

**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: Blackberry;
- (iv) Section 4: MaxMobile Plans;

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- (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: Not in use;
- (x) Section 10: Voice over WiFi;
- (xi) Section 11: Business IDD (008/018) Rates Services; and
- (xii) Section 12: Enterprise Flexi Pooling.

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 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.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. 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.
- I.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.

I.7. Intra-company Service

- I.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.
- I.7.2. A one-time administration fee of S\$10.70 (inclusive of GST) for every activation/modification of the Intra Company VAS applies unless otherwise agreed by us in writing.
- I.7.3. Free Local Short Messaging Services ("**SMS**"), Multimedia Messaging Services ("**MMS**") and Voice calls will only apply to mobile Service subscriptions with Intra Company VAS under the same company name and business registration number.
- I.7.4. Usage discount is applicable only for excess charges, and applicable only after free units (voice and SMS/MMS) have been utilised.
- I.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.

I.8. Meanings

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This paragraph 1.8 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

- 1.8.1. "**Equipment**" refers to the handset or other equipment which you use to obtain or access the Services.
- 1.8.2. "**GST**" means goods and services tax.
- 1.8.3. "**MMS**" shall have the meaning set out in paragraph 1.7.3.
- 1.8.4. "**Services**" refers to mobile services provided by StarHub Mobile Pte Ltd (Reg. No. 200000646C).
- 1.8.5. "**SMS**" shall have the meaning set out in paragraph 1.7.3.
- 1.8.6. "**VAS**" shall have the meaning set out in paragraph 1.7.1.

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 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. Roaming

- 2.4.1. Roaming Services for mobile devices outside Singapore are available in roaming destinations as stated on our website at www.starhub.com. We may require you to place a deposit for roaming Services in certain roaming destinations.
- 2.4.2. 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**".

2.5. Credit Limit on Call Charges

2.5.1. 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.

2.6. Telephone Numbers

- 2.6.1. 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.
- 2.6.2. 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.

2.7. Meanings

This paragraph 2.7 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

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- 2.7.1. "**Equipment**" refers to the handset or other equipment which you use to obtain or access the Services.
- 2.7.2. "**Services**" refers to mobile services provided by StarHub Mobile Pte Ltd (Reg. No. 200000646C).

3. Blackberry

3.1. BlackBerry® After Sales

3.1.1. For all BlackBerry® after sales support, please visit the following:

Mobile Device	Singapore BlackBerry® Expert Center - Authorised Repair Center The Cathay 2 Handy Road #04-13/17 Singapore 229233	Mon – Sun 11:00am to 8:00pm (Including Public Holidays)	
Playbook	Customer to call Toll FREE number for further instruction	24 hours	Customer Toll Free Number:800 1012 646

3.2. BlackBerry® Plans

3.2.1. Our mobile customers who use BlackBerry devices may subscribe to any BlackBerry® data plans. Customers subscribing to any value-added Services ("**VAS**") (whether in this Section 3 or other Sections of these Service Specific Terms & Conditions) that may be offered by us need to ensure that:

- 3.2.1.1. they have an existing mobile plan;
- 3.2.1.2. they have paid all outstanding balances owed to us; and
- 3.2.1.3. their accounts are not being suspended.

3.2.2. The subscription of the BlackBerry® data plans requires a one-time registration fee of S\$10.70.

3.2.3. The subscription Charges are billed monthly on the customers' mobile bills.

3.2.4. There is a maximum cap of S\$36.38 per month (or such other amount as may be prescribed by us from time to time) for Charges under the BlackBerry® Premium data plan. This 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.

3.2.5. To upgrade to the VAS, customers must first clear their outstanding balances owed.

3.2.6. Other terms and conditions to the subscription of StarHub mobile data Services apply.

3.3. BlackBerry® Unlimited DataRoam

3.3.1. The BlackBerry® Unlimited DataRoam VAS is applicable to:

- 3.3.1.1. roaming data usage via BlackBerry® Access Point Name ("**APN**") only on designated roaming operators in 28 destinations as determined by us and as stated on our website at www.starhub.com. Video Streaming, Mobile Hotspot and Gee Portal traffic are not transmitted via BlackBerry® APN. The prevailing roaming data Charges shall apply if you log on to a roaming operator that is not within the list of the 28 destinations. We reserve the right to amend the list of roaming operators and destinations without prior notice to you; and
- 3.3.1.2. customers who are subscribing to a mobile voice line with BlackBerry® VAS or BlackBerry® DataPack and International Roaming service.

3.3.2. The BlackBerry® Unlimited DataRoam VAS is not applicable for BlackBerry® 10 smartphones. Mobile data on BlackBerry® 10 smartphones are not transmitted via BlackBerry® APN.

3.3.3. The BlackBerry® Unlimited DataRoam VAS monthly subscription Charge of S\$72 will not be pro-rated upon activation and deactivation of the VAS. For example, if you activate the BlackBerry® Unlimited DataRoam Plan on 12 June 2011 and your next billing cycle is on 1 July 2011, you will be charged S\$72 for the subscription from 12 to 30 June 2011. On 1 July 2011, you will be charged S\$72 for the subscription from 1 July to 31 July 2011. If you deactivate the BlackBerry® Unlimited DataRoam Plan on 16 July 2011 or any time before the next billing cycle, there will be no refund for the S\$72 monthly subscription Charge.

