

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SME DEVICE PLAN

Effective as of [1 April 2026]

StarHub SME Device Plan - Specific Terms and Conditions

The StarHub SME Device Plan (“SDP”) refers to device + managed device for SMEs requiring device + managed device on subscription plan.

The StarHub “SME Device Plan (SDP)” Specific Terms and Conditions (“SDP Service Terms”) set out the basis on which StarHub Ltd. (“StarHub”, “we”, “us”, “our”) will provide SDP to you.

This SDP Service Terms shall be read in conjunction with the StarHub Business General Terms and Conditions ([“Business General Terms & Conditions”](#)).

1. Definitions & Interpretation

1.1. In these SDP Service Terms and the SoW, words and expressions shall have the following meaning:

“**Agreement**” means the signed Service Application Form, SOW, these SDP Service Terms, and the Business General Terms;

“**Business Hours**” refer to Monday-Friday (excluding public holidays), from 9.00am to 6.00pm in Singapore;

“**Charges**” means all subscription, installation, managed service and administrative charges and other fees and charges to be paid by you for or relating to SDP;

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

“**Equipment or Device**” means hardware equipment that includes laptop or desktop, respective charging accessories, accompanying accessories and/or its associated software that is made available by StarHub to Customer. It does not include hardware and/or software purchased by Customers that are not through StarHub.

“**Installation/Delivery Address**” refers to the address of the Premises at which we agree to deliver SDP device to you. The address must be authorized registered and have a correct, existing and valid to customer;

“**Managed Device**” refers to package of leasing device with managed device offered as part of SDP.

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

“**Professional Service**” refers to the onsite setup, installation and configuration and managed service of the Device required by the customer, accordingly to the SDP SOW;

“**Service**” refers to our Starhub SME Device Plan SDP (which may include Professional Services)

with more details as set out in the SOW; and

“**SOW**” refers to the scope of work for the Services set out in the Service Activation Form, the quotation or such other similar document.

1.2. For the purposes of interpretation and construction of the agreement:

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

2. **Scope of Services**

- 2.1. StarHub agrees to provide, and Customer agrees to take and pay for, the Service set out in the SOW.
- 2.2. The Service is provided at Customer's request, and Customer accepts that it is responsible for ensuring that the Services are suitable for its own needs.

3. **Application and Eligibility**

- 3.1. You may apply for the Service through our authorised representative in person or in writing using our latest application forms ("**Application**").
- 3.2. You must comply with the below requirements to be eligible for the Service:
 - 3.2.1. be an entity that is registered with the Accounting and Corporate Regulatory Authority (ACRA) of Singapore or with a Singapore Unique Entity Number (UEN);
 - 3.2.2. qualify under our credit policy including not having any outstanding debt with us;
 - 3.2.3. provide details of an authorised contact person with a valid email address and contact phone number.
 - 3.2.4. provide us accurate and complete background information necessary or desirable for us to perform credit and risk checks and supply the Service.
 - 3.2.5. not have been a customer who has previously misused our services; and
 - 3.2.6. provide us with a Directors' Guarantee for the value of the Devices.
- 3.3. We may request for additional technical documentation including completed assessment questionnaires as part of your application.
- 3.4. As part of the Application assessment, we may seek verification of your identity and credit

status with our authorised bodies / suppliers. You authorise us to verify your credit status with any credit reference agency, at our cost, and to disclose information about you to any credit reference agency for that purpose. Subject to any applicable privacy laws, we do not have to disclose our credit criteria or the reasons for our decision on any Application. We do not accept responsibility for the accuracy of any information provided to us about you by a credit reference agency.

- 3.5. We may impose additional conditions when accepting an application such as a credit limit, or we may require you to pay a security deposit before we activate and supply the Service.
- 3.6. We reserve the right not to accept your Application of the Service at our sole discretion and without any liability to you.
- 3.7. The service lead-time of the Service is as stated in the SOW and subject to availability of resources, access, and the procurement of all relevant approvals.
 - 3.7.1. We have the right to reject your application if we are unable to meet the service activation date requested by you.
 - 3.7.2. We shall not be liable if the delivery lead-time is not met due to events outside our control, including but not limited to, any third party's act and/or omission. We reserve the right to change the delivery lead-time without liability.
- 3.8. The Request for Service ("RFS") date in your application should not be shorter than the provisioning lead-time of the Service you have requested. We have the right to reject your application if we are unable to meet your RFS date.
- 3.9. If we accept your application, we will inform you in writing that your application has been accepted for processing. Thereafter, we will use our commercially reasonable endeavours to provide the Service by the service activation date requested by you.
 - 3.9.1. If you cancel an Application after we accepted your Application, a cancellation charge shall apply.
- 3.10. If we are unable to complete the Services required by Customer on the deadline date, we will provide an alternative date specified by us in writing.

