

STARHUB BROADBAND PLUS
SERVICE SPECIFIC TERMS & CONDITIONS

Effective as of: [25 August 2026]

The StarHub Broadband Plus ("**Broadband Plus**") refers to a premium shared fibre broadband that offers businesses public static Local Area Network (LAN) IPs for accommodating business needs like hosting of servers and business applications.

The Broadband Plus Specific Terms and Conditions ("**Broadband Plus Terms**") set out the basis on which StarHub Ltd. ("StarHub", "we", "us", "our") will provide the Broadband Plus to you.

These Broadband Plus Terms shall be read in conjunction with the StarHub Business General Terms and Conditions ("[Business General Terms & Conditions](#)"). In the event of conflict, these Broadband Plus Terms shall take precedence over the Business General Terms.

1. Definition and Interpretation

1.1 In these Broadband Plus Terms, words and expressions shall have the following meaning:

"**Business Hours**" refer to Monday-Friday (excluding public holidays), from 9am to 6pm in Singapore;

"**Charges**" means all activation/connection, disconnection, reconnection, usage, subscription, installation, service call and administrative charges and other fees and charges to be paid by you for or relating to Broadband Plus;

"**Content**" means data or information that is digitally broadcast, streamed, or contained in computer files;

"**Customer**" means the company, business or organisation that applies for and/or acquires services from StarHub; and "you" and "your" have corresponding meanings;

"**Equipment**" means any network equipment owned by either StarHub, or StarHub supplies that is used to provide the Broadband Plus to you, and excludes any network equipment that you have purchased from StarHub and have fully paid for, or is otherwise supplied by yourself to access the Broadband Plus;

"**Installation Address**" refers to the address of the Premises at which we agree to provide the Broadband Plus to you. The address must be registered and have a correct, existing and valid unit number within the Premises. Where there is no valid unit number, we may have to offer the Broadband Plus NBAP service subject to NLT classification;

"**MyRepublic**" means MyRepublic Broadband Pte. Ltd. (Company No: 202125011N), appointed by StarHub as its authorised service delivery partner for Broadband Plus;

"**NBAP**" refers to Non-Building Address Point which is a NLT classification for a location without a physical address, which may also include indoor common areas or enclosed areas (e.g. Fire Command Centre) without a registered unit number;

"**Network**" means the telecommunications and data systems owned by us and our suppliers which we use to provide the Broadband Plus to you and other customers;

"**NGN**" refers to the next generation national info-communication infrastructure provided by NLT;

"**NLT**" means Netlink Trust which design, build, own and operate the passive fibre network infrastructure (comprising ducts, manholes, fibre cables and Central Offices) in Singapore. Where the Broadband Plus is provided over the NLT NGN platform, certain third party's terms and conditions may apply in addition to these terms and conditions and such third party's terms and conditions shall supersede these terms and conditions;

"**Premises**" means the property bearing the Installation Address which we provide the Broadband Plus and is connected to the Network. If you rent or own the entire compound, building or shop house, the Premise shall comprise the area beyond the MDF room or FDP in the building or shop house;

"Service Commencement" means the successful connection and activation of the Broadband Plus so that the service is available for use by the Customer;

"Static IPs" refers to blocks of the public local area network (LAN) static IPs assigned to the business customer for their business needs. Unlike dynamic IP, static IP remains fixed and does not change unless it is intentionally altered; and

"TP" means fibre network termination point at the Installation Address.

- 1.2 For the purposes of interpretation and construction of the agreement:
 - 1.2.1 words importing the singular or plural include the plural and singular respectively;
 - 1.2.2 headings are inserted for convenience only and do not affect the interpretation of this agreement;
 - 1.2.3 words "include", "includes" and "including" shall be deemed to be followed by the phrase "without limitation"; and
 - 1.2.4 any reference to any statute or regulation is a reference to that statute or regulation as amended or replaced.

2. Scope of Services

- 2.1 We will supply the Broadband Plus to you in accordance with the details set out in the application form, until the Broadband Plus is terminated in accordance with the provisions of this agreement.
- 2.2 The Broadband Plus is offered only to premises located within Singapore mainland and limited number of connected islands (such as Jurong Island) only.
- 2.3 Our scope of work includes installing fibre, TP(s) and Equipment in your Premises, configuring the Equipment, and testing and activating the Broadband Plus, providing support for the Broadband Plus and Equipment, and collection of Equipment when you terminate the Broadband Plus with us. StarHub may perform any of the Broadband Plus through MyRepublic acting on StarHub's behalf.
- 2.4 In the event that we suspect that you are using or allowing the Broadband Plus to be used for fraud, misconduct or any other illegal or improper purpose, we will refer this to the relevant authorities without notice to you and comply with directions or guidelines issued by them without further reference to you.

3. Application and Eligibility

- 3.1 You may apply for the Broadband Plus through our authorised representative in person or in writing using our latest application forms ("**Application**").
- 3.2 You must comply with the below requirements in order to be eligible for the Broadband Plus:
 - 3.2.1 be an entity that is registered with the Accounting and Corporate Regulatory Authority (ACRA) of Singapore or with a Singapore Unique Entity Number (UEN);
 - 3.2.2 qualify under our credit policy including not having any outstanding debt with us;
 - 3.2.3 provide details of an authorised contact person with a valid email address and contact phone number;
 - 3.2.4 provide us accurate and complete background information necessary or desirable for us to supply the Broadband Plus; and
 - 3.2.5 not have been a customer who has previously misused our services.
- 3.3 We may request for additional technical documentation including a completed questionnaire for internet protocol ("**IP**") address allocations as well as completed questionnaires for network configurations as part of your Application.
- 3.4 As part of the Application assessment, we may seek verification of your identity and credit status with our authorised bodies / suppliers. You authorise us to verify your credit status with any credit reference agency, at our cost, and to disclose information about you to any credit reference agency for that purpose. Subject to any applicable privacy laws, we do not have to disclose our credit criteria

or the reasons for our decision on any Application. We do not accept responsibility for the accuracy of any information provided to us about you by a credit reference agency.