3.3.4. The BlackBerry® Unlimited DataRoam VAS subscription is subject to our Fair Usage Policy as stated in our Business General Terms & Conditions. You agree to use BlackBerry® Unlimited DataRoam VAS in accordance with fair and reasonable usage. If we determine that you are not using BlackBerry® Unlimited DataRoam VAS 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.

3.4. General

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- 3.4.1. Unless otherwise stated, all Charges quoted in Section 3 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current rate of 7%. If there is a change to the rate of GST, we reserve our right to adjust the Charges and prices accordingly.

3.5. Meanings

This paragraph 3.5 sets out how certain words and phrases are used in Section 3 of these Service Specific Terms & Conditions. Terms used but not defined in Section 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 Section 3 of these Service Specific Terms & Conditions

- 3.5.1. "**APN**" shall have the meaning set out in paragraph 3.3.1.1.
3.5.2. "**GST**" shall have the meaning set out in paragraph 3.4.1.
3.5.3. "**VAS**" shall have the meaning set out in paragraph 3.2.1.

4. MaxMobile Plans

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. Meanings

This paragraph 4.3 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

- 4.3.1. "**Service**" means the mobile data service, known as "**MaxMobile**", provided by StarHub Mobile Pte Ltd (Reg No. 200000646C).
- 4.3.2. "**MaxMobile Plans**" means such mobile data plans as may be implemented by us from time to time.

5. Mobile Data Plans

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\$10.70 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\$96.14 per month (or such other amount as may be prescribed by us from time to time) for Charges under MaxMobile Lite and S\$36.38 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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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.

What these words mean in Section 5 of these Service Specific Terms & Conditions

- 5.3.1. "**GST**" shall have the meaning set out in paragraph 5.2.9.

6. Mobile Voice Plans

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+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only 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. Paying for the Mobile Voice Plans

- 6.2.1. In addition to the Charges stated in the applicable brochures, the following Charges apply:
- 6.2.1.1. a one-time SIM activation Charge of S\$37.45 and a one-time mobile Service Charge of S\$10.70 will apply for all new subscriptions to our mobile Service voice plans. An additional S\$37.45 will be chargeable for MultiSIM where a MultiSIM is purchased. MultiSIM is not available with Biz+ Plans.
 - 6.2.1.2. 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	
Voice Calls	16.05 cents per minute. Charging starts from a minimum one-minute charge and subsequently, on a per second charge basis thereafter.	
SMS	5.35 cents per SMS	
Data	Biz+ Lite, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only	0.0107 cents/KB up to a maximum of S\$10.70/GB, capped at S\$238/month
	Lite, XS, S, M, L, XL	0.0107 cents/KB up to a maximum of S\$10.70/GB, capped at S\$238/month

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4G300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12	0.0107 cents/KB up to a maximum of S\$10.70/GB, capped at S\$168/month
SmartSurf HD Value & SmartSurf HD Plus	0.0107 cents/KB up to a maximum of S\$10.70/GB, capped at S\$107/month
SmartSurf HD Premium plan	0.0107 cents/KB up to a maximum of S\$5.35/GB, capped at S\$107/month

6.2.2. If you wish to replace your SIM card, a one-time SIM activation Charge of S\$37.45 will be charged.

6.2.3. An administrative fee of S\$10.70 per re-contracting mobile line shall apply, except for the following customers:

- 6.2.3.1. customers who upgrade their plans and such upgrade shall be as determined by us;
- 6.2.3.2. customers who re-contract via the StarHub Online Store; and
- 6.2.3.3. such other customers 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 Charges. We will validate your status at the point when you re-contract with us.

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

6.2.5. 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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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 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.
- 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.

6.4. 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**

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- 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.
- 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 13th and 21st month your contract for the XL mobile plan, you will be charged an early re-contract fee of S\$300 under paragraph 6.9 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.

6.5. **Unlimited Local SMS/MMS**

If you subscribe to our XL Plan or 4G I2 Plan, you are eligible for unlimited local short message service ("**SMS**") / multimedia messaging service ("**MMS**") for each billing cycle subject to the following terms:

- 6.5.1. fair usage (if you use more than 10,000 local SMS/MMS per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.5.2. strictly for your personal use;
- 6.5.3. our prevailing IDD Charges will apply to any SMS/MMS that is sent to an overseas number; and
- 6.5.4. we reserve the right to amend the fair usage conditions from time to time at our discretion without any prior notice to you.

6.6. **Unlimited Local Voice Calls**

If you subscribe to our M/L/XL Plans or our 4G I2 Plan, you are eligible for the unlimited local voice calls for each billing cycle subject to the following terms:

- 6.6.1. fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);
- 6.6.2. strictly for your personal use;
- 6.6.3. our prevailing IDD charges will apply to any voice call that is sent to an overseas number; and
- 6.6.4. we reserve the right to amend the fair usage conditions from time to time at our discretion without any prior notice to you.

6.7. Biz+ Plans

6.7.1. For the Biz+ Lite/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. Biz+ Lite/Biz+ Premium/Biz+ Pro/Biz+ Lite SIM Only/Biz+ Premium SIM Only/Biz+ Pro SIM Only Plans are not eligible with the following VASes:

6.7.2.1. SmartShare;

6.7.2.2. customized plans that are offered to selected business customers; and

6.7.2.3. 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.

