obligations in relation to your Enterprise Mobile Plan; and
  - 8.13.3.1.5. intend to use the Eligible Device with its Individual Mobile Plan.
- 8.13.3.2. **Time of application**
  - 8.13.3.2.1. You must make your application at the time you purchase your Eligible Device and sign up or re-contract your Enterprise Mobile Plan.
- 8.13.3.3. **Acceptance and rejection**
  - 8.13.3.3.1. Unless we notify you within 14 days of your application by email, telephone or SMS that your application has been unsuccessful, you will be enrolled for your Programme with respect to an Eligible Device from

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the date of your application (which will be the “**Start Date**” of the Services). Your application will be unsuccessful if: (i) any of the eligibility criteria in paragraph 8.13.3.1 is not met; (ii) you have previously been rejected or terminated from the Services or service similar to the Services; or (iii) for any other reasons in our sole discretion.

**8.13.3.4. Enrolment conditions**

- 8.13.3.4.1. You may only enrol in the Services for one Eligible Device per mobile phone number. The IMEI of the Eligible Device will be linked to the mobile phone number on enrolment.
- 8.13.3.4.2. You may apply to register multiple Eligible Devices for the Services (each with a separate Agreement, mobile phone number and Enterprise Mobile Plan) but you must pay the applicable Monthly Fee for each Eligible Device.
- 8.13.3.4.3. For your continued enrolment in the Services, your Enterprise Mobile Plan must be active and each Registered Device must be used with its associated Individual Mobile Plan.

**8.13.4. Paying for the Services**

**8.13.4.1. Monthly Fee**

8.13.4.1.1. You will pay the monthly fee set out in the table below via your StarHub monthly bill (for the purposes of paragraph 8.13, “**Monthly Fee**”):

<b>Monthly Fee</b>	SGD 6.12
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(inclusive of 9% GST)

8.13.4.1.2. The Monthly Fee for the first month of your Subscription following the Start Date and the last month of your Subscription following termination in accordance with paragraph 8.13.9 below will be prorated to the days of actual Subscription.

**8.13.4.2. Service Fee**

For each Service Request permitted under these Terms you will pay the Swap Fee set out in the tables below based on the Tier of your Registered Device.

**If your Registered Device is a non-foldable Device:**

Tier (Device RRP)*	Swap Fee (inclusive of 9% GST)	Device Non-Compliance Fee (inclusive of 9% GST)
1 (less than or equal to \$250)	\$ 25	\$ 50
2 (above \$250 to \$500)	\$ 80	\$ 140
3 (above \$500 to \$750)	\$ 150	\$ 350
4 (above \$750 to \$1,500)	\$ 170	\$ 380
5 (above \$1,500 to \$2,000)	\$ 250	\$ 430
6 (above \$2,000)	\$ 280	\$ 570

**If your Registered Device is a foldable Device:**

Tier (Device RRP)*	Swap Fee (inclusive of 9% GST)	Device Non-Compliance Fee (inclusive of 9% GST)
1 (less than or equal to \$250)	\$ 25	\$ 50
2 (above \$250 to \$500)	\$ 80	\$ 140
3 (above \$500 to \$750)	\$ 150	\$ 350
4 (above \$750 to \$1,500)	\$ 170	\$ 380

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5 (above \$1,500 to \$2,000)	\$ 250	\$ 430
6 (above \$2,000 to \$2,300)	\$ 280	\$ 570
7 (above \$2,300)	\$ 600	\$ 600

**NOTE:**

- \*Device RRP is the recommended SGD retail price of your Device (including GST) on the date the Device was launched by StarHub.
- All fees are quoted in Singapore Dollars (“**S\$**”) unless otherwise specified.

8.13.4.3. **Incorrect Device:** If you make a Service Request but the Device claimed to be the Registered Device is not the Registered Device, your Service Request may, as solely determined by us, be rejected or you may be required to pay the Device Non-Compliance Fee in addition to the Swap Fee.

8.13.4.4. **GST:** Unless otherwise specified, all Charges set out in paragraph 8.13 of these Service Specific Terms & Conditions are inclusive of goods and services tax (“**GST**”) at the current prevailing rate of 8%. If there is a change to the rate of GST, we shall adjust the Charges and prices accordingly.

**8.13.5. Service Request**

8.13.5.1. You may make a Service Request by addressing a completed form (Service Request Form) from your business e-mail address to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com). The Service Request Form may be downloaded from <http://www.starhub.com/smartsupportbiz>.

8.13.5.2. We will only accept your Service Request if:

8.13.5.2.1. the IMEI of the Registered Device, BRN and mobile phone number associated with the Individual Mobile Plan are correct and correspond with the information you have given us;

8.13.5.2.2. we are satisfied that the Service Request Form:

8.13.5.2.2.1. is validly completed, which includes affixing your Company Stamp to the Service Request Form; and

8.13.5.2.2.2. originates from your business email address;

8.13.5.2.3. the Individual Mobile Plan referred to in the Service Request and your Enterprise Mobile Plan and Subscription remain active as at the time of the Service Request and your Registered Device was active on the Network before the time of the Service Request;

8.13.5.2.4. all outstanding Monthly Fees under this Agreement and Charges under the Enterprise Mobile Plan and the Individual Mobile Plan are paid on their due dates;

8.13.5.2.5. you do not have another Service Request pending or unfulfilled relating to the same Registered Device;

8.13.5.2.6. you have not made a previous Service Request relating to a Registered Device with the same IMEI, irrespective of whether that previous Service Request was made in relation to a different Individual Mobile Plan;

8.13.5.2.7. you provide any additional information reasonably requested by us including in the form of a signed confirmation or acknowledgment;

8.13.5.2.8. you are within the Limit as set out in paragraph 8.13.5.3 below;

8.13.5.2.9. we have no reasonable belief that you have transferred, retailed, sold, or hired your Registered Device to another person;

8.13.5.2.10. the Service Request is not for a Device Accessory;

8.13.5.2.11. the Registered Device has not been the subject of Modification; and

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8.13.5.2.12. we reasonably believe that you are not using the Services in a manner which is, or is reasonably believed to be: (i) fraudulent, illegal or related to any criminal activity; or (ii) intended to make a commercial gain.

8.13.5.3. You may make up to two Service Requests in any rolling 24-month period of your Subscription (for the purposes of paragraph 8.13, "**Limit**") provided you remain enrolled in the Programme. If you remain enrolled in the Programme for more than 24 months and have made two Service Requests in any rolling 24 months, you can only make another Service Request 24 months after the Shipment Date of your first Service Request in the case of a third Service Request or 24 months after the Shipment Date of your second Service Request in the case of a fourth Service Request, as illustrated below:

	<b>Limit</b>
<b>Service Request 1</b>	Anytime
<b>Service Request 2</b>	Anytime
<b>Service Request 3</b>	24 months after <b>Shipment Date</b> of <b>Service Request 1</b>
<b>Service Request 4</b>	24 months after <b>Shipment Date</b> of <b>Service Request 2</b>

8.13.5.4. **Notice:** Please note that the Limit is linked to the Individual Mobile Plan, not the Registered Device. This means for instance that if a new Registered Device is provided for use with an existing Individual Mobile Plan, a Service Request may only be made if that Individual Mobile Plan is within the Limit. If the Limit linked to the Individual Mobile Plan was exhausted in connection with previous Registered Devices, no Service Requests may be made in relation to that Individual Mobile Plan until the Limit is reset. For the avoidance of doubt, if an Individual Mobile Plan is transferred to another person, the Services will be terminated immediately.