- 3.5 We may impose additional conditions when accepting an Application such as a credit limit, or we may require you to pay a security deposit before we activate and supply the Broadband Plus.
- 3.6 We reserve the right not to accept your Application of the Broadband Plus at our discretion and without any liability to you.
- 3.7 The provisioning lead-time of the Broadband Plus is 14 business days measured from the date we accept your Application, subject to clause 5.1.
 - 3.7.1 The Request for Service ("RFS") date in your application form should not be shorter than the provisioning lead-time of the Broadband Plus. We have the right to reject your Application if we are unable to meet your RFS date.
 - 3.7.2 We shall not be liable if the provisioning lead-time is not met due to events outside our control, including but not limited to, any third party's act and/or omission. We reserve the right to change the provisioning lead-time without liability.
- 3.8 If we accept your Application, we will inform you in writing that your Application has been accepted for processing. Thereafter, we will use our commercially reasonable endeavours to provide the Broadband Plus on the RFS date, subject to clauses 2.2, 3.1 and 3.7 above.
 - 3.8.1 If you require to change the Installation Address before the fibre and/or TP has been installed, we will treat the request as a cancellation to the Application, and a cancellation charge shall apply. A new Application is thereafter required for the Broadband Plus at the revised Installation Address.
 - 3.8.2 If you require to change the Installation Address after the fibre and/or TP has been installed, we will treat the request as a termination to the Application, whereby termination clause 14.3 shall apply. A new Application is thereafter required for the Broadband Plus at the revised Installation Address.
 - 3.8.3 If you cancel an Application before the fibre and/or TP has been installed, a cancellation charge shall apply.
 - 3.8.4 If you cancel an Application after the fibre and/or TP has been installed, termination clause 14.3 shall apply.

4. Minimum Commitment Period

- 4.1 The Broadband Plus under this agreement shall remain active or in-service for a period not less than the contract term as set out in the Application, starting from the Service Commencement date ("**Minimum Commitment Period**").
- 4.2 If the Broadband Plus was suspended from active service, the Minimum Commitment Period of the Broadband Plus will be extended by the period of suspension.
- 4.3 If we agree to any changes to the Broadband Plus requested by you (including any upgrade of service plan) or the renewal of the Broadband Plus plan, we are entitled to require the Minimum Commitment Period to continue until its expiry or added to the new contract term if it is an early renewal.

5. Service Provisioning and Activation

- 5.1 You acknowledge and agree that the installation, provisioning and activation of the Broadband Plus is subject to:
 - 5.1.1 availability of all required information, including detailed demarcation information and onsite contact information;
 - 5.1.2 availability of network, service, resources, access, in-building cabling and tray and the procurement of all relevant approvals at the time at which the Broadband Plus is requested or delivered;
 - 5.1.3 you, your representative, including building management, cooperating with us in the installation and provisioning procedures;

- 5.1.4 geographic and technical capacity of our Network and of our delivery systems at the time at which the Broadband Plus is requested or delivered; and
- 5.1.5 provisioning lead-time for the Broadband Plus and/or the Equipment. Such provisioning lead-time will be determined by us at our discretion and may be changed by us.
- 5.2 You agree to pay for additional charges that is not borne by us, including a long-term security deposit, non-refundable insurance fee or admin fee, and charges to open access panel(s), for security personnel, to remove and reinstate fire retardant along the fibre route, to install GI pipes, conduits or cable trays as imposed by the building management, to provide scissor lift, boom lift or scaffolding in places where ceiling or cabling route are 3m or higher from the floor, for civil works, additional mechanical and electrical works.
- 5.3 We reserve the right not to provision the Broadband Plus to your Premises where we consider it uneconomic or unsafe to do so or if:
 - 5.3.1 the service application form that you submitted is not duly completed and signed;
 - 5.3.2 you did not provide us with the information we need in clause 3.7.2 above;
 - 5.3.3 we are unable to provide the Broadband Plus due to any of the reasons stated in clause 5.7 below;
 - 5.3.4 you do not agree to pay for additional charges in clause 5.2 that is not borne by us; or
 - 5.3.5 the operating conditions and specifications stipulated by us for the proper performance of the Broadband Plus, or the installation, operation and maintenance of the Broadband Plus and the Equipment, is not provided.
- 5.4 We will need to access your Premises to conduct a site survey, and subsequently followed by the installation of the fibre, TP and Equipment, configuration of Equipment, and testing and activation of the Broadband Plus. You represent and warrant that you are the lawful owner or occupier of such Premises and that you have obtained all necessary consents, licences and permits, and to provide us (including our employees, our contractors and their employees) and our authorised service delivery partner MyRepublic and their employees/contractors safe access to your Premises.
 - 5.4.1 You or your representative, including building management, must be physically present at the time of installation and must provide access to the designated building's Main Distribution Frame (MDF) room, access panel or any other locations on the date(s) agreed to by us and NLT. Such building access and escort must also be provided to other necessary personnel to perform the installation of the Broadband Plus.
- 5.5 If you are installing the cabling required for the provision of the Broadband Plus, you will ensure that cabling works are completed according to the relevant regulatory authority's and our specifications and guidelines required for the purposes of the installation of the Broadband Plus Service prior to the commencement of our installation works. You will ensure that such cables are labelled at both ends to clearly demarcate it as belonging to and under your care.
- 5.6 The Broadband Plus does not include migration of the Customer's existing network, equipment, or configurations. Where migration services are requested, additional charges will apply based on the scope of work required, and will be quoted and agreed prior to commencement.
- 5.7 We have the right to decline to install the Broadband Plus or impose such conditions (including the provision of equipment, the payment of any charges or reimbursement of expenses by you) as we may deem appropriate and defer the installation and/or provision of the Broadband Plus to you until after all such conditions have been fulfilled if we are of the opinion that the installation of the Broadband Plus at the Premises would result in (or likely to result in) or cause (or likely to cause):
 - 5.7.1 any risk of injury to any person;
 - 5.7.2 the use of equipment which not commonly used in the installation of the Broadband Plus;
 - 5.7.3 the relocation of any structure, fixture or fitting at the Installation Address;
 - 5.7.4 costs, expenses or manpower resources which exceeds the amount usually required on the part of us for the installation of the Broadband Plus; or