6.7.3. Free IDD 018

6.7.3.1. 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.

6.7.3.2. 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.

6.7.4. 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 13th and 21st month of your contract for the Biz+ Pro Plan, you will be charged an early re-contract fee of S\$300 under paragraph 6.9 below.

6.7.5. Unlimited Saturday and Sunday Local Data not applicable

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

6.7.6. Unlimited Local SMS/MMS

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

6.7.6.1. fair usage (if you use more than 3,000 local SMS/MMS per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);

6.7.6.2. strictly for your personal use;

6.7.6.3. our prevailing IDD Charges will apply to any SMS/MMS that is sent to an overseas number; and

6.7.6.4. we reserve the right to amend the fair usage conditions from time to time at our discretion without any prior notice to you.

6.7.7. Unlimited Local Voice Calls

If you subscribe to our Biz+ Premium SIM Only/Biz+ Pro SIM Only/Biz+ Premium/Biz+ Pro Plans, you are eligible for the unlimited local voice calls for each billing cycle subject to the following terms:

6.7.7.1. fair usage (if you use more than 10,000 local call minutes per billing cycle, such usage will be deemed to be excessive or abusive usage. Usages above the specified amount will be charged at prevailing pay-per-use rates);

6.7.7.2. strictly for your personal use;

6.7.7.3. our prevailing IDD charges will apply to any voice call that is sent to an overseas number; and

6.7.7.4. we reserve the right to amend the fair usage conditions from time to time at our discretion without any prior notice to you.

6.7.8. DataTravel Monthly

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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:

- 6.7.8.1. the Promotion is offered for a certain period or periods as may be prescribed by us from time to time;
- 6.7.8.2. 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:
 - 6.7.8.2.1. 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 (or such other links as may be prescribed by us from time to time).
 - 6.7.8.2.2. DataTravel Monthly Global 2GB: 2GB monthly data roam allowance is provided for use across 81 supported roaming destinations only as listed at www.starhub.com/mobilebiz (or such other links as may be prescribed by us from time to time).
- 6.7.8.3. 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.
- 6.7.8.4. 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.
- 6.7.8.5. 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.
 - 6.7.8.5.1. 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.
 - 6.7.8.5.2. 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.
- 6.7.8.6. 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.
- 6.7.8.7. 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.
- 6.7.8.8. In the event that:
 - 6.7.8.8.1. there is any change in ownership of a mobile service;
 - 6.7.8.8.2. there is any change in mobile plan; or
 - 6.7.8.8.3. 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.
- 6.7.8.9. 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.
- 6.7.8.10. 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, at no extra cost to customer. 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 can enjoy 5G NSA trial by default at no cost subject to StarHub's discretion in determining the start date to roll out the 5G NSA Trial. 5G NSA Trial is valid until 16 February 2021. 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+ Plan; 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. 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. Early Recontract Fee

The Early Recontract Scheme is applicable if you are renewing your mobile service between the 13th and 21st month of your mobile contract. If you do so, you will be subject to an Early Recontract Fee of \$400 (for recontracting from Biz+ Lite or Biz+ Premium plan) or \$300 (for recontracting from other types of plan).

6.10. Meanings

This paragraph 6.10 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

6.10.1. "**Approved Handsets**" shall have the meaning set out in paragraph 6.8.3.1;

6.10.2. "**GST**" shall have the meaning set out in paragraph 6.2.5.

6.10.3. "**IDD 018 VAS**" shall have the meaning set out in paragraph 6.3.3.1.

6.10.4. "**MMS**" shall have the meaning set out in paragraph 6.5.

6.10.5. "**Promotion**" shall have the meaning set out in paragraph 6.7.8.

6.10.6. "**SMS**" shall have the meaning set out in paragraph 6.5.

6.10.7. "**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 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.
- 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.
- 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 (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\$25 per day (or such other rate as may be prescribed by us from time to time) for data roaming in Japan and S\$19 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\$19 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, you will be charged S\$21 per MB or part thereof (or such other rate as may be prescribed by us from time to time). 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 (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 (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 \$\$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 (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 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.

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- 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, you will be charged S\$21 per MB or part thereof (or such other rate as may be prescribed by us from time to time). 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 with effect from 1 October 2019 onwards.

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 (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, you will be charged S\$21 per MB or part thereof (or such other rate as may be prescribed by us from time to time).*
- 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 (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.
- 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

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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 allowance which you may share for your data usage (except for roaming and SMS usage) on both your mobile phone and cellular watch.

8.1.2. Paying for the Service

- 8.1.2.1. This value-added Service is available at the usual price of S\$6.00 (inclusive of GST) a month (or such other rate as may be prescribed by us from time to time). There is no activation Charge.

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
 - 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 allowance). You can use such allocated bundle. If your usage of voice and data exceeds the

allocated bundle (including the additional 1GB 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 3 (GPS and cellular), Apple Watch Series 4 (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 and specifically our frequently asked questions section on this value-added Service at 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+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only;

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 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), 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.

What these words mean in paragraph 8.1 of these Service Specific Terms & Conditions

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8.1.13.1. **"GST"** shall have the meaning set out in paragraph 8.2.4.5.