8.13.5.5. **Information:** When you make a Service Request, you are not required to establish that your Registered Device is broken, damaged or that any analogous event has occurred. We may, however, ask about the condition of the Registered Device for informational purposes so that we can best facilitate your Service Request.

8.13.5.6. **Like Mobile Device:** At the time of the Service Request, we will indicate to you the Device we will provide as a Like Mobile Device. For the avoidance of doubt, we will be deemed to have discharged our obligation to provide a Like Mobile Device to you if we offer you a Like Mobile Device in accordance with these Terms.

8.13.5.6.1. If you do not wish to accept the Like Mobile Device offered for any reason (not being colour), we may (though not legally obliged to do so) in our sole discretion and on a goodwill basis, offer you the option to wait for up to 30 days (for the purposes of paragraph 8.13, "**Goodwill Period**") for us to offer you another Like Mobile Device (for the purpose of paragraph 8.13, "**Second Like Mobile Device**").

8.13.5.6.2. We will contact you before expiry of the Goodwill Period to offer the Second Like Mobile Device. If you do not wish to accept the Second Like Mobile Device for any reason, we will have no further obligation in relation to the goodwill offer. Your Service Request will be cancelled without further reference to you and we will not be liable to you for your own decision to decline the Second Like Mobile Device.

8.13.5.6.3. If you do not wish to accept the Like Mobile Device offered because of the colour when you are offered the same make and model as your Registered Device, your Service Request will be cancelled without further reference to you and we will not be liable to you for your own decision to decline the offered Like Mobile Device.

**8.13.6. Swap**

8.13.6.1. **Preparation:** You must turn off any personal lock security feature before returning your Registered Device via the Courier.

8.13.6.2. **Title and rights:** Title in and any rights to the Registered Device shall be transferred to us or our appointed Service Provider at the time the Like Mobile Device is

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delivered to you successfully in accordance with these Terms and Conditions. You hereby assign to us or our Service Provider all associated rights and benefits of any OEM's warranty in the Registered Device. You shall not transfer, sell, hire or otherwise deal with the Registered Device in a manner that is not consistent with the ownership rights of us or our Service Provider.

- 8.13.6.3. **Data left on Device and transfer:** You shall be solely responsible for all data stored in your Registered Device and you shall delete all data from the Registered Device before its collection by us. We are not responsible for any data left or remaining on the Registered Device and will not transfer any such data or information between the Registered Device and the Like Mobile Device. Such data left or remaining on the Registered Device or transfer of any data or information from the Registered Device, if done by us at your request, will be done entirely at your own risk and without liability on our part. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, you agree not to hold us responsible or liable for any such damage to you.
- 8.13.6.4. **Service Fee:** The Service Fee will be payable to Asurion, as our appointed Service Provider, via Card at the time of your Service Request or by any other payment method that we may choose to make available.
- 8.13.6.5. **No representation or warranty:** To the fullest extent allowed by the law, we do not give any assurances, guaranties or warranties, either express or implied, that any Like Mobile Device will be identical, of the same colour or offer the same functionalities as your Registered Device.

8.13.7. **Delivery**

- 8.13.7.1. **Address in Singapore:** Save for international delivery pursuant to paragraph 8.13.7.4, the delivery must be to your registered business address on the main island of Singapore, Sentosa, Jurong Island or the outlying islands of Singapore. We will not deliver a Like Mobile Device to a post office box, MRT station, shopping centre, car park or any other public place. Where a delivery is to Jurong Island or the outlying islands of Singapore, you will be responsible for obtaining all necessary security clearances for the delivery.
- 8.13.7.2. **Timings:** The delivery of a Like Mobile Device will be via Courier on Monday to Saturday, excluding Sunday and public holidays. Delivery times for the main island of Singapore and Sentosa will be as per the times set out in the table below subject to any extensions as may be required for (i) force majeure events; (ii) where the Courier delays such delivery; or (iii) where we deem it necessary to perform additional verifications relating to your Service Request. The SmartSupport Centre will advise you on the time frame for deliveries to Jurong Island and the outlying islands of Singapore.

Acceptance Time of Service Request	Delivery time**
Monday to Saturday, 8am to 1:59pm	Within 4 hours of the <b>Acceptance Time</b>
Monday to Friday, 2pm to 11:59pm	By 12pm on the next day
Tuesday to Saturday, midnight to 7:59am	By 12pm on the same day
Saturday 2pm to Monday 7:59am	By 12pm on Monday

**NOTE:**

- For delivery times that fall on a public holiday, the delivery will occur on the next day that is not a public holiday.
  - # If paragraph 8.13.5.6.1 applies, then the delivery times set out above will not apply to your Service Request.
- 8.13.7.3. **Costs:** Deliveries to an address in Singapore will be made at no charge to you except that any deliveries: (i) after two failed attempts to deliver to you; or (ii) scheduled for

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a public holiday, if offered by us, will be subject to a surcharge to be paid by you in advance by Card.

- 8.13.7.4. **International delivery:** If you make a Service Request for delivery to a location outside of Singapore, the following conditions apply:
- 8.13.7.4.1. a Like Mobile Device will be delivered to you by Courier at your cost and subject to delivery time periods and other limitations and applicable restrictions as determined by the Courier engaged to make such international delivery. You must pay the Swap Fee, the Device Non-Compliance Fee and all relevant delivery costs by Card at the time of your Service Request. In the unlikely event that the Courier fails to make such international delivery to you, the Service Fees you paid will be refunded by your original method of payment within 30 days (or such other period as may be notified by StarHub) of being informed of the Courier's failure to make such delivery; and
  - 8.13.7.4.2. upon a Like Mobile Device being delivered to you and upon your return to Singapore, you may contact the SmartSupport Centre by telephone within 14 days of your return to Singapore to arrange the return of your Registered Device. If you contact the SmartSupport Centre to arrange a return, a Courier will be arranged to collect your Registered Device in accordance with the timescales provided by the SmartSupport Centre. The Device Non-Compliance Fee you paid will be refunded by your original method of payment within 30 days (or such other period as may be notified by us) upon verification that the Registered Device was returned. No refund will be provided if the Device collected was not the Registered Device and you will then be informed of the time and location at and from which you may collect your Device.
- 8.13.7.5. The Like Mobile Device will not be delivered in its original packaging.
- 8.13.7.6. **Delivery formalities:** In order to complete the Service Request, the Courier delivering the Like Mobile Device:
- 8.13.7.6.1. will ask for the following proof from the recipient: (i) the recipient's National ID; (ii) the recipient's staff ID or business card; and (iii) the original, stamped copy of the Service Request Form;
  - 8.13.7.6.2. will verify that the Device you are presenting is the same as the Registered Device (by comparing the make, model and IMEI of the Registered Device against that of the Device you present) and collect the Registered Device from you (for the purposes of paragraph 8.13, "**Original Registered Device**"); and
  - 8.13.7.6.3. may inspect the Registered Device to see if there is any Modification.
- 8.13.7.7. As of the time of delivery, you acknowledge that:
- 8.13.7.7.1. the Delivered Device becomes your Registered Device;
  - 8.13.7.7.2. the Delivered Device is sufficient consideration for you to transfer ownership of the Original Registered Device and you have relinquished all rights in the Original Registered Device; and
  - 8.13.7.7.3. we will not return the Original Registered Device to you.
- 8.13.7.8. **Incorrect Device**
- 8.13.7.8.1. If the make, model or IMEI of the Device you present does not correspond to that of the Registered Device, then the Service Request will not be completed.
  - 8.13.7.8.2. If we discover that the Device you returned via the Courier was not the Registered Device at the time the Service Request was completed, then you must return the correct Registered Device within 7 days of the Delivery Time at your own cost and if you fail to do so we may charge you the Device Non-Compliance Fee in addition to the Swap Fee.
- 8.13.7.9. **Failure to disable locking:** If we discover that you did not turn off the personal lock security feature in the Device you returned via the Courier in contravention of