- 5.7.5 us to provide any services which are not usual to, or are outside the scope of, our standard installation services.
- 5.8 We have the right to cancel or terminate the Application if you postpone, delay or do not respond to our request for site survey, fibre, TP and/or Equipment installation, or service activation beyond the RFS date in your Application. In such a case, the cancellation charge shall apply, and in the case whereby the fibre and/or TP has been installed, termination clause 14.3 shall apply. You are therefore advised not to submit an Application if the installation site is not ready or if you are not available for us to engage you for the purpose of this agreement.
- 5.9 Deferment of RFS date before TP installation: You can defer the RFS date given in your application form to your account manager up to a maximum of 7 days ("initial deferment period"), provided the TP has not been installed at the Installation Address. Thereafter we will proceed with the TP installation. Subsequent requests for deferment of RFS date will not be allowed. You acknowledge that the Application will be cancelled, and the cancellation charge will be imposed, if you do not allow us to continue installing the TP and activating the Broadband Plus after the initial deferment period.
- 5.10 Deferment of Service Commencement after TP installed: We do not allow any deferment of RFS date or delay of Service Commencement after the TP has been installed at the Installation Address. We will treat any deferment or delay as a termination request and termination clause 14.3 shall apply.
- 5.11 Cancellation of Broadband Plus before TP installation: If you cancel your Application before the TP has been installed, you shall be liable to pay us cancellation charges.
- 5.12 Cancellation of Broadband Plus after TP has been installed: If you cancel your Application after the TP has been installed, we will treat it as a termination request and termination clause 14.3 shall apply.
- 5.13 NBAP site: If the Broadband Plus is to be used at a location classified as NBAP, further to the terms in this clause 5, the following terms will apply:
- 5.13.1 We will conduct a site survey of the Premises and TP installation location to evaluate the feasibility to provide the Broadband Plus to the NBAP site. A site survey fee will apply.
- 5.13.2 You will secure for our personnel or our authorised representatives access to the NBAP site and relevant rights required for us to carry out the site survey and the provisioning of the Broadband Plus.
- 5.13.3 If we determine that it is feasible to install and operate the Broadband Plus at the NBAP site, after conducting the site survey, we will inform you in writing of:
- 5.13.3.1 the proposed fibre routing plan, which will be subject to approval by the relevant authorities, Premise owner and building management;
- 5.13.3.2 the revised charges, including a one-time site deployment costs and activation charges, and monthly recurring service charges; and
- 5.13.3.3 the estimated provisioning lead time for the installation and activation of the Broadband Plus.
- 5.13.4 You must either accept or decline the Broadband Plus quote for the NBAP site within the quote's validity period.
- 5.13.4.1 If you accept the quote for the NBAP site, we will then commence the fibre routing plan approval request process; but
- 5.13.4.2 If you do not accept the quote for the NBAP site, you must inform us that you will cancel your Application for the Broadband Plus. Any site survey or fees incurred to the point you cancel your Application will apply.
- 5.13.5 You agree that no right, title or proprietary interest in the resources to or at NBAP site belongs to you.
- 5.13.6 We reserve the right to accept or to reject any application for the Broadband Plus to the NBAP site without giving reasons.
- 5.13.7 If the proposed fibre routing plan was rejected and a new plan was required, the quote that we provided earlier will be considered null and void, and we will requote based on the findings of the new site survey.

- 5.14 We will not be liable in any way to you for any loss, damage or liability incurred or sustained by you caused by or arising as a result of:
- 5.14.1 the rejection of any application for the Broadband Plus; and/or
- 5.14.2 our determination that the Installation Address, Premises or NBAP site is not feasible for installation or operation of the Broadband Plus.
- 5.15 Unless otherwise stated, all works will be carried out during our Business Hours. You may request for works to be carried out after Business Hours with additional fees (refer to Field Engineer On-site (After Business Hours) charges in clause 19). This fee will be charged if you cancel or postpone an appointment less than 2 hours from the appointment time, or if you fail to provide access and on-site guidance to our Field Engineers (FE) at the agreed appointment time.
- 5.16 Change of TP location after TP has been installed: If you request to change the TP location after it has been installed, a TP relocation charge will apply. You need to determine and inform our FE during the site survey and again during the TP installation works to avoid unnecessary miscommunication, cost and time loss.
- 5.17 You may cancel the part of the Broadband Plus that we are unable to provide, without paying any cancellation charges on that part, if (1) we are unable to provision and activate the Broadband Plus 14 days beyond the RFS date or our provisioning lead-time (whichever later), and (2) the fibre and/or TP have not been installed at the Installation Address. If any part of the Broadband Plus is installed, you have deemed to have accepted any delay to this agreement and cancellation charges, or deactivation charges and early termination charges as provided in clauses 5.11 and 5.12 shall apply should you require the Broadband Plus to be cancelled.
- 5.18 If you have procured other StarHub products, services, professional service and/or managed services together with the Broadband Plus Application, where the scope of work which we have quoted for and are provided in your Application, we will endeavour to coordinate and deliver the services together during the installation period, subject to the terms and conditions of the specific products and services, availability of hardware, resource, timeslot and access to the Premises.
- 5.19 If you have made any change request to an order during installation and provisioning of the Broadband Plus, the provisioning lead-time shall restart from the date of acceptance of the revised Application, subject to clause 3.7.
- 5.20 Unless otherwise explicitly specified in the Application, we do not support any 3rd party equipment and/or services (e.g. router, switch, firewall, CCTV, network printer, servers) that we do not supply. You will need to engage your IT personnel or vendor to setup, maintain, support, configure, replace and troubleshoot any issues related to the 3rd party equipment and/or services. Where your IT personnel or vendor need to be present to connect to our Equipment and/or Broadband Plus, you are fully responsible to communicate, coordinate, arrange and ensure his presence during our installation works. We should not be held back, delayed or hindered in our works by the absence of your IT personnel or vendor. Where we are being delayed due to such scenarios, additional FE on-site charges in clause 19 shall apply.

6. Equipment

- 6.1 We will provide the necessary Equipment on a rental basis, and equipment which we have agreed to supply, for the activation of the Broadband Plus as provided in our quotation to you, and your Application to us.
- 6.2 As we are not the manufacturer of any equipment we provide, we shall not be held responsible for any equipment defects or any loss or damage arising out of such defects, even if we supplied the equipment.
- 6.3 You bear all risks associated with the equipment we provided, from the time we install the equipment at your Premises. You are responsible for the use and performance of the equipment. We will not be responsible for the performance (including but not limited to trouble-shooting) of the equipment, or any related hardware or software.
- 6.4 You will be responsible for the care and maintenance of all the equipment we provided at your premises, fair wear and tear excepted unless you fail to comply with clause 6.5. Where we need to replace the equipment due to loss or damage, the equipment charges and FE on-site service fee as provided in clause 19 shall apply.