4. Leasing Device

- 4.1. StarHub will provide customer with leasing Device according to our standard offering required by Customer.
- 4.2. The Device will be delivered to Customer's installation address submitted by Customer.
- 4.3. Due to unforeseen circumstances, the actual lead time for the Device delivery may vary and will be advised by the StarHub's representative upon order submission by Customer and order acknowledgement by StarHub's Business Order team.
- 4.4. Ownership of the Device belongs to StarHub for the duration of the leasing and Customer shall keep the Device upon the termination of the Service.
- 4.5. Customer will have to take due care of the Device and shall bear the cost of loss or damage to the Device for any cause. For the avoidance of doubt, the Devices should be kept in the condition they were when they were delivered to Customer. Under no circumstance should

Customer dismantle or remove parts of the Device.

- 4.6. If any of the Devices are lost or damaged which cannot be remediated by manufacturer's warranty, Customer will pay the replacement cost for the Device and the cost incurred to deliver and install them. Your StarHub's sales representative will advise you on the charges to be paid after their assessment.
- 4.7. The Device leased to you may receive installations or upgrades of software remotely by StarHub from time to time. StarHub may also replace the Device with similar specifications any time. This is to ensure optimal functioning of the Device and to ensure ongoing fulfilment with scope of the service.
- 4.8. We reserve the right to supply you with Device that are refurbished, i.e. Device that may have been used previously by another customer. Prior to delivery to you, we will ensure that these Device are tested to be in good working order and have been reset to factory defaults.
- 4.9. You are responsible for all your data (personal, confidential, proprietary information) on the Device always. You are also required to remove any such data from the Device prior to the return of the Device to us at the end of the contract period. StarHub will not be responsible for the data in the Device.
- 4.10. Customer will provide access (physical and remote) to Customer's Device for support purposes.
- 4.11. If payment has been outstanding for two consecutive months, Customer will be required to return the Devices to StarHub. StarHub has the right, but is not required, to enter Customer's premises to reclaim the Devices. If the Devices have not been returned within fourteen days for any reason, StarHub may make a police report for the missing Devices.

5. Delivery and Deployment of Device

- 5.1. If applicable, StarHub will deliver or the respective Device as stated in the SOW.
- 5.2. The delivery of the Equipment does not include the following;
 - 5.2.1. Set Up & Installation.
 - 5.2.2. Project management component.
 - 5.2.3. Migration planning; and
 - 5.2.4. Configuration of features that are not listed in the SOW.
- 5.3. Other deployment charges
 - 5.3.1. Delivery and Deployment are default done during office hours, weekdays between 9am to 6pm, excluding public holidays.
 - 5.3.2. Charges for delivery or deployment after office hours / weekends / eve of public holiday / public holidays will be applicable if required by Customer.
 - 5.3.3. Any visits by our engineer to resolve technical issues related to Customer's issue or devices outside of the scope set out in the SoW will be chargeable.

6. Managed Device Monitoring and Management (For Managed Device only)

6.1. Change Management

- 6.1.1. Customers can request for software configuration changes to the Device during the contract period. This is limited to changes that can be done remotely.
- 6.1.2. Customers are to submit their change request to our Customer Service team via email (mydesk@smeportal.net).
- 6.1.3. Our operations team will analyse the change request and determine how the change will affect the implementation date, charges and terms and conditions, if any.
- 6.1.4. Customers will receive a response by the next business day.
- 6.1.5. If the change request is approved, implementation will be done a mutually agreed time between Customer and the StarHub support engineer.

6.2. Fault Monitoring/Alerting

- 6.2.1. StarHub will provide fault monitoring of the Managed Device.
- 6.2.2. StarHub will only monitor the Devices provided by StarHub as part of the managed services offering.

6.3. Hardware failures

- 6.3.1. Should the hardware fail during the contract period, StarHub will arrange for a repair of the affected Device. Unless otherwise subscribed, there will not be a temporary replacement unit while the affected hardware is shipped for repair.

7. Customer and Technical Support

- 7.1. We provide remote technical service support from Monday to Friday 9am to 6pm (excluding public holidays). To security and accountability, we will only provide assistance to the officers listed on your application.
- 7.2. If we are unable to resolve a fault remotely, we may dispatch a field engineer on-site to troubleshoot the issue during the support hours of Monday to Friday 9am to 6pm (excluding public holidays). The provision of on-site support is subject to resource availability.
- 7.3. Local On-Site Warranty for the Device is provided as part of SDP offering.
- 7.4. Prior to on-site service, our technical support agents may request that you assist in troubleshooting the Device.
- 7.5. If the problem is not solved remotely, onsite technical support for the Device will be arranged with an authorised technician who will be sent to Your location generally by the next business day; response times may vary depending on geographic location, spare parts and local service availability.
- 7.6. You will be required to provide the authorised technician with access to Your facilities and Device as well as electricity, internet connection, Driver CD/DVD (if delivered with the Device), and a sufficient and safe working space.