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paragraph 8.13.6.1, we will charge you the Device Non-Compliance Fee in addition to the Swap Fee.

8.13.7.10. **Modified Devices:** If we discover that the Registered Device you tendered to the Courier or returned via the Courier has been subject to Modification, then we will at our sole discretion:

8.13.7.10.1. reject the Service Request at the time the Registered Device is tendered to the Courier and your Service Request will be considered cancelled. We will refund the Swap Fee by the original method of payment;

8.13.7.10.2. where returned via the Courier:

8.13.7.10.2.1. charge you the Device Non-Compliance Fee in addition to the Swap Fee; or

8.13.7.10.2.2. return to you at your cost the Device. You must also return to us the Delivered Device provided as a Swap. Your Service Request will be considered cancelled. We will refund to you the Swap Fee paid following receipt of the Delivered Device.

8.13.7.11. **Warranty:** You are entitled to a 6-month warranty for each Like Mobile Device against manufacturer malfunctions and defects that starts from the date of delivery of that Like Mobile Device. You may make a warranty claim for a Like Mobile Device by addressing a completed Service Request Form from your business e-mail address to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com). The Service Request Form may be downloaded from <http://www.starhub.com/smartsupportbiz>. Your request for warranty service will be handled in the same way as a Service Request except that it will not count towards your Limit and the Service Fee will not be payable.

8.13.7.12. **Acknowledgement:**

8.13.7.12.1. At any time prior to the time of the delivery, we may require you to sign an acknowledgment or confirmation form when you make a Service Request.

8.13.7.12.2. You acknowledge that:

8.13.7.12.2.1. we will be under no duty to perform any verifications other than to ensure that the recipient's details as contained in the National ID presented are identical to the details of the recipient associated with the Individual Mobile Plan referred to in the Service Request. In particular, we will not verify whether any staff ID or business card presented are authentic. If any of the verification documentation is unavailable, we will request additional verification documentation such as your ACRA business profile form, a letter of authorisation to the benefit of the recipient (in a form satisfactory to us) and a copy of the National ID of the person issuing the letter of authorisation;

8.13.7.12.2.2. any Device provided to you as a result of a Service Request is intended to be used by you on the Enterprise Mobile Plan associated with this Agreement and not to be sold, transferred, displayed for sale or hired nor are the Services intended to be used for commercial gain;

8.13.7.12.2.3. we will:

8.13.7.12.2.3.1. delete all data on the Original Registered Device without reference to you and without liability on our part; and

8.13.7.12.2.3.2. not return the Original Registered Device to you;

8.13.7.12.2.4. you have been provided with the opportunity to inspect the Delivered Device as delivered to you by the Courier;

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- 8.13.7.12.2.5. the Delivered Device is sufficient consideration for you to transfer ownership of the Original Registered Device and you have relinquished all rights in the Original Registered Device;
- 8.13.7.12.2.6. title in the Original Registered Device is transferred to us or our appointed Service Provider in accordance with paragraph 8.13.6.2; and
- 8.13.7.12.2.7. where your Registered Device is replaced under a warranty claim directly with the OEM, you must inform the SmartSupport Centre of such exchange, e-mail a Service Request Form to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com) and provide proof of the exchange where necessary in order for us to update our records with the IMEI of such new Device, from which time the new Device will become the Registered Device.

**8.13.8. Tech Support**

- 8.13.8.1. Tech Support (for the purposes of paragraph 8.13, "**TS**") is an advanced technical support service for your Registered Device provided through the SmartSupport Digital Channel.
- 8.13.8.2. You may make a request for TS (for the purposes of paragraph 8.13, "**TS Request**") via the SmartSupport Digital Channel. You cannot make a TS Request at a Retail Store.
- 8.13.8.3. Your TS Request will be accepted if:
  - 8.13.8.3.1. the IMEI of the Registered Device, BRN and mobile phone number associated with the Individual Mobile Plan are correct and correspond with the information you have given us;
  - 8.13.8.3.2. the Individual Mobile Plan referred to in the TS Request and your Enterprise Mobile Plan and Subscription remain active as at the time of the TS Request and your Registered Device was active on the Network before the time of the TS Request;
  - 8.13.8.3.3. all outstanding Monthly Fees under this Agreement and Charges under the Enterprise Mobile Plan are paid on their due dates;
  - 8.13.8.3.4. you are not using the Programme in a manner which is: (i) fraudulent, illegal or related to any criminal activity; (ii) intended to breach, subvert, interfere with or contravene any third party policies or terms of use; or (iii) intended to make a commercial gain; and
  - 8.13.8.3.5. the Registered Device has not been the subject of Modification.
- 8.13.8.4. Your use of the SmartSupport Digital Channel is subject to additional terms and conditions of service as stipulated by our appointed Service Provider, Asurion, in the EULA and which you accept by installing or using the SmartSupport Digital Channel. In addition, if you use TS or the SmartSupport Digital Channel, certain data and information may be collected, used and disclosed, details of which are located in the Asurion Policy.
- 8.13.8.5. By using TS or the SmartSupport Digital Channel you agree to the Asurion Policy and the EULA for the SmartSupport Digital Channel. In relation to the Device Services, if there is any conflict between (i) the Asurion Policy and the EULA and (ii) these Terms, these Terms shall prevail.

**8.13.9. Term and Ending the Programme or the Services**

- 8.13.9.1. We will supply your Programme to you from the Start Date until it is terminated in accordance with this paragraph 8.13.9.
- 8.13.9.2. **Termination by you:** You may terminate your Programme or the Services relating to any Individual Mobile Plan by calling the Business Helpdesk at 1631 or +65 68201631. If you are terminating the Services related to an Individual Mobile Plan, please provide the IMEI of the Eligible Device that was linked to the mobile phone number associated with that Individual Mobile Plan on enrolment.