- 6.5 You shall provide sufficient space, electrical power, keep and use the equipment in a suitable place with appropriate operating conditions, including sufficient ventilation which is free from oil and dust, in accordance with the guidelines, instructions or specifications given by us or the manufacturer. We have the right to reduce our technical support scope, including replacing or loaner support for faulty equipment, if you do not meet our operating conditions and specifications stipulated by us for the proper performance of the Broadband Plus and the equipment we provided.
- 6.6 The equipment we provide shall come with a limited warranty starting from the Service Commencement date. You need to refer to the warranty document provided with the equipment for information on the limitation and disclaimer of certain warranties. Remedies for breach of any such warranties or remedy for any defect in the equipment will be according to the terms of the manufacturer's warranty.
- 6.7 We will replace your equipment if it is faulty based on the following warranty period:
- 6.7.1 ONT: As long as service is active with us;
- 6.7.2 Router and/or Access Point: First 12 months from Service Commencement or renewal date.
- 6.8 You must comply with all applicable laws and instructions, notices or directions issued by the relevant regulatory authority or us from time to time in respect of the installation, use, operation and/or upgrade of the equipment we provided.
- 6.9 You should not use the equipment in conjunction with any application, equipment, hardware, software or network other than in the manner approved by us.
- 6.10 You are solely responsible for the equipment and must not modify or in any way interfere with, nor allow anyone else (other than a person authorised by us) to do so. You must not change the electronic serial number or equipment identifier of the equipment we provided, or to perform a factory reset of the equipment without our prior consent. We reserve the right to suspend or terminate your Broadband Plus and retrieve the Equipment if we determine that you have tampered with the Equipment. In the event of such suspension or termination, you will remain responsible for all the related charges such as the suspension and reactivation fee, deactivation fee and early termination fee where applicable.
- 6.11 You will be solely responsible for the Content/data retrieved, stored or transmitted through the Broadband Plus and/or the equipment we provided.
- 6.12 If there is a failure of the equipment we provided, and where we agree to replace the equipment, we do not guarantee that the replacement equipment will be of the same or similar model.
- 6.13 Where required, we may assign a user login credential and password to you to allow you access to the equipment or Broadband Plus.
- 6.14 You will keep the user login credential and password confidential and will not reveal or disclose the user login credential and/or password to any person except to your authorised user(s).
- 6.15 We will have the right to withdraw and assign a new user login credential and/or password to you when we have reason to believe the user login credentials and/or password has been compromised.
- 6.16 We will also have the right to withdraw the user login credentials and/or password from you:
- 6.16.1 if the Broadband Plus is terminated; or
- 6.16.2 when we find that you have not complied, is not complying or is likely not to comply with your obligations under this agreement.
- 6.17 You need to take all such measures as may be necessary (including but not limited to changing your password from time to time) to protect the secrecy of your user login credentials and/or password. You will fully indemnify us with your use of the Broadband Plus. This paragraph shall survive the termination of this agreement.
- 6.18 Except for the equipment we agreed to provide, you are solely responsible for providing all other equipment, hardware, software, telecommunications services and power supply necessary to connect to and use the Broadband Plus.

7. Transfer Speed and IP Address

- 7.1 You acknowledge and accept that as with any network, actual data transfer speed experienced by you when using the Broadband Plus is affected by many factors, such as:
- 7.1.1 type, compatibility, performance and configuration of your computer or equipment (such as the router, switch, firewall, wireless access point) connected to the Network;
 - 7.1.2 performance characteristics and location of your wireless equipment receiving the Broadband Plus, distance, physical environment, compatibility of Wi-Fi standards between devices, encryption standards, interference of other electronic devices and/or congested wireless channels;
 - 7.1.3 total number of users or equipment connected to the network in your Premises;
 - 7.1.4 applications, equipment, software or networks used by you;
 - 7.1.5 location and configuration of the accessed server or cloud-hosted applications;
 - 7.1.6 type of data accessed, whether non-cached or cached data; and
 - 7.1.7 overall network traffic condition.
- 7.2 We therefore do not warrant or give any guarantee on data transfer speed of the Broadband Plus.
- 7.3 We will issue IP address(es) for your Broadband Plus. We reserve the right to handle all requests for IP address changes at our discretion. We reserve the right to blackhole any IP addresses upon any detection of abuse or in cases where an IP address is being targeted by any Denial of Service attacks for a minimum period of 24 hours. You accept that the IP addresses are owned by the Asia-Pacific Network Information Centre ("APNIC") and ownership, rights to or interest in the IP addresses is not transferable.
- 7.4 If you subscribe to the Broadband Plus plan, we will issue a range of IP addresses according to your Application. The static IP addresses must be used within our Acceptable Use Policy. We have the right to recall the IP addresses from you without replacement and/or terminate the Broadband Plus or block of static IP addresses or both with no liability to you if we find that you have breached the Acceptable Use Policy. We also have the right to change the IP addresses under exceptional circumstances where there are no reasonable alternatives (for example, if APNIC requires such a change or recall). If you request to change your static IP addresses, you need to provide us with valid reasons for the change, subject to our acceptance and approval, and a service request fee will apply.
- 7.5 You acknowledge that static IP address(es) used for hosting file servers, VPN servers, web servers and proxy servers in Singapore for access to or by users from other countries may be blacklisted in some countries. We reserve the right to refuse your request(s) for replacement static IP address(es). If replacement static IP address(es) is provided, you accept there is a one-time service charge for replacing the static IP address(es) and a monthly recurring charge for the new static IP addresses and all blacklisted static IP address(es) that was provisioned for you. Where there is evidence that the IP address(es) was blacklisted prior to us issuing to you, we will waive the additional charges.
- 7.6 We shall not be liable for any cost as a result of any change to your IP address.

8. Billing

- 8.1 You will pay any one-time charges and recurring subscription fee(s) for the Broadband Plus at the prevailing prescribed rate(s) within 30 Calendar Days or the credit payment term as agreed between us. You will be billed in advance for the subscription fees at monthly intervals or such intervals as may be approved by us.
- 8.2 The Broadband Plus promotional or discounted price is the charges below the usual price as provided in our quotation and applies for the Minimum Commitment Period only. Usual price will apply after the Minimum Commitment Period unless otherwise specified in the Application. You are strongly encouraged to renew your Broadband Plus package at least 1 month before the end of the Minimum Commitment Period to ensure that you continue to enjoy the promotional or discounted price.
- 8.2.1 Discounts, if offered, will be cancelled at the end of the contract term, unless a recontract is done before the end of the term, subject to availability of discounts at the time of the recontracting.

8.2.2 Free months, if offered, apply at the start of the contract term, unless otherwise provided in the Application.

8.2.3 Free premiums, if offered, can be claimed only after Service Commencement and we have received the first payment for the activated Broadband Plus.

9. Customer and Technical Support

9.1 We provide email and phone technical service support as provided in our website or through our authorised representative. For security and accountability purposes, we will only provide support to any of your officers provided your application form.

9.2 If there is a fault that we could not resolve remotely, with your permission and agreement, we would dispatch a FE on-site to troubleshoot the issue as soon as we can or the next business day. The provision of on-site support is subject to resource availability. StarHub may perform any of the foregoing through MyRepublic acting on StarHub's behalf.