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+ Premium or Biz+ Premium SIM Only; and
 - 8.2.1.1.3. 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. customised plans that are offered to selected business customers; and
 - 8.2.1.2.5. 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:

Data	Monthly Subscription Fee
+5GB	S\$5 (or such other rate as may be prescribed by us from time to time)
+10GB	S\$10 (or such other rate as may be prescribed by us from time to time)
+50GB	S\$20 (or such other rate as may be prescribed by us from time to time)
+100GB	S\$30 (or such other rate as may be prescribed by us from time to time)

- 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.

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- 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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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.
- 8.2.7.4. "**GST**" shall have the meaning set out in paragraph 8.2.4.5.

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\$10.00 (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\$10.70 (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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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\$10.70 will have to be paid again when re-subscribing to the DataJump VAS again.

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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.

8.2A.7.4. "**GST**" shall have the meaning set out in paragraph 8.2A.4.5.

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+ Premium or Biz+ Premium SIM Only; and
 - 8.3.1.2.3. Biz+ Pro or Biz+ Pro SIM Only,
(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
+500 Minutes	S\$5 (or such other rate as may be prescribed by us from time to time)
+1000 Minutes	S\$10 (or such other rate as may be prescribed by us from time to time)
+5000 Minutes	S\$20 (or such other rate as may be prescribed by us from time to time)

- 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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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. "**GST**" shall have the meaning set out in paragraph 8.3.4.5.
- 8.3.7.3. "**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
 - 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\$10.70 (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 rate of 7%. If there is a change to the rate of GST, we reserve our right to adjust the Charges and prices accordingly.

8.3A.5. Unused minutes will be forfeited

- 8.3A.5.1. All 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\$10.70 (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

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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. "**GST**" shall have the meaning set out in paragraph 8.3A.4.6.
- 8.3A.7.3. "**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
+500 SMS	S\$5 [^]
+1000 SMS	S\$10 [^]

NOTE:

- [^]Available for sign up with (i) 2-year Biz+ Lite, Biz+ Premium and Biz+ Pro 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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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. **"GST"** means goods and services tax.
- 8.4.1.2. **"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
+500 SMS	S\$3 [^]
+1200 SMS	S\$6 [^]
+2400 SMS	S\$10 [^]

NOTE:

- [^]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\$10.70 (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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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. "**GST**" means goods and services tax.
8.4A.1.2. "**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 rate of 7%. If there is a change to the rate of GST, we reserve our right to adjust the Charges and prices accordingly.

8.5.5. Customers on Biz+ Lite, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, Biz+ Pro SIM Only, 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+ Premium, 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

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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.
- 8.5.7.2. **"GST"** shall have the meaning in paragraph 8.5.4.2.

8.6. Unlimited Data Pass

8.6.1. General

8.6.1.1. The Unlimited Data Pass can be subscribed by business customers.

8.6.2. How you may be Eligible for the Service

8.6.2.1. You are eligible to subscribe to the Unlimited Data Pass if you are an active and registered subscriber of any of the following StarHub post-paid mobile plans, or if you are an active and registered subscriber of the SharePlus parent plan (excluding the SharePlus dependent plan):

- 4G3 or SIM Only 4G3;
- 4G4 or SIM Only 4G4;
- 4G5 or SIM Only 4G5;
- 4G6 or SIM Only 4G6;
- 4G12 or SIM Only 4G12;
- XS or SIM Only XS;
- S or SIM Only Sg;
- M or SIM Only M;
- L or SIM Only L;
- XL or SIM Only XL; and
- such other plan as may be determined by us from time to time, (for the purposes of this paragraph 8.6, each an "**Eligible Plan**").

8.6.2.2. We reserve the right to:

8.6.2.2.1. change, add, remove, suspend and/or terminate any of the above plans from time to time without notice to you; and

8.6.2.2.2. change (whether in part or in whole) the applicable terms and conditions in connection with the Unlimited Data Pass (including these terms and conditions) and the Unlimited Data Pass service (including its features and apps offered) and all changes shall be posted on our website and shall take effect from the date that they are posted. If you continue to use the Unlimited Data Pass, you will be taken to have accepted the changes. You are therefore advised to access our website for the latest and most updated terms and conditions.

8.6.2.3. We may from time to time change, withdraw, suspend and/or terminate the Service (whether in whole or in part), including any apps, business partner and/or App at any time at our absolute discretion, without prior notice and without any liability to you. If you continue to use the Service, you will be taken to have accepted the changes.

8.6.3. Unlimited Data Pass VAS

8.6.3.1. With the Service, you will enjoy free local data access to certain listed applications or apps via your mobile device ("**App**", "**Apps**" or "**App List**"). However, the following are excluded from the Service, are chargeable and will be deducted from your local data bundle:

8.6.3.1.1. access to advertisements within the App, including pictures, audio, videos, third party content (e.g. GIFs, external videos, maps);

8.6.3.1.2. access to apps which are not within the App List;

8.6.3.1.3. access to external and/or re-directed links and/or apps; and

8.6.3.1.4. such other chargeable access as may be notified by us from time to time.

8.6.3.2. The Service is not applicable via web/mobile browser. You will be charged for access to the Apps and other apps via web/mobile browser.