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- 8.13.9.3. **Termination by us:** We may immediately terminate your Programme and the Agreement or the Services relating to any Individual Mobile Plan at any time if we reasonably believe that:
- 8.13.9.3.1. you are using the Services (whether intentionally or not) in a way that may adversely impact our reputation;
  - 8.13.9.3.2. you are using the Services in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity; or (ii) intended to make a commercial gain;
  - 8.13.9.3.3. you have retailed, hired or resold a Registered Device;
  - 8.13.9.3.4. you have breached, or are likely to breach, these Terms or engaged in cheating;
  - 8.13.9.3.5. you are or may become bankrupt or unable to pay your debts as they fall due;
  - 8.13.9.3.6. you have provided us with incorrect, false, inaccurate or incomplete information;
  - 8.13.9.3.7. you have ported your mobile number from the Network or terminated your Enterprise Mobile Plan;
  - 8.13.9.3.8. you have not paid any bills issued by us for a period exceeding 30 days from its due date;
  - 8.13.9.3.9. you are likely to create imminent harm (such as interruption, disruption, congestion or any unauthorised act) to the Network or any third party's networks or systems or the provision of the Services;
  - 8.13.9.3.10. you are likely to create imminent harm or harass or are abusive to any of our personnel and our Service Provider(s), sub-contractors and agents; or
  - 8.13.9.3.11. for any other reason at our sole discretion.
- 8.13.9.4. **Automatic termination:** The Programme, Agreement and Services relating to an Individual Mobile Plan will terminate immediately if:
- 8.13.9.4.1. the Individual Mobile Plan is transferred to another person or terminated by you or us;
  - 8.13.9.4.2. you are on an Individual Mobile Plan and you migrate the Registered Device to a pre-paid plan; or
  - 8.13.9.4.3. we discover that you have transferred, sold, displayed for sale, or let on hire your Registered Device.
- 8.13.9.5. **Consequences of termination**
- 8.13.9.5.1. **No reactivation:** If the Services have been terminated for a Registered Device, the Services cannot be reactivated for that Registered Device.
  - 8.13.9.5.2. **Prohibition:** With respect to a National ID or BRN, if you have been previously rejected or terminated from the Services, or service similar to the Services where Asurion is the appointed service provider, that National ID or BRN will not be eligible to apply for the Services.
  - 8.13.9.5.3. **Service Requests:** If you have made a Service Request which is not fulfilled as at the time of the termination, the Service Request may be cancelled.
- 8.13.10. **Suspension of an Individual Mobile Plan**
- 8.13.10.1. If you voluntarily suspend your Individual Mobile Plan for a limited time, your Agreement, related Services and corresponding Monthly Fees will be suspended in relation to the Registered Device associated with the Individual Mobile Plan, for the period during which you have voluntarily suspended your Individual Mobile Plan and for a period of 30 days after your suspension of the Individual Mobile Plan ends.
  - 8.13.10.2. If we suspend your Individual Mobile Plan for whatever reason, your Agreement and related Services will be suspended for the period during which we have suspended

your Individual Mobile Plan and for a period of 30 days after our suspension of the Individual Mobile Plan ends.

#### 8.13.11. Change of registered device

8.13.11.1. Your Registered Device may not change except for:

8.13.11.1.1. the change made following a Swap; or

8.13.11.1.2. the exchange of your Registered Device under an OEM's warranty scheme or other applicable scheme for a new Device which is identical to your Registered Device. You must inform the SmartSupport Centre of such exchange by emailing a Service Request Form to [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com) and provide proof of the exchange where necessary for us to update our records with the IMEI of such new Device, from which time the new Device will become the Registered Device.

#### 8.13.12. Data privacy

8.13.12.1. **Device Services:** You confirm and agree that the personal data of certain Individuals is disclosed by you to us from time to time solely for the purpose of providing you with the Device Services or for any other purpose specified in the StarHub Data Protection Policy which may be found at <http://www.starhub.com/pdpp> or such other link as may be notified by us from time to time ("**PDP Policy**") ("**Permitted Purposes**") which apply to the Device Services.

8.13.12.2. **Consent:** You also agree and undertake to us that:

8.13.12.2.1. all necessary consents from the relevant individuals to whom the personal data relates have been obtained, or at the time of disclosure will have been obtained for the disclosure of their personal data to:

- us, for our collection, use and/or disclosure for the (i) Permitted Purposes; (ii) for the purposes of: (a) assessing your eligibility to enrol, and continue to be enrolled, for the Programme or use the Device Services; (b) providing you with the Device Services; (c) allowing direct and indirect contact with you in connection with the Device Services (including digital advertising in connection with **TS** prior to your use of **TS**); and (d) managing commercial risks, and preventing, detecting, and investigating suspected illegal activity, fraud, or disputes (collectively (i) and (ii), the "Programme Purposes") or (iii) to any relevant governmental and/or regulatory authorities where legally required;
- our Service Provider (and data intermediary), Asurion, for Asurion's collection, use, disclosure, storing and/or hosting with Asurion and its affiliates, partners and subsidiaries, or with Asurion's unaffiliated third parties including third-party service providers, whether in Singapore or other countries, for the Programme Purposes; and

8.13.12.2.2. all such consents have not been withdrawn.

8.13.12.3. **SmartSupport Digital Channel:** By executing the SmartSupport Digital Channel, you have read, understood and given consent to Asurion collecting, using, disclosing, storing and transferring Personal Data in accordance with the Asurion Policy.

8.13.12.4. For the purposes of this paragraph 8.13.12, the term "**PDPA**" shall refer to the Personal Data Protection Act (No. 26 of 2012 of Singapore), and "**data intermediary**", "**individual**" and "**personal data**" shall have the same meaning as set forth in the PDPA.

#### 8.13.13. Other Legal Matters

8.13.13.1. **Subject to change, withdrawal, termination and suspension:** The Services, these Terms and the Fees are subject to change (and in the case of the Services, withdrawal and change), termination, or suspension at any time. We will notify you of the changes through the Website and if you continue your Subscription after such changes are notified, you will be deemed to have agreed to those changes.

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- 8.13.13.2. You represent, warrant and undertake at all times that you have not and will not retail, hire or resell any Registered Devices or Like Mobile Devices (together the "**Restricted Devices**"), and that you will use reasonable endeavours to prevent your employees from retailing, hiring or reselling the Restricted Devices. You further agree to indemnify us and Asurion for all profits made by you and your employees from retailing, hiring or reselling the Restricted Devices. Asurion may enforce this paragraph 8.13.13.2 in its own right.
- 8.13.13.3. **Service providers, contractors and third parties:** We may mandate a third party (like our appointed Service Provider Asurion) to provide the Services and collect any Service Fee on our behalf, but in any case, your sole recourse (if any) will be against us and not such third party.
- 8.13.13.4. **Promotions:** We may from time to time offer promotions relating to the Services. Any such promotions shall be governed by the terms and conditions attached thereto by us, and by these Terms to the extent that the promotion's terms and conditions are silent. In the event of any conflict between a promotion's terms and conditions and these Terms, the promotion's terms and conditions shall prevail.

8.13.13.5. **Enquiries**

If you have any queries, complaints, claims or feedback regarding the:

- 8.13.13.5.1. Device Services, please contact the SmartSupport Centre at 800 852 6030 (+65 6822 2255 if calling from overseas) or any other channel StarHub may make available from time to time; or
- 8.13.13.5.2. TS, please contact the SmartSupport TS Centre via the SmartSupport Digital Channel (or +65 6822 2218 if calling from overseas).

