

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

PREMIER PACK FOR CUSTOMERS (BUSINESS)

1. Service Specific Terms & Conditions

- 1.1 These are StarHub's Service Specific Terms & Conditions for our customers who subscribed for any of our Premier Pack or related promotion, and together with any other terms and conditions that you and we have agreed or accepted from time to time, they form the Agreement between you and StarHub.
- 1.2 The Terms & Conditions: These Service Specific Terms & Conditions, together with the Business General Terms & Conditions, and other Service Specific Terms & Conditions form the terms of the contract between you, the customer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Service in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time.
- 1.3 Capitalised terms: Unless the context otherwise requires, all definitions and expressions used in these Terms & Conditions shall have the same meaning as the definitions and expressions used in the Business General Terms & Conditions.

2. Premier Pack Terms & Conditions

- 2.1 Premier Pack has a minimum period of service of 24 months (or a longer period depending on the promotion subscribed), which commences on the date your StarHub service is fully activated ("Minimum Period of Service"). In the event of any termination of the Premier Pack during the Minimum Period of Service, you will be liable to pay an early termination Charge.
- 2.2 The early termination Charge is calculated based on the remainder of the Minimum Period of Service multiplied by the monthly subscription charge for the content or channel(s).
- 2.3 The service particulars and the applicable subscription rates payable by you in relation to the subscription of the Premier Pack shall be particularised in the Application Form executed by you. All subscription rates and charges quoted are subject to the prevailing GST rate.
- 2.4 You shall not exhibit the Content in public (except at the Service Address) or collect any fees for the exhibition of the Content.
- 2.5 The exhibition of the Content is restricted to the allocated number of screens and sizes as specified in the Application Form. 'Screens' mean all devices or equipment (including but not limited to television screens, projectors and computers) which are capable of exhibiting the Content.
- 2.6 You must not have any outstanding accounts with us at the time of your application for subscription to the Premier Pack.
- 2.7 We reserve the sole and absolute discretion to determine your entitlement to this subscription and may decline any application for a subscription to the Premier Pack for any reason whatsoever.
- 2.8 For new subscribers/customers of the Premier Pack who require us to install the set-top boxes at your Service Address, we will endeavour to install such set-top boxes at the Service Address in accordance with our standard installation lead-times.
- 2.9 If the Content is to be delivered or transmitted over StarHub's IPTV platform, your Service Address (at which the Content are to be received) must be connected to StarHub's Fibre network.
- 2.10 Corporate Outlets

- 2.10.1 In respect of corporate outlets, the subscription Charge for the Content for a Standard Screen is \$780.00 (before GST) or \$842.40 (inclusive of 8% GST), for the first Standard Screen plus an add-on Charge of \$560.00 (before GST) or \$604.80 (inclusive of 8% GST), for each subsequent Standard Screen which receives or exhibits the Content.
- 2.10.2 The subscription Charge for the Content for a first Large Screen (> 50") is \$1,160.00 (before GST) or \$1,252.80 (inclusive of 8% GST), plus an add-on Charge of \$1,160.00 (before GST) or \$1,252.80 (inclusive of 8% GST), for each subsequent Large Screen which receives or exhibits the Content.
- 2.10.3 For the purposes of this paragraph 2.10:
 - (a) a 'Standard Screen' means a Screen which is 50 inches and below in size, as measured diagonally across such screen.
 - (b) a 'Large Screen' means a Screen which is more than 50 inches in size but not greater than 85 inches, as measured diagonally across such screen.
- 2.11 Access, View and Restriction of Use
 - 2.11.1 Public exhibition of the Content is not allowed and an application for a commercial public screening license is required if the Content is to be exhibited under any of the following conditions:
 - (a) Sponsoring (including but not limited to brand exposure for third parties) or other association rights.
 - (b) The payment of an entry fee collected for the screening of the Content.
 - (c) The generation of revenues or other commercial purposes (including but not limited to the sale of food and beverages).
 - 2.11.2 If you are exhibiting or viewing the Content via a set-top box, you understand that such exhibition or viewing is only permitted at the Service Address only. Starhub reserves the right to disable viewing or the use of the set-top box if we determine that any use, whether by you or another person, is a breach of these Terms & Conditions.
 - 2.11.3 You may only access the Content in Singapore.
 - 2.11.4 You acknowledge that your right to view or to exhibit the Content is subject to the terms and conditions of the contract entered between StarHub and the licensor for the rights to the Content.
 - 2.12.5 You agree to access the Content in accordance with all applicable laws, rules and regulations including restrictions on the use of the content set out therein.
 - 2.12.6 You agree not to archive, reproduce, distribute, modify, display, perform, publish, license, create derivative works from, offer for sale, or use content and information contained on or obtained from or through the subscription of Premier Pack.
 - 2.12.7 You may, through Premier Pack, obtain or rely on certain apps, information, products or services which are supplied by third parties. We do not provide the apps or third-party information and do not represent or warrant the accuracy, correctness, completeness or timeliness of such third-party information.
- 2.12 You represent, warrant and covenant that:
 - 2.12.1 you shall receive and exhibit the Content on the allocated number of TV sets/screens located at the Service Address only, as specified in the Application Form executed by you;
 - 2.12.2 you shall exhibit the Content in their entirety without any cuts, alterations, deletions, modifications or superimpositions, including all titles, credits, logos and copyright notices;