8.6.3.3. The Service is for your personal and non-commercial use only and is subject to our fair use policy. If we determine that you have exceeded our fair use policy beyond a threshold at any time during the monthly billing cycle as determined by us in our absolute discretion, we may impose a speed limit on the applicable Service until the end of the affected billing cycle. Any speed limit imposed will be lifted at the start of your next billing cycle. Tethering and hotspots will not be covered under the Service.

8.6.3.4. The Service is only available to selected Apps as stated on our website in the App List at the following URLs or such other URLs as may be notified by us from time to time: www.starhub.com/data-pass-biz.

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- 8.6.3.5. The Service can only be accessed via one device at any time and cannot be accessed simultaneously via multiple devices.
- 8.6.3.6. We will not be responsible for the internet connectivity (including such networks, platforms and/or mobile data connection used for internet connectivity), the quality thereof or the devices through which you access the Service, each of which may affect the quality of the Service and your experience. In addition, we will not be liable for any Service failure, interruption or performance degradation arising from any failure in internet connectivity, the quality and connectivity of such networks or platforms, mobile data connection and/or the devices through which you access the Services, or any lack of compatibility thereof.
- 8.6.3.7. You can subscribe to all three passes at any point of time per mobile line.
- 8.6.3.8. For the avoidance of doubt, the Service is applicable only to local data usage Charges, and not for roaming data usage Charges. Standard roaming data usage Charges will apply when you access any of the Apps when roaming.
- 8.6.3.9. The Service does not include the Apps' subscription Charges (if any).
- 8.6.3.10. The Apps are not owned, operated, maintained, recommended, endorsed and/or guaranteed by us in any way as they belong to third parties or their licensors. We will not be liable in any way for any Content, products, services or information which you may access, obtain and/or receive from the Apps.
- 8.6.3.11. You are solely responsible for setting or configuring the mobile data access point ("**APN**") to 'shwap' in order to enjoy streaming without having to incur local data Charges under the Service; otherwise, you will be automatically and immediately charged. We are not obliged to provide any waiver or refunds to you for Charges incurred if you fail to set or configure the APN to 'shwap' or if you incorrectly set or configure to the wrong access point or otherwise.
- 8.6.3.12. As we may change our Unlimited Data Pass business partner and Apps from time to time, please visit our website at www.starhub.com/data-pass-biz for the most updated list of applicable Apps.

8.6.4. **Paying for the Service**

- 8.6.4.1. The following Charges will apply to the Service:
 - 8.6.4.1.1. a monthly subscription Charge of S\$10.00 for Unlimited Video Pass, S\$10.00 for Unlimited Social Pass and S\$6.00 for Unlimited Chat Pass per bill cycle (or such other rates as may be prescribed by us from time to time); and
 - 8.6.4.1.2. a one-time activation Charge of S\$5.35 (or such other rate as may be prescribed by us from time to time) for every activation of an Unlimited Data Pass. For example, you will be charged S\$10.70 (i.e. S\$5.35 x 2) if you activate 2 passes and S\$16.05 (i.e. S\$5.35 x 3) if you activate 3 passes. The one-time Charge will not be pro-rated and you will be charged the full amount regardless of when you sign up for the Service.
- 8.6.4.2. Monthly subscription Charges will be pro-rated according to your billing cycle. We reserve the right to change the billing cycle as we deem fit.
- 8.6.4.3. Unless otherwise stated, all Charges quoted in paragraph 8.6 of these Service Specific Terms & Conditions are inclusive of goods and services tax ("**GST**") at the current rate of 7%. If there is a change to the rate of GST, we reserve our right to adjust the Charges and prices accordingly.
- 8.6.4.4. Our records shall be final and conclusive for Charges and usage incurred.

8.6.5. **Ending the Service**

- 8.6.5.1. Upon termination of the Service during a billing cycle, monthly subscription Charges will be pro-rated according to your billing cycle. Your data usage will be deducted from your local data bundle and local data usage beyond your data bundle is charged at S\$10.70/GB, capped at S\$168 on 4G plans or S\$238 on Lite/XS/S/M/L/XL plans per month.
- 8.6.5.2. If there is a change in the Eligible Plan, the Service will be automatically and immediately terminated without notice to you. The one-time activation Charge of S\$5.35 will have to be paid again when re-subscribing to the Service.
- 8.6.5.3. We reserve the right to discontinue the Service at any time without prior notice to you.

8.6.6. **StarHub Personal Data Protection Policy**

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- 8.6.6.1. You confirm your agreement to StarHub Data Protection Policy (for the purposes of this paragraph 8.6, "**Policy**"), which may be found at <http://www.starhub.com/pdpp>. You may manage your consent preferences at any time via the options available in the Policy.

8.6.7. Meanings

This paragraph 8.6.7 sets out how certain words and phrases are used in paragraph 8.6 of these Service Specific Terms & Conditions. Terms used but not defined in paragraph 8.6 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 paragraph 8.6 of these Service Specific Terms & Conditions

- 8.6.7.1. "**APN**" shall have the meaning set out in paragraph 8.6.3.1.1.
8.6.7.2. "**App**" and "**Apps**" shall have the meaning set out in paragraph 8.6.3.1.
8.6.7.3. "**App List**" shall have the meaning set out in paragraph 8.6.3.1.
8.6.7.4. "**Eligible Plan**" shall have the meaning set out in paragraph 8.6.2.1.
8.6.7.5. "**GST**" shall have the meaning set out in paragraph 8.6.4.3.
8.6.7.6. "**Policy**" shall have the meaning set out in paragraph 8.6.6.1.
8.6.7.7. "**Service**" refers to our Unlimited Data Pass and includes Unlimited Video Pass, Unlimited Social Pass and/or Unlimited Chat Pass.