8.13.13.6. **Meanings**

This paragraph 8.13.13.6 sets out how certain words and phrases are used in paragraph 8.13 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.13 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in paragraph 8.13 of these Service Specific Terms & Conditions**

- 8.13.13.6.1. "**Acceptance Time**" means the time when the SmartSupport Centre accepts your Service Request.
- 8.13.13.6.2. "**Asurion**" means NEW Asurion Singapore Pte. Ltd. (Reg. No. 201217148R), a service provider appointed by us to provide the Services.
- 8.13.13.6.3. "**Asurion Policy**" means the Asurion privacy notice available at <https://smartsupport.starhub.com/files/Privacy-Policy.pdf>
- 8.13.13.6.4. "**BRN**" means business registration number.
- 8.13.13.6.5. "**Card**" means VISA, MasterCard and American Express credit cards and VISA and MasterCard debit cards.
- 8.13.13.6.6. "**Courier**" means a person appointed to deliver Like Mobile Devices in accordance with the Services.
- 8.13.13.6.7. "**Device**" means a mobile wireless device (excluding tablets) that has a display screen, supports one or more wireless network connectivity options and is operated using voice, touch or a miniature keyboard. It does not include any Device Accessories.
- 8.13.13.6.8. "**Device Accessory**" means anything that is either: (a) provided by the OEM in the box with a Device; or (b) sold separately to be used in conjunction with a Device. It includes batteries, SIM cards, memory cards, chargers, ear buds, boxes, cases, styli, cables, mounts and docking stations.
- 8.13.13.6.9. "**Device Non-Compliance Fee**" refers to an additional fee incurred as a result of non-compliance with these Terms, as set out in

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the table in paragraph 8.13.4.2 and based on the Tier of your Registered Device.

- 8.13.13.6.10. “**Device Services**” means a Swap.
- 8.13.13.6.11. “**Eligible Device**” means a Device either being supplied to you: (a) as new by us and registered at the time of purchase or recontract under your Enterprise Mobile Plan; or (b) by the OEM under warranty to replace a defective Device and the related IMEI details have been recorded by you us StarHub to the satisfaction of us or any of our approved Service Providers, agents or subcontractors in accordance with paragraph 8.13.12.
- 8.13.13.6.12. “**Enterprise Mobile Plan**” shall have the meaning set out in paragraph 8.13.3.1.1.
- 8.13.13.6.13. “**EULA**” means end user licence agreement setting out the terms of use for the SmartSupport Digital Channel available at [https://consoleone-ui-prod.consoleone.asurion.com/EULA\\_for\\_Mobile\\_Application.pdf](https://consoleone-ui-prod.consoleone.asurion.com/EULA_for_Mobile_Application.pdf).
- 8.13.13.6.14. “**Fees**” means the fees set out in paragraph 8.13.4.
- 8.13.13.6.15. “**IMEI**” means the international mobile equipment identity number of a Device.
- 8.13.13.6.16. “**Hardware Modification**” means any modification made to a Device’s hardware not undertaken or authorised by the OEM.
- 8.13.13.6.17. “**Like Mobile Device**” means a Device, compared to the Registered Device, that:
- 8.13.13.6.17.1. may be new or refurbished;
  - 8.13.13.6.17.2. is of similar kind, quality and functionality;
  - 8.13.13.6.17.3. if it is refurbished, may contain original and/or non-original manufacturer parts;
  - 8.13.13.6.17.4. has the same or greater memory;
  - 8.13.13.6.17.5. may be a different make, model or colour;
  - 8.13.13.6.17.6. has a different IMEI; and
  - 8.13.13.6.17.7. does not include any Device Accessories.
- 8.13.13.6.18. “**Limit**” shall have the meaning set out in paragraph 8.13.5.3.
- 8.13.13.6.19. “**Modification**” means Software Modification or Hardware Modification or both.
- 8.13.13.6.20. “**Monthly Fee**” shall have the meaning set out in paragraph 8.13.4.1.
- 8.13.13.6.21. “**National ID**” means a valid identification document issued or accepted for verification of identity in Singapore for certain matters.
- 8.13.13.6.22. “**Network**” means the mobile telephony network operated by us.
- 8.13.13.6.23. “**OEM**” means original equipment manufacturer of a Device.
- 8.13.13.6.24. “**Registered Device**” means an Eligible Device that we have registered with reference to its IMEI for a Programme in accordance with these Terms.
- 8.13.13.6.25. “**Retail Store**” means any retail store in Singapore operated or approved by us to sell our services.
- 8.13.13.6.26. “**Services**” means (i) a Swap; and (ii) Tech Support, and each is a Service.
- 8.13.13.6.27. “**Service Fee**” means the Swap Fee and the Device Non-Compliance Fee.
- 8.13.13.6.28. “**Service Request**” means a request for a Swap permitted under paragraph 8.13 of these Service Specific Terms & Conditions.

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- 8.13.13.6.29. “**Shipment Date**” means the date the Courier delivers the Like Mobile Device to you.
- 8.13.13.6.30. “**SIM**” means subscriber identification module.
- 8.13.13.6.31. “**SmartSupport Digital Channel**” means a mobile application used to access TS from your Registered Device and any online web portal which may be displayed on the Website for TS, subject to paragraph 8.13.8.
- 8.13.13.6.32. “**SmartSupport Centre**” means (i) the call centre available at 800 852 6030 (+65 6822 2255 if calling from overseas) or any other channel made available by StarHub from time to time for enquiries and (ii) the contact centre contactable at [entsmartsupport@asurion.com](mailto:entsmartsupport@asurion.com) for Service Requests.
- 8.13.13.6.33. “**SmartSupport TS Centre**” means the contact centre contactable by the SmartSupport Digital Channel (or +65 6822 2218 if calling from overseas).
- 8.13.13.6.34. “**Software Modification**” means modification made to a Device’s operating system not undertaken or authorised by the OEM and includes software modification known as ‘jail-breaking’ and ‘rooting’.
- 8.13.13.6.35. “**StarHub**” means StarHub Mobile Pte Ltd (Reg. No. 200000646C).
- 8.13.13.6.36. “**Start Date**” shall have the meaning set out in paragraph 8.13.3.3.1.
- 8.13.13.6.37. “**Subscription**” means your subscription to the Service.
- 8.13.13.6.38. “**Swap**” shall have the meaning set out in paragraph 8.13.2.1.1.
- 8.13.13.6.39. “**Swap Fee**” means the fee set out in the table in paragraph 8.13.4.2, based on the Tier of your Registered Device.
- 8.13.13.6.40. “**TS**” or “**Tech Support**” means the technical support service offered as further described in paragraph 8.13.8.
- 8.13.13.6.41. “**TS Request**” means a request for TS.
- 8.13.13.6.42. “**Tier**” means the tier outlined for your Registered Device as advised in your Agreement and the supported Device list on the Website at the time of your enrolment.
- 8.13.13.6.43. “**Website**” means the StarHub website at [www.starhub.com](http://www.starhub.com) or such other link as may be notified by StarHub from time to time.

#### 8.14. Mobile Threat Defence VAS

##### 8.14.1. Description of Service

- 8.14.1.1. This Mobile Threat Defence (“**MTD**”) Service is a VAS intended to provide on-device protection to your mobile device and detect threats across the cyber kill chain: device, network, phishing and app attacks.