9.3 We will only provide on-site support at the Installation Address provided by you in the application form.

9.4 If we established that the cause of the fault does not lie with our service, our network or the equipment supplied by us, we will need to charge you for FE on-site service fee. For the benefit of doubt, you are responsible for any fault caused by damages to the cable/fibre, the trunking, the TP or equipment within your Premises.

9.5 If you request for a service call or request to change, replace or reconfigure any Equipment supplied by us, we have the right to charge our standard FE on-site service fee for every request. We will use our commercially reasonable endeavours to assist you in troubleshooting the Equipment supplied by us but will not be responsible if we fail to troubleshoot or resolve the fault.

9.6 We are not responsible for providing any support to your equipment or network.

10. Change of Service Plan

10.1 You may request to upgrade your Broadband Plus plan during your contract term to a Broadband Plus plan with a higher bandwidth or greater number of Static IPs and an increase in the monthly subscription charges.

10.2 A downgrade of Broadband Plus plan will constitute a termination of existing Broadband Plus and termination clause 14.3 shall apply.

10.3 A change of plan request is subject to clause 3 above.

11. Relocation

11.1 You may relocate your Broadband Plus (i) within your premise, (ii) to a new premise within the building or (iii) to a new premise at another site, subjected to the provisioning lead-time. Any request for relocation of the Broadband Plus is subject to clause 3 and 5 above and to our absolute discretion.

11.2 If we relocate any Broadband Plus, you must pay us our prevailing relocation charges for the relocation request. Once the Service has been provisioned at the new site, your existing contract (if applicable) would be transferred to the new circuit.

11.3 In the event where we are unable to provide the Broadband Plus, Equipment and/or ancillary items at the new site during the minimum period of service and/or if you decide to terminate the Broadband Plus due to delay in provisioning, termination clause 14 shall apply.

12. Renewal of Service Package

12.1 You may renew your Broadband Plus plan and secure a promotional or discounted price within 3 months remaining in the Minimum Commitment Period, subject to clause 4.

12.2 If you wish to renew your Broadband Plus plan earlier, we have the right to extend your contract period by the remaining terms in the Minimum Commitment Period and impose an early renewal fee (ERF).

13. Suspension and Reactivation

- 13.1 You may suspend your Broadband Plus once throughout the agreement for a period up to 90 calendar days, subject to clause 4 and a suspension and reactivation fee. You need to inform us when you intend to reactivate the Broadband Plus. We will automatically reactivate the Broadband Plus if we did not receive any instruction to reactivate the Broadband Plus upon the expiry of the 90 calendar days.
- 13.2 We reserve the right to suspend your Broadband Plus due to non-payment of our charges. We will reactivate your Broadband Plus after you have paid us all outstanding amounts due or payable to us, and subject to clause 4 and a suspension and reactivation fee.
- 13.3 We may suspend all or any part of the Broadband Plus without compensation and without prejudice to our rights to damages if:
- 13.3.1 you breach any of the terms and conditions of this agreement or any other agreement you have with us; or
- 13.3.2 you provide incorrect, false or incomplete information to us.
- 13.4 If and when you make good any breach or default within 7 business days, we will reactivate your Broadband Plus. If you do not take the necessary actions after 7 business days, we have the right to terminate your Broadband Plus immediately according to termination clause 14.3.
- 14. Termination**
- 14.1 Either party can give at least 30 days' written notice to the other party to terminate the Broadband Plus and this agreement, unless otherwise specified herein.
- 14.2 We may terminate all or any part of the Broadband Plus or terminate this agreement with immediate effect without compensation and without prejudice to our rights to damages for any antecedent breach by you of this agreement if:
- 14.2.1 you breach any of the terms and conditions of this agreement or any other agreement you have with us;
- 14.2.2 you become or threaten to become bankrupt or insolvent, or die;
- 14.2.3 you make any arrangement or composition with or assignment for the benefit of your creditors or go into either voluntary or compulsory liquidation or a receiver, trustee, judicial manager or administrator is appointed over any of your assets;
- 14.2.4 the equivalent of any of the events under the laws of any relevant jurisdiction occurs to you;
- 14.2.5 you provide incorrect, false or incomplete information to us;
- 14.2.6 the requirements of any relevant regulatory authority result in us having to stop providing the Broadband Plus or to provide the Broadband Plus in a manner which is unacceptable to us;
- 14.2.7 if you are likely to create imminent harm to our Network or any third party's networks or systems or our provision of the Broadband Plus, or defraud us, or are likely to create imminent harm or are abusive to our personnel; or
- 14.2.8 for any reason beyond our control (including loss of any licence, way-leave or easement, requirements of any governmental or regulatory authority or orders by the court and cessation or failure to deliver by a third-party supplier) we are unable to provide the Broadband Plus.
- 14.3 If the Broadband Plus is terminated:
- 14.3.1 all sums due, accruing due or payable to us in respect of the Broadband Plus and if applicable, the Equipment, up to the date of termination (including late payment charges) will, upon the termination, become immediately due and payable to us. There will be no refund of any charges paid to us for any equipment (including the Equipment) purchased from us;
- 14.3.2 you must immediately (and in any event, within 5 days of such termination) return to us all Equipment which we may have leased or rented to you in respect of the Broadband Plus in good condition, failing which we will be entitled to, at our absolute discretion:
- 14.3.2.1 charge you all costs incurred in repossessing or acquiring replacement for such Equipment which you have failed to return to us, or at our standard prescribed rates

for acquiring a replacement for any Equipment which is returned to us in a damaged or defective condition; or

14.3.2.2 treat the Equipment as being sold to you and to charge you our prevailing charges for the Equipment. There will be no refund of any such charges paid; and

14.3.3 you shall pay a service deactivation fee, in addition to any applicable early termination charges.

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

14.5 Where the Service is terminated prior to the expiry of the Minimum Commitment Period for any reason whatsoever (including termination by you, or suspension or termination by StarHub due to your breach), you shall pay to StarHub an early termination charge.

14.5.1 Such early termination charge shall be calculated as the Monthly Recurring Charges ("MRC") for the Service multiplied by the number of months remaining in the Minimum Commitment Period. For the purposes of calculation:

(a) the MRC shall be based on the prevailing undiscounted rate of the Service;

(b) any waived charges, free months, discounts, rebates or promotional benefits shall be clawed back and become immediately payable; and

(c) any one-time charges, installation charges or equipment subsidies may also be recovered by StarHub.

The early termination charge shall be payable immediately upon termination and is without prejudice to any other rights or remedies available to StarHub.

15. Your Responsibilities

15.1 You are responsible for the use of the Broadband Plus under your account and for any Content disseminated through the account.