- 2.12.3 you shall not, for any purpose whatsoever, alter, delete, modify, edit, supplement or circumvent any Contents or any part thereof in any manner whatsoever, including the insertion of crawlers, "squeezes", on-screen identifications or advertisements either immediately before, during or after the exhibition of any of the Content or matches;
 - 2.12.4 you shall not charge any payment or fee (such as admission fee), direct or indirect, for the viewing or exhibition of the Content at the Service Address;
 - 2.12.5 you shall not appoint any sponsors or suppliers, or carry out or authorise any sponsorship activities for or in connection with the viewing or exhibition of the Content, or otherwise permit any commercial brands to be associated with the screening of the Content or any event at which the viewing or exhibition takes place;
 - 2.12.6 you shall be responsible (at its own costs) for procuring and maintaining all requisite consents, licenses, permits and rights for the exhibition of the Content at the Service Address.
- 2.13 For clarity, you may opt to subscribe to our Premier Pack on a standalone basis without the promotional offer.
- 2.14 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.

3. Promotion for Premier Pack

- 3.1 Promotion is valid from now till while stocks last.
- 3.2 These promotions cannot be used to offset existing subscription charges or outstanding balances due to StarHub.
- 3.3 After the end of any promotional subscription rate period, your Premier Pack charges will revert automatically to the prevailing monthly subscription rate.
- 3.4 These promotions are non-exchangeable for cash or kind, are non-refundable and non-transferable.
- 3.5 Unless we specify otherwise, these promotions are not available with other discounts, promotions, special packages, or external offers.
- 3.6 Premier Pack with Free Samsung 43" Crystal UHD TV
 - 3.6.1 Promotion is applicable to new and existing IPTV customers who sign up for a new Premier Pack subscription.
 - 3.6.2 Customers who qualify for the Premier Pack Standard Screen subscription will receive a Free Samsung 43" Crystal UHD TV worth \$699.
 - 3.6.3 Eligible customers will be contacted by StarHub's fulfilment partner to arrange for delivery to the service address within 7 working days of their TV service installation.
 - 3.6.4 Free delivery will be provided for the free Samsung 43" Crystal UHD TV. Customers who miss the free delivery attempt by the courier company at the agreed appointment date and time will be charged \$59.40 (with GST) by the appointed courier company for each subsequent attempt to deliver the free Samsung 43" Crystal UHD TV, Delivery date and time for the re-delivery will be based on availability.
 - 3.6.5 StarHub will not be liable for any incidental or indirect damages/injuries related to the free Samsung 43" Crystal UHD TV.

- 3.6.6 The minimum period of service is 24 months for Premier Pack.
- 3.6.7 An early termination Charge will apply for Premier Pack in the event of any premature termination.
- 3.7 Premier Pack with Free Samsung 65" Crystal UHD TV
 - 3.7.1 Promotion is applicable to new and existing IPTV customers who sign up for a new Premier Pack subscription.
 - 3.7.2 Customers who qualify for the Premier Pack Large Screen subscription will receive a Free Samsung 65" Crystal UHD TV worth \$1,399.
 - 3.7.3 Eligible customers will be contacted by StarHub's fulfilment partner to arrange for delivery to the service address within 7 working days of their TV service installation.
 - 3.7.4 Free delivery will be provided for the free Samsung 65" Crystal UHD TV. Customers who miss the free delivery attempt by the courier company at the agreed appointment date and time will be charged \$59.40 (with GST) by the appointed courier company for each subsequent attempt to deliver the free Samsung 65" Crystal UHD TV, Delivery date and time for the re-delivery will be based on availability.
 - 3.7.5 StarHub will not be liable for any incidental or indirect damages/injuries related to the free Samsung 65" Crystal UHD TV.
 - 3.7.6 The minimum period of service is 24 months for Premier Pack.
 - 3.7.7 An early termination Charge will apply for Premier Pack in the event of any premature termination.