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+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only and Biz+ Pro SIM Only 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 upsizer, 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\$5.35 (inclusive of GST) (Usual Price: S\$8.56) 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 Upsizer, this Value-added Service will be utilised for billing first before the Total Bundled Entitlement is utilised.

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- 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. **"GST"** means goods and services tax.
- 8.7.5.4. **"SmartShare VAS"** shall have the meaning set out in paragraph 8.7.1.1.
- 8.7.5.5. **"SMS"** means short messaging service.
- 8.7.5.6. **"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+ 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\$1.07 (inclusive of 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.
- 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.

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- 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. **"GST"** means goods and services tax.
8.8.5.3. **"Nominated Subsidy Amount"** shall have the meaning set out in paragraph 8.8.2.1.
8.8.5.4. **"Remaining Amount"** shall have the meaning set out in paragraph 8.8.2.2.
8.8.5.5. **"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 call logger where recordings will be forwarded and stored. CMR only works with supported on-premise call loggers.
- 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. To use roaming data when overseas, you (including your users) must manually or physically change the data access point ("**APN**").
- 8.9.1.12. 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.
- 8.9.1.13. 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.
- 8.9.1.14. The recording platform administrator will have the authority to instruct us to make changes to the configuration of the recording Service subscribed by you.
- 8.9.1.15. 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 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) 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 logger.
- 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

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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 co-operation 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

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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. **"APN"** shall have the meaning set out in paragraph 8.9.1.1.1.
- 8.9.3.2. **"CMR"** shall have the meaning set out in paragraph 8.9.1.1.
- 8.9.3.3. **"Enterprise Mobile Plan"** means a mobile plan offered by us to business customers.
- 8.9.3.4. **"Service Availability"** shall have the meaning set out in paragraph 8.9.2.5.1.
- 8.9.3.5. **"Unavailable Time"** shall have the meaning set out in paragraph 8.9.2.5.4.
- 8.9.3.6. **"VAS"** shall have the meaning set out in paragraph 8.9.1.1.

8.10. Plus 3

8.10.1. How you may be Eligible for the Service

- 8.10.1.1. The Plus 3 Data Upsize at S\$6/month 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/month 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/month 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 rate of 7%. If there is a change to the rate of GST, we reserve our right to 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.

What these words mean in paragraph 8.10 of these Service Specific Terms & Conditions

- 8.10.4.1. "**GST**" shall have the meaning set out in paragraph 8.10.2.2.

8.11. MultiSIM Services

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; or
 - 8.11.1.2.3. are on the Biz+ Lite, Biz+ Premium, Biz+ Pro, Biz+ Lite SIM Only, Biz+ Premium SIM Only, or Biz+ Pro SIM Only Plan.

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

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

8.12. **Not in use**

8.13. **Not in use**

9. **Not in use**

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;¹ 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.

¹ 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
 - 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

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

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.

12. Enterprise Flexi Pooling

12.1. How you may be Eligible for the Service

12.1.1. In order to be eligible for the Enterprise Flexi Pooling service:

- 12.1.1.1. you must be a business or corporate entity;
- 12.1.1.2. you must be approved by our credit and risk department;
- 12.1.1.3. you must commit to subscribe and maintain your subscription of a certain minimum number of lines to be agreed by us in writing throughout the entire period of your subscription;
- 12.1.1.4. you must activate all such minimum number of lines at the same time unless otherwise agreed by us in writing;
- 12.1.1.5. you acknowledge and agree that not all mobile subscription plans are available for Enterprise Flexi Pooling and therefore, your participating mobile numbers in each pool must all be under a certain type of subscription plan as may be prescribed by us; and
- 12.1.1.6. all of your participating mobile numbers must be registered under the same enterprise name, business registration number and fall under the same billing account (i.e. all participating mobile numbers must be registered under a single entity and not multiple entities).

12.1.2. The details of the foregoing are set out below:

12.1.2.1. Pool:

- 12.1.2.1.1. Minimum W lines Enterprise Child Share Voice for local voice, local data and local SMS.
- 12.1.2.1.2. Minimum X lines Enterprise Child Share Data for local data and local SMS pooled.
- 12.1.2.1.3. Minimum Z lines Enterprise Flexi Voice Bundle for local voice, local data, local SMS and roaming voice, roaming data and roaming SMS.
- 12.1.2.1.4. Minimum X lines Enterprise Flexi Data Bundle for local data, local SMS, roaming data and roaming SMS.

12.1.3. If the committed minimum number of lines in each pool is not met at any time during the period of your subscription, Enterprise Flexi Pooling shall be automatically terminated, without notice to you, with effect from the next or subsequent billing cycle.

12.1.4. If there is a change in the mobile subscription plan of any one of the participating mobile numbers, Enterprise Flexi Pooling shall be automatically terminated, without notice to you, for the affected mobile number(s) with effect from the next or subsequent billing cycle.