##### 8.14.2. How you may be eligible for the Service

- 8.14.2.1. You may apply for the MTD Service if you sign up, recontract or have existing subscriptions for:
  - 8.14.2.1.1. Any of the following mobile plans Biz+ Lite, Biz+ Value, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, Lite, Biz+ MaxMobile Unlimited Lite/ Biz+ MaxMobile Unlimited Plus/ Biz+ MaxMobile Unlimited Max and XS/S/M/L/XL plans, 4G 300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12, MaxMobile Lite 6GB, MaxMobile Elite 2GB, MaxMobile Elite 6GB, MaxMobile Elite 11GB DataPacks and any other Enterprise Plans which we may include from time to time.
- 8.14.2.2. Applications are subject to our approval and may be declined at our sole and absolute discretion. When we accept your application form for the Service, we will notify you of the commencement date for the provision of the Service and this date will be known as the ready for service (“**RFS**”) date.

### 8.14.3. Software

- 8.14.3.1. You acknowledge and agree that some of the information used in connection with the Services is supplied to us by third parties and accordingly, we offer no warranty of whatever nature in relation to such information.
- 8.14.3.2. You further acknowledge and agree that third party software forms part of the Services.
- 8.14.3.3. You agree that the software is and will remain the property of the third party licensor or supplier at all times.
- 8.14.3.4. By installing the software, you shall be deemed to have accepted and agreed to all the terms and conditions of the prevailing end user software agreement as provided by the third party licensor or supplier. In particular, if you are using software or other products by third party service provider Zimperium, Inc (“**Zimperium**”), you agree to abide by Zimperium’s end user licence terms found at <https://www.zimperium.com/zimperium-eula/> as may be amended from time to time.
- 8.14.3.5. The end user software agreement shall be a contract entered into between you and the third party licensor or supplier.
- 8.14.3.6. If you receive software from us as part of the Services, its use may be governed in one of two ways. First, if you are presented with licence terms that you must accept in order to use the software, those terms will apply. Second, if no licence is presented to you, the terms of this Agreement apply. We reserve all other rights to the software.
- 8.14.3.7. We may automatically check your version of the software. We may also automatically download to your computer upgrades to the software to update, enhance, and further develop the Services.
- 8.14.3.8. Any software we provide is licensed, not sold. Unless we notify you otherwise, the software licence ends when your Services end. You must then uninstall the software, or we may disable it. You must not work around any technical limitations in the software. You must not disassemble, decompile, or reverse engineer any software that is included in the Services, except and only to the extent that the applicable copyright law expressly permits.

### 8.14.4. Privacy

- 8.14.4.1. In order to operate and provide the Services, we may collect certain information about you and your endpoint. As part of the Services, we may also automatically upload information about your computer, your use of the Services and the performance of the Services.
- 8.14.4.2. We use and protect that information in accordance with our Data Protection Policy, which may be accessed at [www.starhub.com](http://www.starhub.com). In particular, we may access or disclose information about you, including the content of your communications, in order to: (a) comply with the law or respond to lawful requests or legal process; (b) protect our rights, properties or customers, including the enforcement of our agreements or policies governing your use of the Services; or (c) act on a good faith belief that such access or disclosure is necessary to protect the personal safety of our employees, customers, or the public.

### 8.14.5. Compatible Platforms

- 8.14.5.1. This Service is supported on Android, iOS, Chrome OS.

### 8.14.6. Paying for the Service

- 8.14.6.1. You are liable to pay a recurring subscription Charge for the Services at the prevailing prescribed rate(s) unless we agree otherwise in writing. You must pay the first month’s recurring subscription Charge in advance, based on the RFS date. You will be billed for subsequent recurring subscription Charge at monthly intervals or such intervals as we may decide.
- 8.14.6.2. Billing and payment disputes that may be raised by you will be treated in accordance with our Business General Terms & Conditions.

### 8.14.7. Changes to the Agreement

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8.14.7.1. We reserve the right to suspend, terminate or change any of these terms and conditions and/or any other term or condition of the Service (whether in whole or in part, including the Charges) at our sole and absolute discretion, at any time, without prior notice and without any liability. If you continue to use the Service, you will be deemed to have accepted such changes.

**8.14.8. No Warranty**

8.14.8.1. In addition to paragraph 10 (Liability) of our Business General Terms & Conditions, we further caveat that we provide the Services "as is", "with all faults", and "as available". You agree that you use the Services or rely on any Content obtained through the Services at your sole risk. We do not guarantee the accuracy or timeliness of information available from the Services. You acknowledge that computer and telecommunications systems are not fault-free and occasional periods of downtime occur. We do not guarantee the Services will be uninterrupted, timely, secure, or error-free, or that data loss will not occur. To the fullest extent allowed by the law, we and our Affiliates, resellers, distributors, and vendors do not give any assurances, warranties (including for merchantability, satisfactory quality, fitness for a particular purpose, workmanlike effort, and non-infringement), guarantees, or conditions, either express or implied, in relation to the Services (including the sale, use and/or support of the Services) or any Content obtained through the Services.

**8.14.9. Term and Ending the Service**

8.14.9.1. The Services under this Agreement will commence on the RFS date as notified by us to you in accordance with paragraph 8.14.2.2 above and will continue for the Minimum Period of Service unless otherwise terminated in accordance with this Agreement.

8.14.9.2. After the Minimum Period of Service, in the absence of any termination for this Service, the Service shall automatically continue on a month- to-month basis subject to StarHub's right to adjust its Charges for the Services.

8.14.9.3. Any suspension of your mobile line will result in the suspension of this Service. The Service will be resumed upon resumption of suspension.

8.14.9.4. If your mobile line has been terminated for any reason whatsoever, the Service will be immediately and automatically terminated. If mobile line has been suspended due to your default, the Service will likewise be immediately and automatically terminated.

8.14.9.5. In addition 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 paragraph 8.14.9, we may terminate this Agreement or the Services hereunder giving at least 7 days' written notice to you without liability.

8.14.9.6. If you give us notice that ends during the applicable Minimum Period of Service, you must promptly pay us the early termination Charges equivalent to the aggregate of the monthly recurring Charges for the remainder of the unfulfilled Minimum Period of Service.

8.14.9.7. If the Services are terminated, all sums due, accruing due or payable to us in respect of the Services, up to the date of termination (including late payment Charges) will, upon the termination, become immediately due and payable to us.

8.14.9.8. In addition to paragraph 8.14.9.6 above, we reserve the right to charge you our prevailing reactivation Charges for reactivating any suspended Services. Reactivation of any Services is subject to our absolute discretion.

8.14.9.9. For upgrades to the Services, the Minimum Period of Service shall commence on the commencement date of your upgraded Service, unless otherwise specified.

8.14.9.10. Any downgrade of the Services requires our prior written approval. Any Service downgrades within the Minimum Period of Service shall be deemed as a termination of the Services and early termination Charges referred to in paragraph 8.14.9.6 shall be payable by you. You will have to pay the standard installation Charge of the Service that you have downgraded and the Minimum Period of Service commences on the commencement date of your downgraded Service, unless we specify otherwise.

8.14.9.11. The termination of this Agreement will not affect any accrued rights or remedies of either party against the other party.