- 7.7. If the Device fails during normal and proper use within the coverage period of this service package, StarHub will repair or replace the defective parts of the Device, or the Device itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.
- 7.8. If defective parts are replaced under this Service, then you agree in advance to transfer the ownership of the replaced defective parts to StarHub.
- 7.9. In case the authorized technician finds the Device to be outside of the coverage scope, a charge list will be issued to you, and the Service will only be provided against payment. If you choose not to proceed with the repair, you will be billed for any cost already incurred by StarHub (including but not limited to sending technician on-site, testing/debugging etc.).
- 7.10. Back up all your personal data and remove any confidential, proprietary information on the hard drive. StarHub will not be responsible for any loss of your own programs, data or information as indicated above.
- 7.11. Retrieve the following information from your Device: operating system version, BIOS version, and notify if you have made any recent hardware or software changes.
- 7.12. Ensure you have the following information readily available: your Device's model name, serial number. You may be required to provide this information before any support service shall be offered or is scheduled to be performed.

8. Acceptable Use Restrictions

- 8.1. You must not use the Service in any unlawful manner, for any unlawful purpose, or act fraudulently or maliciously. For example, by hacking into or inserting malicious code, including viruses, or harmful data, into the Service or any operating system.
- 8.2. You must not use the Service in a way that could damage, disable, overburden, impair, or compromise our systems or security or interfere with other users.
- 8.3. If we suspect that you are using or allowing any of the Services to be used for fraud, misconduct or any other illegal or improper purpose, we will refer this to the relevant authorities and comply with directions or guidelines issued by them, without notice to you.
- 8.4. Acts that breach this Clause 8 shall be determined at StarHub's sole discretion.

9. Termination of Service

- 9.1. Either StarHub or Customer can give at least 30 days' written notice to the other party to terminate the Service and this Agreement, unless otherwise specified herein. Upon termination, charges as stated in clause 10 may apply.
- 9.2. We may terminate all or any part of the Service or terminate this Agreement with immediate effect without compensation and without prejudice to our rights to damages for any antecedent breach by you of this Agreement and subject to the early termination fee in Clause 10 if:
 - 9.2.1. you breach any of the terms and conditions of this Agreement or any other agreement you have with us;

- 9.2.2. you have failed to make payment under this Agreement for two consecutive months;
 - 9.2.3. you become or threaten to become bankrupt or insolvent, or die;
 - 9.2.4. you make any arrangement or composition with or assignment for the benefit of your creditors or go into either voluntary or compulsory liquidation or a receiver, trustee, judicial manager or administrator is appointed over any of your assets;
 - 9.2.5. you provide incorrect, false or incomplete information to us;
 - 9.2.6. if you are likely to create imminent harm to any of StarHub's network or services, or defraud us, or are likely to create imminent harm or are abusive to our personnel.
- 9.3. Within two weeks of the completion of the contract period or termination date, you are required to return the all the Equipment as set out in the Agreement to StarHub's office.
- 9.4. Alternatively, instead of returning the device, upon informing StarHub, you may purchase and retain the Device full device cost which will be billed to you.
- 9.5. In addition to clause 9.3, we reserve the right to invoice an additional termination charge of \$200 per Device in the following scenarios:
- 9.5.1. Incomplete return of Equipment at the end of the contract period; or
 - 9.5.2. Equipment found to be defective upon return to StarHub at the end of the contract period.
 - 9.5.3. At the completion of the contract period, you will be eligible to keep the Device.

10. **Early Termination**

- 10.1. Should you require to terminate the Service earlier than the agreed term, an early termination fee will be applicable.
- 10.2. Early termination fee is the total sum of monthly recurring charges for the remaining applicable contract period.

11. **Audit**

- 11.1. StarHub may inspect or have an accountant or auditor physically inspect and account for, the Device and records relating to the contract and compliance with its terms and conditions, at any time during the duration of the contract. Any such audit will be conducted during customer's normal business hours and in a manner that does not materially interfere with customer's normal business operations. Customer shall provide all reasonable assistance for such audit. If any audit reveals that the customer is in breach of the contract, then customer shall (a) reimburse StarHub for the actual expenses associated with the audit and (b) if applicable, compensate StarHub (StarHub's sales representative will advise the customer on the charges to be paid after their assessment) for any unauthorised use of the Device (e.g., any use by any unauthorised users).

12. Revision

- 12.1. We reserve the right to change, amend or revise the SDP Service Terms at any time. The revised SDP Service Terms shall become effective once posted on StarHub's website.