15.2 You must not use or allow the Broadband Plus:

15.2.1 to transmit or post any Content which may be defamatory, offensive, indecent, objectionable or illegal, or which may cause annoyance, harassment, irritation, inconvenience or anxiety to anyone, give rise to civil liability or otherwise violate any applicable laws, rules or regulations, or contains viruses, worms, trojan horses, time bombs, cancelbots or any other harmful, damaging or destructive programs;

15.2.2 to make or attempt any unauthorised access to any part or component of the Broadband Plus, the Network or any third-party systems or networks to which you can connect through the Broadband Plus directly or otherwise;

15.2.3 to disrupt the various networks that are connected to the Broadband Plus or violate the regulations, policies or procedures of such networks;

15.2.4 in any manner that may constitute a violation or infringement of the rights (including intellectual property or confidentiality rights) of any party; and

15.2.5 to be resold or to transfer the Broadband Plus and/or the Equipment to third parties without our prior written consent, whether or not for profit or otherwise. We reserve the right to immediately suspend or terminate your Broadband Plus if we determine, in our absolute discretion, that you resell or transfer the Broadband Plus.

16. Matters beyond Our Control

16.1 We will not be liable for any delay or failure in performance under this agreement resulting from matters beyond our control. These include acts of God, requirements of any governmental or regulatory authority, war, national emergency, accident, fire, lightning, equipment failure, computer software or software malfunction, electrical power failure, faults, interruption or disruption of the Network or the networks of other Service Providers or of your equipment or the equipment of any third party, riots, strikes, lock-outs, industrial disputes (whether or not involving our employees) epidemics of infectious diseases or acts of terrorism.

- 16.2 Without prejudice to clause 16.1 above, we will not be liable for any delay or failure in performance under this agreement resulting from any delay or failure of any third party (including any supplier) to deliver or provide any facilities, infrastructure, equipment or services to us.
- 17. Indemnity**
- 17.1 You must indemnify us, our affiliates, employees, directors, agents and suppliers against all claims, damages, losses and liabilities resulting from your use of the Broadband Plus, your negligence, omission, act or breach of this agreement.
- 18. Liability**
- 18.1 The Broadband Plus (including any installation or support services) are provided on an "as is" and "as available" basis and you agree that you use the Broadband Plus or rely on any Content obtained through the Broadband Plus at your sole risk. We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose and non-infringement, to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from us or through the Broadband Plus will create any warranty not expressly set out in this agreement. Without prejudice to the foregoing, we will not be liable for any delay or failure to provide the Broadband Plus, or any interruption or degradation of the Broadband Plus quality which may arise from the following:
- 18.1.1 an act or omission of an underlying carrier, Service Provider, vendor or other third party;
 - 18.1.2 equipment, network or facility failure;
 - 18.1.3 equipment, network or facility upgrade or modification;
 - 18.1.4 force majeure events such as (but not limited to) acts of God, acts of nature, strikes, fire, war, riot, acts of terrorism and governmental actions;
 - 18.1.5 equipment, network or facility shortage;
 - 18.1.6 equipment or facility relocation;
 - 18.1.7 service, equipment, network or facility failure caused by the loss of power to you;
 - 18.1.8 any act or omission by you or any person using the Broadband Plus or Equipment provided to you;
 - 18.1.9 any third party's service, equipment, software, network or facility; or
 - 18.1.10 any other cause that is beyond our control, including, without limitation, a failure of or defect in any Equipment, the failure of an incoming or outgoing communication, the inability of communications to be connected or completed, or forwarded.
- 18.2 Without prejudice to clause 18.1 above, we make no warranty:
- 18.2.1 that the Broadband Plus, the software or any equipment (which we provide to you, including the Equipment) will not cause any harm to your applications, equipment, hardware, software, networks or Content;
 - 18.2.2 as to the accuracy, reliability or quality of any content obtained through the Broadband Plus or that defects in any software will be corrected; and
 - 18.2.3 that the Broadband Plus and access to them are error free and uninterrupted or available at all times.
- 18.3 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. This exclusion applies for our benefit and that of other Service Providers whose networks are connected to each other or to the Network, all companies, directly or indirectly owned, wholly or partly owned or controlled by us or any of these parties, and all their officers, employees, contractors and agents or anyone else to whom we or these parties are responsible ("the **Relevant Parties**") and whether it relates to anything caused by or resulting from anything any of us does or does not do or delays in doing (even if done, omitted or delayed fraudulently, wilfully, recklessly, maliciously or negligently), whether or not it is contemplated or authorised by any agreement you have with us.

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
BROADBAND PLUS

- 18.4 Under no circumstances will we or any of the Relevant Parties be liable for any special, incidental, indirect, consequential or punitive damages, losses, costs or expenses, even if such damages, losses, costs or expenses were caused wilfully, recklessly or negligently.
- 18.5 Under no circumstances will we or any of the Relevant Parties be liable for any lost profits, revenue, business or anticipated savings, even if such damages, losses, costs or expenses were caused wilfully, recklessly or negligently.
- 18.6 If we or any of the Relevant Parties are liable to you and we cannot, for any reason, rely on the exclusion of liability set out in clause 18.3 to 18.5 herein, then in no event will our liability for damages, losses, costs or expenses suffered or incurred by you and anyone else (whether in contract, tort, negligence, misrepresentation, strict liability or statute or otherwise) exceed the lower of your preceding month's charges applicable to the Broadband Plus in question or S\$5,000/- for any event or for any series of connected events. Further, our aggregate liability in any 12-month period will not exceed the lower of (i) your preceding 12 months' Charges applicable to the Services in question or (ii) S\$10,000/-.
- 18.7 The limitations and exclusions of liability in this agreement shall not apply to any liability we or any of the Relevant Parties may have in respect of any death or personal injury resulting from our negligence.
- 18.8 The limitations and exclusions of liability in this agreement shall not apply to any liability which cannot be lawfully excluded or restricted under the Unfair Contract Terms Act (Cap. 396).

19. General Charges

- 19.1 The Customer shall be liable for the applicable charges set out in the table below ("**General Charges**"). StarHub reserves the right to revise, vary or introduce additional charges at its discretion from time to time, and may publish such charges on its website or notify the Customer by such means as StarHub deems appropriate.