**8.14.10. Liability**

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- 8.14.10.1. In addition to paragraph 10 (Liability) of our Business General Terms & Conditions, you cannot recover any other damages, including consequential, lost profits, special, indirect, incidental, or punitive damages.
- 8.14.10.2. We do not warrant that the Services supplied in conjunction herewith will meet your requirements. Given the nature and volume of malicious and unwanted electronic content, undesirable data or software and unauthorised users (e.g. hackers), you accept that neither we nor our licensors, resellers or suppliers warrant that any of the Services supplied by us (i) will be complete, free from errors or interruptions; (ii) will detect and/or address any or all malicious code, threats or vulnerability (including security threat or vulnerability); or (iii) will keep your network or computer systems completely secure, free from intrusions, security breaches, unauthorised access, vulnerabilities, viruses, malicious or unwanted electronic content. No oral or written information or advice given by us shall create any additional warranties or in any way increase the scope of our liabilities.
- 8.14.10.3. The limitations and exclusions apply to anything related to the Services and/or this Agreement, for example and without limitation, the following:
- 8.14.10.3.1. the Services;
  - 8.14.10.3.2. loss of data (whether partial or total);
  - 8.14.10.3.3. data corruption;
  - 8.14.10.3.4. Content on third-party websites, third-party programs, or third-party conduct accessed via the Services;
  - 8.14.10.3.5. viruses or other disabling features that affect your access to or use of the Services;
  - 8.14.10.3.6. incompatibility between the Services and other services, software, and hardware;
  - 8.14.10.3.7. delays or failures you may have in starting or completing transmissions or transactions in connection with the Services in an accurate or timely manner;
  - 8.14.10.3.8. claims for breach of contract; breach of warranty, guarantee or condition, strict liability, tort (including negligence or breach of statutory duty), and/or misrepresentation.
- 8.14.10.4. The limitations and exclusions also apply if this remedy does not fully compensate you for any losses or fails of its essential purpose or if we knew or should have known about the possibility of the damages.

**8.14.11. Meanings**

- 8.14.11.1. This paragraph 8.14.11 sets out how certain words and phrases are used in paragraph 8.14 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.14 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.
- 8.14.11.2. **What these words mean in this paragraph 8.14 of these Service Specific Terms & Conditions:**
- 8.14.11.2.1. **“Minimum Period of Service”** shall refer to such period as may be agreed by us or, in the absence of such agreement, a period of 1 month commencing from the RFS date.
  - 8.14.11.2.2. **“MTD”** shall have the meaning set out in paragraph 8.14.1.1
  - 8.14.11.2.3. **“RFS”** shall have the meaning set out in paragraph 8.14.2.2.
  - 8.14.11.2.4. **“Service”** or **“Services”** shall mean MTD services.
  - 8.14.11.2.5. **“Zimperium”** shall have the meaning set out in paragraph 8.14.3.4.

## 9. Screen Repair Service

### 9.1. How you may be Eligible for the Service

- 9.1.1. In order to be eligible for the Screen Repair Service, you must be an active subscriber of StarHub Mobile Pte Ltd's ("us", "we" or "our") SmartSupport device protection programme ("**SmartSupport**") and the international mobile equipment identity number ("**IMEI**") of your mobile device must be registered and active under SmartSupport. Additionally, your mobile device make and model must be suitable for the Screen Repair Service, as determined by us at our sole and absolute discretion from time to time.
- 9.1.2. Subject to paragraph 9 of these Service Specific Terms and Conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as our appointed service provider, will carry out a repair or replacement of the screen of your mobile device ("**Screen Repair**") and, if any other repairs are required, the Screen Repair will not be carried out on your mobile device.

### 9.2. Scope of the Service

- 9.2.1. Upon receipt of your mobile device, the suitability of your mobile device will be assessed for Screen Repair. We reserve the right not to proceed with the Screen Repair for any reason, whether relating to make, model and/or condition of the device or otherwise. In such event, your mobile device will not be accepted for repair and/or the unrepaired mobile device will be returned to you with the Repair Fee refunded to you in full if you have paid for it.
- 9.2.2. You acknowledge and agree that a Screen Repair (i) may contain parts that are not from the original manufacturer; and (ii) may void or otherwise affect the relevant manufacturer's warranty coverage. You agree that we shall not be liable in connection with the same.
- 9.2.3. In the event that:
- 9.2.3.1. a Screen Repair is performed and the mobile device returned to you before 11 August 2021, Asurion will provide you with a 3-month warranty for any manufacturing malfunctions or defects in only the screen (as repaired or replaced) of your mobile device; or
- 9.2.3.2. a Screen Repair is performed and the mobile device returned to you on or after 11 August 2021, Asurion will provide you with a 12-month warranty for any manufacturing malfunctions or defects in your mobile device (excluding, for the avoidance of doubt, battery degradation).
- The warranty commences from the date of return of your mobile device to you. For the avoidance of doubt, the warranty by Asurion is not an extension of the relevant manufacturer's warranty coverage. We shall not be responsible for the fulfilment of the warranty by Asurion. You have no claim against us in relation to (i) any manufacturing malfunctions and/or defects; and/or (ii) performance or non-performance of the warranty.
- 9.2.4. You may only make 1 request for a Screen Repair in any rolling 12 months period, with such period commencing from the time of your first request for a Screen Repair.
- 9.2.5. You acknowledge that this Screen Repair service is separate from SmartSupport. The Repair Fee payable is in respect of the Screen Repair only and is not made in connection with your subscription to SmartSupport.

### 9.3. Privacy

- 9.3.1. You have provided your consent for the collection, use or disclosure of your personal data in connection with the Screen Repair in accordance with our prevailing data protection policy.

### 9.4. Your Responsibilities

- 9.4.1. Your mobile device (including the operating system and hardware) must not be modified in any manner. Prior to the handover of your mobile device for repair, you must:
- 9.4.1.1. delete all user content and data from your mobile device. You acknowledge and accept that in carrying out the Screen Repair, all mobile device data and user content will be deleted and the mobile device will be reset to its factory default settings;
- 9.4.1.2. disable all personal device locks (including FindMyiPhone) on your mobile device; and
- 9.4.1.3. remove any accessories, stylus, SIM cards, SD cards or screen protectors from your mobile device and not provide any of these to us or Asurion.

**9.5. Paying for the Service**

9.5.1. The Screen Repair fee is:

9.5.1.1. S\$99.00 (inclusive of 9% GST); or

9.5.1.2. S\$299 (inclusive of 9% GST) if the mobile device has a folding screen and had a recommended SGD retail price (as published by the mobile device manufacturer) greater than S\$2,300 (inclusive of 9% GST) as at the date of launch in Singapore by StarHub.

("Repair Fee").

9.5.2. Your mobile device will be collected and returned to you at a mutually agreed location and time. You accept and acknowledge that the timing of the return of your mobile device is subject to the availability of replacement parts and availability of our delivery personnel. Our delivery personnel will verify your identity at the time of collection and return of your mobile device and will seek your written acknowledgement and acceptance at both times. You may be charged an additional fee if you are not present when we attempt to collect your mobile device from you or at the time we attempt to return your mobile device to you at the indicated times. Access to Screen Repair is available in Singapore only.