12.2. Enterprise Flexi Pooling

12.2.1. Under Enterprise Flexi Pooling, the bundled entitlements granted under Enterprise Flexi Voice Bundle and Enterprise Flexi Data Bundle for each participating mobile number with regard to local voice minutes, local SMS and local data ("**Local Bundled Entitlements**") and voice roaming, SMS roaming and data roaming ("**Roaming Bundled Entitlements**") will be pooled together for shared use among all participating mobile numbers under the same billing account.

12.2.2. Under Enterprise Flexi Pooling, the bundled entitlements granted under Enterprise Child Share Voice and Enterprise Child Share Data for each participating mobile number with regard to local voice minutes, local SMS and local data ("**Local Bundled Entitlements**") will be pooled together for shared use among all participating mobile numbers under the same billing account. All roaming usage under Enterprise Child Share Voice and Enterprise Child Share Data will not be pooled together for shared use among all participating mobile numbers under the same billing account.

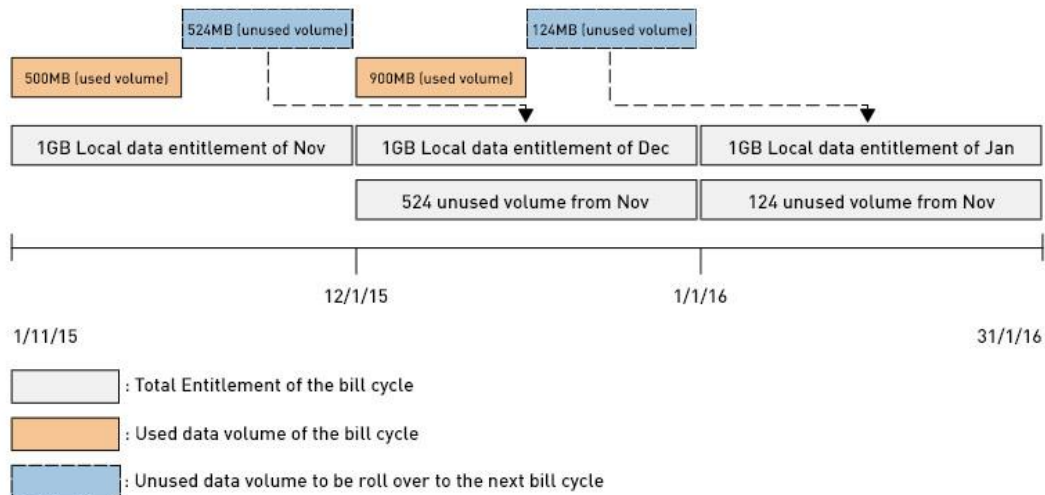
12.2.3. We will allocate the Local Bundled Entitlements and Roaming Bundled Entitlements to each of the participating mobile numbers on a first-come, first-use basis as determined by us. Our determination of the allocation/apportionment and sequence of use of the Local Bundled Entitlements and Roaming 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 Local Bundled Entitlements and Roaming Bundled Entitlement among the participating mobile numbers.

12.2.4. Where the use of any of the local minutes, local SMS, local data and/or roaming voice, roaming SMS, roaming data exceeds the Local Bundled Entitlements and Roaming Bundled Entitlements ("**Excess Usage**"), such Excess Usage shall be charged per our prevailing rates or the rates that may be specified by us in writing from time to time.

- 12.2.5. Enterprise Flexi Pooling is mutually exclusive from all data roaming value-added Services ("VAS"), RoamEasy Daily, RoamEasy Monthly, DataRoam Daily Unlimited and other promotions, discounts, plans and other mobile offerings.
- 12.2.6. If a participating mobile number did not subscribe to international roaming VAS, its usage will not be pooled together for shared use among all participating mobile numbers under the same billing account.