Service Item	Description	Charges (inclusive of GST)
Billing Cycle Change	Administrative fee for every requested change in billing date	\$21.80
Late Payment Fee	For every overdue bill payment (applies for all payment methods)	\$15.00
Suspension of Service and Reactivation	For resuming your service after temporary suspension due to late payment, per service	\$172.22
Replacement of lost or damaged device or equipment	For replacing lost or damaged device or equipment. Note: Field Engineer On-site charges will also apply for delivery & setup of the device or equipment.	To be advised by our officers
Field Engineer On-site (During Business Hours: Mon-Fri, 9am-6pm, excluding public holidays)	For any on-site service calls, such as equipment configuration, fault troubleshooting, delivery & set up of lost or damaged device or equipment, and for fault cases where it is established that the fault is not caused by StarHub. Note: This charge is applicable for the first 2 hours on-site and for every block of 2 hours thereafter.	\$272.50 per block
Field Engineer On-site (After Business Hours: Mon-Fri, 6pm-9am, weekends and public holidays)	For any on-site service calls, such as equipment configuration, fault troubleshooting, delivery & set up of lost or damaged device or equipment, and for fault cases where it is established that the fault is not caused by StarHub. Note: This charge is applicable for the first 2 hours on-site and for every block of 2 hours	\$490.50 per block

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
BROADBAND PLUS

	thereafter.	
Business Equipment Retrieval Fee	For ONT collection after termination if you missed the initial collection appointment. Customers who do not wish to pay this fee may choose to return the ONT to 11 Lorong 3 Toa Payoh, Jackson Square, Block B, #04-11/15, Singapore 319579 MyRepublic Office.	\$87.20
New Order Cancellation	If you have placed a new order and decided to cancel after the acceptance of your order.	50% of total contract value (TCV)
Early Termination Charges	If you terminate your contract before the end of the contract term.	Total sum of monthly charges for the remaining contract period
Transfer of Ownership Processing Fee	Administrative fee for processing of transfer of ownership requests for a business fibre broadband connection.	\$21.80
Missed Appointment Charge	If the customer requests to reschedule within 2 hours of the scheduled appointment or is not around to receive the MyRepublic technician at the customer's premises.	\$87.20
Service Installation & Activation	For service set up & activation.	\$272.50
Fibre & Termination Point (TP) Installation Charges	Fibre & Termination Point (TP) Installation Charges, per Termination Point (TP).	\$858.92 per Termination Point (TP)
Service Relocation	Service Relocation (Fibre Broadband)	\$1,076.92
	Service Relocation (L2VPN on GPON Platform)	\$1,308.00
Maintenance Visit	During Business Hours: Mon-Fri, 9am-6pm, excluding public holidays	\$272.50 per block of 2 hours
	After Business Hours: Mon-Fri, 6pm-9am, weekends and public holidays	\$490.50 per block of 2 hours
Temporary Suspension	For resuming your service within 90 days from start of temporary suspension requested by the Customer. Note that you can only suspend your service once during your contract period, up to a maximum of 90 days. We will resume your service when the 90 days period is up. Your contract period will be extended for the length of the suspension period.	\$172.22
CBD installation/ maintenance	For installation/maintenance services in the Central Business District	\$65.40
Jurong Island/ PSA/ Changi Airport installation/ maintenance	For installation/maintenance services in Jurong Island/ PSA/ Changi Airport	\$87.20
Termination Point Repair, Replacement, Removal	For repair or replacement to damaged TP, or removal of TP from Customer premises	\$1,076.92 per Termination Point (TP)
NBAP Site Survey	For site survey to a NBAP site & cancellation	\$218.00

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
BROADBAND PLUS

	charges (before order submitted to NLT)	
On-site Service Request (Port forwarding Service, VPN client setup)	For configuring ftp server (port forwarding service) - per service	
	During Business Hours: Mon-Fri, 9am-6pm, excluding public holidays	\$272.50 per block of 2 hours
	After Business Hours: Mon-Fri, 6pm-9am, weekends and public holidays	\$490.50 per block of 2 hours
VPN configuration	For configuring customer's VPN at Server & remote location (per tunnel)	\$436.00

20. Service Level Agreement

20.1 There are Service Level Agreements for the Broadband Plus service that we adhere to. For the full service level agreement for the Broadband Plus, please refer to the Broadband Plus Service Level Agreement document below.

21. Revision

21.1 We reserve the right to change, amend or revise these Specific Terms and Conditions. The revised Specific Terms and Conditions shall become effective once posted on the StarHub website.

**STARHUB BROADBAND PLUS
SERVICE LEVEL AGREEMENT**

Effective: [25 August 2026]

This Service Level Agreement ("SLA") applies only to StarHub's Broadband Plus service plans ("Service"). In addition to this SLA, the provisions of the StarHub Broadband Plus Service Specific Terms and Conditions and any Specific Terms and Conditions relating to the Service, as well as the remaining provisions of the applicable service plan, shall also apply. Taken together, this SLA and any applicable Terms and Conditions may be amended by us from time to time. It is your responsibility to be aware of such changes, which will take effect when posted on our Website. All references to "we", "us" and "our", are to StarHub.

1. Application of SLA

- 1.1 This SLA shall only apply to Services provided and managed by us with both the originating and terminating ends located locally, and shall exclude any and all access circuit portion(s) provided by a third party and all other customer premises equipment. This SLA supersedes any and all existing Broadband Plus Service Level Agreement entirely with effect from the Effective date.

2. Service Level Agreement

- 2.1 We will offer you the following Service Level Agreements:
- 2.1.1 Installation and Provisioning Lead-time Agreement;
 - 2.1.2 Service Uptime Agreement; and
 - 2.1.3 Network Restoration and Mean-time-to-Repair (MTTR) Agreement.
- 2.2 If we are unable to meet any of the agreements, you are eligible to claim applicable Service Credits as set forth below in this Service Level Agreement (SLA).

3. Installation and Provisioning Lead-time Agreement

- 3.1 We will install and provision the Service within 14 business days, as measured from the date an order has been accepted and entered into our order management system by us, and subject to Netlink Trust (NLT) fibre network coverage, availability of network, service, resources, access, in-building cabling and tray and the procurement of all relevant approvals.
- 3.2 An order will not be approved until a signed Service Application Form (SAF), endorsed with your Corporate Stamp, and any other required documentation specified by us, has been received, reviewed, approved and entered into our order management system by us. We may request for additional technical documentation including a completed questionnaire for IPv4 Allocations as well as completed questionnaires for network configurations.
- 3.3 If we fail to meet this provisioning lead time agreement level, you may choose to cancel the order with no penalty provided we have not installed any part of the Service, including the Termination Point or Fibre into your premises. If any part of the Service is installed, you have deemed to have accepted any delay to this agreement and Cancellation Charges shall apply should you require the Service to be cancelled.
- 3.4 Our Installation and Provisioning Agreement is subject to the following terms and conditions:
- 3.4.1 You or your representative, including building management, must cooperate with us in the installation and provisioning procedure. This includes an accurate completion of the Service Application Form (SAF) containing detailed demarcation information and other onsite contact listings. Changes in the SAF made by or on behalf of you or the occurrence of events outside the reasonable control of us, such as force majeure, may result in delays for which we are not responsible hereunder.
 - 3.4.2 You or your representative, including building management, must be physically present at the time of installation and must provide access to the designated building's Main Distribution Frame (MDF) room, access panel or any other locations on the date(s) agreed to by us and Netlink Trust. Such building access and escort must also be provided to other necessary personnel to perform the installation of the connection.