**9.6. Liability**

9.6.1. We and Asurion shall not be liable for:

9.6.1.1. any loss of data and/or user content on your mobile device and any misuse of data and/or user content on your mobile device arising from your failure to delete the same;

9.6.1.2. any loss associated with timing for collection of your mobile device or return of your mobile device following a Screen Repair;

9.6.1.3. any damage sustained to your mobile device arising from the inspection and/or diagnostics of your mobile device or the Screen Repair service generally;

9.6.1.4. any loss or damage to any accessory, stylus, SIM card or SD card; and

9.6.1.5. any damage sustained to your mobile device in transit from the time of collection from you until the return of the mobile device to you.

**9.7. Changes to this Agreement**

9.7.1. We may from time to time change any of these Service Specific Terms & Conditions and/or the Services (whether in whole or in part) (including pricing) at our sole and absolute discretion, at any time, without prior notice and without any liability to you. All amendments shall be posted on our website and shall take effect from the date that they are so posted. Your continued use of the Services will be taken as acceptance thereof.

**9.8. Meanings**

This paragraph 9.8 sets out how certain words and phrases are used in Section 9 of these Service Specific Terms & Conditions. Terms used but not defined in Section 9 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in Section 9 of these Service Specific Terms & Conditions**

9.8.1. "**Asurion**" shall have the meaning set out in paragraph 9.1.2.

9.8.2. "**IMEI**" shall have the meaning set out in paragraph 9.1.1.

9.8.3. "**us**", "**we**" and "**our**" shall have the meaning set out in paragraph 9.1.1.

9.8.4. "**Repair Fee**" shall have the meaning set out in paragraph 9.5.1.

9.8.5. "**Screen Repair**" shall have the meaning set out in paragraph 9.1.2.

9.8.6. "**SmartSupport**" shall have the meaning set out in paragraph 9.1.1.

## 10. Voice over WiFi

### 10.1. Description of the Service

- 10.1.1. **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.
- 10.1.2. **Talktime deduction:** Talktime will be utilised and deducted from your existing mobile plan or bundle.
- 10.1.3. **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.

### 10.2. How you may be Eligible for the Service

- 10.2.1. 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.

### 10.3. Using the Service

- 10.3.1. In order to use the VoWiFi Service, you must first:
  - 10.3.1.1. use an approved mobile device, as may be notified by us from time to time;
  - 10.3.1.2. be on a StarHub 4G mobile plan activated with HD Voice+;
  - 10.3.1.3. activate, enable or turn on the WiFi calling feature on your approved mobile device; and
  - 10.3.1.4. 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.

### 10.4. Liability

- 10.4.1. **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 any applicable terms and conditions in connection with your use of the WiFi.
- 10.4.2. To the fullest extent allowed by the law, we do not give any assurances, guarantees or warranties, either express or implied, in relation to the VoWiFi Service.
- 10.4.3. Specifically, we do not warrant that the VoWiFi Service:
  - 10.4.3.1. will always be error-free, uninterrupted or available at all times;<sup>1</sup> and
  - 10.4.3.2. is fault-free, secure or fit for your particular transaction.
- 10.4.4. **Your responsibility:** You agree to assume full 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.

### 10.5. Our Right

- 10.5.1. 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 to you.

### 10.6. Meanings

This paragraph 10.6 sets out how certain words and phrases are used in Section 10 of these Service specific Terms & Conditions. Terms used but not defined in Section 10 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

#### **What these words mean in Section 10 of these Service Specific Terms & Conditions**

- 10.6.1. "**VoWiFi**" refers to voice calls over a wireless network Service.
- 10.6.2. "**WiFi**" shall have the meaning set out in paragraph 10.1.1.

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<sup>1</sup> This is due to the VoWiFi Service being, among 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.).

## 11. Business IDD (008/018) Rates Services

### 11.1. How you may be eligible for the Services

- 11.1.1. The Services may be used by customers who choose to use our Network for their international direct dialling ("IDD") calls but have chosen to retain their direct exchange lines and/or mobile telephone lines which they have procured through other Service Providers.
- 11.1.2. To apply for the Services, you must have a valid and active direct exchange line and/or mobile telephone line from another Service Provider(s). We may allow you to register for Services through line(s) that do not belong to you provided that you agree that you shall be solely responsible for:
  - 11.1.2.1. obtaining all relevant consent(s) in writing from the owner(s) of such line(s); and
  - 11.1.2.2. use of the Services under your account, including payment of all Charges incurred arising from and/or in connection with the Services and whether used by you and/or anyone else (regardless whether such use was with your express consent, knowledge or otherwise).
- 11.1.3. The following lines are eligible for the Services:
  - 11.1.3.1. StarHub business registered fixed lines;
  - 11.1.3.2. other Service Providers' business-registered fixed lines which have been successfully registered with us enabling such lines to access and use the Services;
  - 11.1.3.3. other Service Providers' business-registered mobile lines which have successfully registered with us enabling such lines to access and use the Services.
- 11.1.4. We reserve the right to change any of the country (or countries) and/or the prevailing rates or Charges of the Services at any time without prior notice to you.

### 11.2. Using the Services

- 11.2.1. If you do not make use of the Services for a significant period, we shall be entitled to suspend or terminate the Services and we will endeavour to give you notice of such suspension or termination.
- 11.2.2. We will not be responsible for any loss, damage and/or liability that you may incur and/or suffer arising from and/or in connection with the use of your direct exchange line and/or mobile telephone line with other Service Provider(s) and/or any other services offered by other Service Provider(s).
- 11.2.3. If you terminate your direct exchange line and/or mobile telephone line registered for the Services, you must inform us immediately in writing to end the Services; otherwise you shall continue to be responsible for all Charges arising from and/or in connection with such lines.
- 11.2.4. You must inform us immediately, and in any case within 24 hours, in writing where:
  - 11.2.4.1. there are changes to your mobile telephone number or Service Provider; or
  - 11.2.4.2. your mobile telephone or SIM card is lost or stolen.

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

### 11.3. Paying for the Services

- 11.3.1. There may be different rates or Charges for calls terminating to fixed lines in a particular country and for calls terminating to mobile lines in the same particular country.
- 11.3.2. All Charges will be calculated based on our records or, where applicable, records supplied to us by another Service Provider. All such records shall be final and conclusive evidence of the use of the Services, including the duration of each call.
- 11.3.3. You are solely responsible, at your own cost and expense, for:
  - 11.3.3.1. providing all equipment and networks (including the Private Automatic Branch Exchange ("PABX")) which are connected to and/or used in conjunction with the Services;
  - 11.3.3.2. ensuring that all such equipment and networks (including the PABX) are compatible with the Services; and

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MOBILE SERVICES (BUSINESS)

- 11.3.3.3. implementing the necessary security features on all such equipment and networks (including the PABX) and such security features shall include features to prevent unauthorised access or usage, including fraud or fraudulent use, of the Services.

**11.4. Meanings**

This paragraph 11.4 sets out how certain words and phrases are used in Section 11 of these Service Specific Terms & Conditions. Terms used but not defined in Section 11 of these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

**What these words mean in Section 11 of these Service Specific Terms & Conditions**

- 11.4.1. "**IDD**" shall have the meaning set out in paragraph 11.1.1.
- 11.4.2. "**PABX**" shall have the meaning set out in paragraph 11.3.3.1.
- 11.4.3. "**Services**" refers to StarHub Business IDD (008/018) Rates provisioned by us.