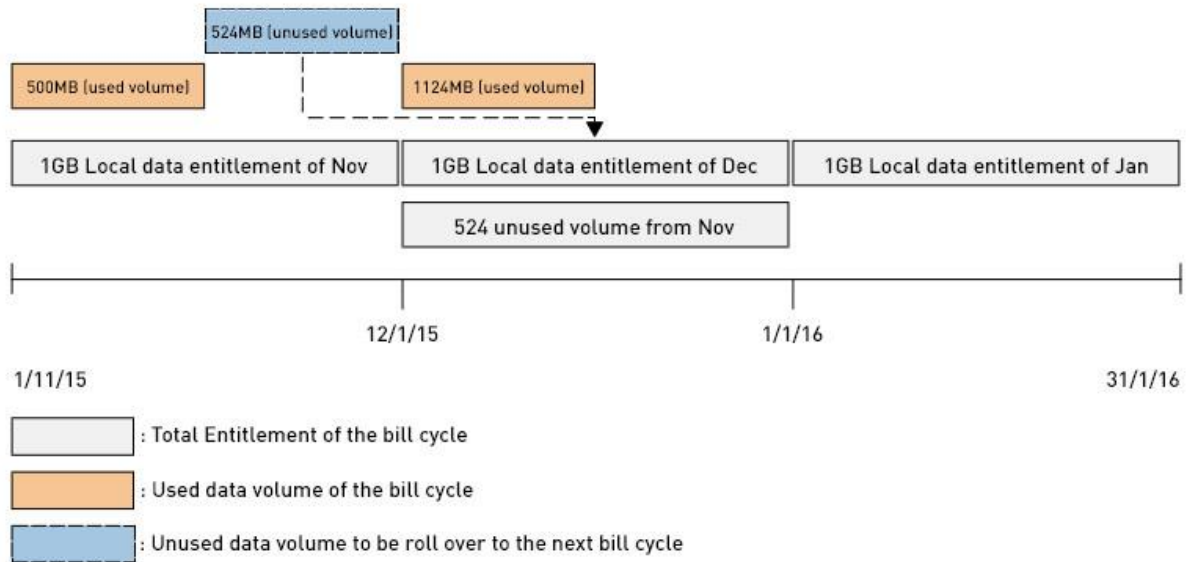
12.3. Paying for the Services

- 12.3.1. We will charge the monthly subscription plan Charges for Enterprise Flexi Pooling each month for each participating mobile number for the entire subscription period.
- 12.3.2. Our bill will only set out the total local voice, local SMS, local data, roaming voice, roaming SMS, roaming data used by each participating mobile number. No other information will be provided, including any information on the allocation/apportionment or sequence of the use of the shared Local Bundled Entitlements and Roaming Bundled Entitlements.
- 12.3.3. Unused entitlement will be rolled over for one billing cycle. If the entitlement of the previous billing cycle is still not used up in the current billing cycle, it will be automatically and immediately forfeited without notice to you and cannot be rolled over to the next billing cycle. The entitlement of the current billing cycle should have higher priority than that of the previous billing cycle. In other words, the free units generated in the current billing cycle should be used first.



Example 1:

Customer with Enterprise Flexi Data plan has 1GB local data volume. Customer used 500MB local data in Nov 2015. In Dec 2015, customer can enjoy 1GB and 524MB local data volume. The 1GB generated in Dec 2015 will be used first. If customer used 900MB in Dec 2015, then customer can enjoy 1GB and 124MB local data entitlement in Jan 2016.



Example 2:

Customer with Enterprise Flexi Data plan has 1GB local data volume. Customer used 500MB local data in Nov 2015. In Dec 2015, customer can enjoy 1GB and 524MB local data volume. The 1GB generated in Dec 2015 will be used first. If customer used 1124MB in Dec 2015, then customer can enjoy 1GB local data entitlement in Jan 2016.

- 12.3.4. SMS and Email notification, Bon Voyager SMS and any other bill shock capped feature is disabled when the roaming data entitlement is shared. If we, in our sole discretion, determine that your data usage is in excess of fair usage, we shall be entitled to, without any notification and liability to you, suspend, restrict and/or terminate your access to the data roaming Services.
- 12.3.5. For addition of new mobile lines, the monthly subscription plan Charges and bundled local offer will be prorated for such additional lines.
- 12.3.6. For termination of lines, the monthly subscription plan Charges and bundled local offer and bundled roaming offer of the terminated lines will not be prorated as the Local Bundled Entitlements and Roaming Bundled Entitlements would have already been pooled.
- 12.3.7. If you upgrade or switch to a higher monthly subscription plan, there will be no administrative Charges imposed for the upgrade. However, if you downgrade or switch to lower monthly subscription plans, there will be a downgrade Charge based on the following computation:

Older sales monthly recurring Charge minus new sales monthly recurring Charge x remaining contractual days for the rest of the remaining Minimum Period of Service.

Example: Older sales monthly recurring Charge: S\$80. New sales monthly recurring Charge S\$50. S\$30 x remaining contractual days for the rest of the remaining Minimum Period of Service.
- 12.3.8. Enterprise Flexi Pooling Data Roaming cannot be used in conjunction with other data roaming VAS/ monthly or daily cap or plans.
- 12.3.9. Roaming Data Destinations exclude AeroMobile, OnAir, Onwave (Maritime) and any other premium satellite and/or maritime operators and such other operators and/or services as may be determined by us from time to time.
- 12.3.10. Enterprise Flexi Pooling Data Roaming shall only apply to internet browsing and emailing on the designated roaming operators' networks.
- 12.3.11. Enterprise Flexi Pooling Data Roaming is subject to our fair use policy set out in our prevailing Business General Terms and Conditions available at www.starhub.com. If we, in our sole discretion, determine that your data roaming usage is in excess of fair usage, we may, without any notification and liability to you, suspend, restrict and/or terminate your access to the data roaming Service or charge you at our prevailing data roaming rates for any excessive data roaming usage.
- 12.3.12. We may amend these terms and conditions, including our pricing and list of designated roaming operators, from time to time without prior notice to you.

12.4. Meanings

This paragraph 12.4 sets out how certain words and phrases are used in Section 12 of these Service Specific Terms & Conditions. Terms used but not defined in Section 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 Section 12 of these Service Specific Terms & Conditions

- 12.4.1. "**Excess Usage**" shall have the meaning set out in paragraph 12.2.4.
- 12.4.2. "**Local Bundled Entitlements**" shall have the meaning set out in paragraphs 12.2.1 and 12.2.2.
- 12.4.3. "**Roaming Bundled Entitlements**" shall have the meaning set out in paragraph 12.2.1.
- 12.4.4. "**VAS**" shall have the meaning set out in paragraph 12.2.5.