- 3.4.3 This Installation and Provisioning Agreement applies to the interval between the original order approval date and original Installation and provisioning date. If you request a change to an order during implementation of Service, the Installation and Provisioning Agreement date shall, at our sole discretion, begin again upon change acceptance.

4. Service Uptime Agreement

- 4.1 We agree on a monthly network uptime of 99.95% using commercially reasonable endeavours.

- 4.2 The Service Uptime Agreement shall be calculated as follows:

$$\text{Total Service Uptime (\%)} = [(a - b) \div a] \times 100\%$$

a = Total time in a month in minutes (43,200 minutes in a 30 days month); and

b = Total time in minutes (in a consecutive block) that a circuit is not available in that same month

- 4.3 The period during which the Service is not available is known as "Outage". Outage means an occurrence of Service breakdown beginning with the date we are notified by you by means of your fault report or when it is first detected in our management network system, whichever is earlier. Outage shall end upon you being notified by us of the Restoration of the Services.
- 4.4 The Customer is eligible to "Service Uptime Service Credit" for Outage if the Service Uptime falls below 99.95%. The Service Uptime Service Credit for this Service is a flat 5% discount off the relevant circuit Monthly Recurring Charge (MRC) for the affected month.
- 4.5 The Service Uptime Service Credit and Network Restoration and Mean-time-to-Repair (MTTR) Service Credit are mutually exclusive. You may claim for only one type of credit in a given month, but not any other.

5. Network Restoration and Mean-time-to-Repair (MTTR) Agreement

- 5.1 We agree to restore Services within eight (8) hours of Outage, also known as Mean-time-to-Repair (MTTR), using commercially reasonable endeavours.
- 5.2 The period during which the Service is being repaired is known as "Restoration". Restoration means the duration of Service Outage beginning with the time we are notified by you by means of your fault report or when it is first detected in our management network system, whichever is earlier and ends upon you being notified by us of the successful repair of the Services.
- 5.3 The Customer is eligible to "Network Restoration and Mean-time-to-Repair Service Credit" for Restoration if our Mean-time-to-Repair exceeds eight (8) hours. The Network Restoration and Mean-time-to-Repair Service Credit for this Service is a flat 10% discount off the relevant circuit Monthly Recurring Charge (MRC) for the affected month.
- 5.4 The Service Uptime Service Credit and Network Restoration and Mean-time-to-Repair (MTTR) Service Credit are mutually exclusive. You may claim for only one type of credit in a given month, but not any other.

6. Service Credit Claims

- 6.1 This SLA represents our entire obligation to you for any period during which the Service Level Agreement is breached. We shall not be liable to you or to any representative claiming through you for any direct, indirect, consequential or incidental damages or losses or expenses whatsoever, including but not limited to, loss of profits or business and irrespective of whether the claim arises in contract, tort (including negligence), or otherwise in respect of any breach of the Service Level Agreement.
- 6.2 Service Credits shall be calculated by reference to the records held by us, which shall be conclusive evidence of the level of Services provided by us. Residual Service Credits shall not be carried over to subsequent years or subsequent periods (as the case may be).
- 6.3 We shall not be liable for any Service Credit in any case where you do not present the claim for Service Credit to us within thirty (30) business days after the date on which the Service Level Guarantee is not met and after the end of twelfth (12th) month from the successful activation of the Service, whichever is later. For the purposes of calculating the amount of Service Credit, the Monthly Recurring Charge (MRC) is deemed to cover 30 calendar days or 720 hours.

- 6.4 To present a claim, you must email us at business-salessupport@starhub.com, addressed to your respective Account Manager and provide:
- 6.4.1 Your Name and Contact Information;
 - 6.4.2 Brief Description of the characteristic of the Service Credit;
 - 6.4.3 Evidential Data clearly indicating the measurement of the breached Service Level Agreement; and
 - 6.4.4 Total Service Credit Claimable.
- 6.5 We will provide written or email confirmation if your claim to Service Credit is approved or rejected and specify the basis for rejection. We may, as determined by us, set off the amount of service credit against your next bill or set off all or part of the service credit amount against any outstanding Charges you owe. Under no circumstances will we be obligated to make any refund to you by way of cash payment.
- 6.6 You shall not be entitled to any compensation under this SLA for a breach in the SLA due to, but not limited to, the following:
- 6.6.1 fault caused by or arising from your and/or any third party's network, system, equipment, hardware, software, your and/or third party's acts and/or omissions;
 - 6.6.2 failure in public network facilities to which the Service may be connected;
 - 6.6.3 any Equipment directly connected to your local area network which connects to the Service;
 - 6.6.4 planned outages in our network which we have given advance notice to you;
 - 6.6.5 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;
 - 6.6.6 the inability of, or delay caused to our staff and/or agents in accessing or working on the circuit(s) for any reason whatsoever (including but not limited to the lack of co-operation of your staff and/or agents to make available the Service for maintenance);
 - 6.6.7 outages or disruptions not reported by you to us;
 - 6.6.8 anything beyond our commercially reasonable control, including the matters beyond our control as set out in the Agreement between us for the provision of the Service (i.e. force majeure events);
 - 6.6.9 faults, interruption or disruption of the network or equipment of other Service Providers;
 - 6.6.10 your request for us to conduct any test on the circuit(s); and/or
 - 6.6.11 disconnection and/or reconnection of the circuit(s) due to non-payment of any Charges payable to us or where the circuit(s) is disconnected by reason of it being used for any illegal or unlawful purpose or otherwise in breach of your obligations.
- 6.7 In the event of a dispute with regard to your qualification to make a Service Credit claim or as to the quantum of the claim payable to you, our decision on the matter or issue shall be final.
- 6.8 This SLA may be withdrawn or amended by us given thirty (30) calendar days' notice period without assigning any reasons therefore and without being liable to you in damages or otherwise, except that any rebates accrued and due to you under this SLA as at the date of such amendment or withdrawal will be paid by us to you.

--- End of SLA ---