

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

SME EMAIL PROTECT

These StarHub SME Email Protect Service Specific Terms & Conditions ("SME Email Protect Service Terms") set out the basis on which StarHub will provide the SME Email Protect Service to the Customer.

These SME Email Protect Service Terms shall be read together with StarHub's Business General Terms & Conditions ("Business General Terms & Conditions"), the applicable Service Application Form, quotation, order form, proposal, and any other written terms agreed between StarHub and the Customer.

In the event of any conflict or inconsistency between these SME Email Protect Service Terms and StarHub's Business General Terms & Conditions, the applicable order of precedence shall be as set out in StarHub's Business General Terms & Conditions.

1. Definition and Interpretation

1.1. In these SME Email Protect Service Terms, the following words and expressions shall have the following meanings:

"Agreement" means the Service Application Form, these SME Email Protect Service Terms, StarHub's Business General Terms & Conditions, any applicable service level agreement, quotation, proposal, statement of work, order form, and any other applicable terms, policies or written agreement agreed between StarHub and the Customer.

"Business Hours" means Monday to Friday, excluding Singapore public holidays, from 9.00am to 6.00pm in Singapore, unless otherwise agreed in writing.

"Customer", "you" and "your" mean the company, business, partnership, organisation or other business customer that applies for, subscribes to, receives or uses the SME Email Protect Service from StarHub.

"Email Account" means an email mailbox, user account, alias, group mailbox, distribution list, shared mailbox or other email identity that is protected or intended to be protected under the SME Email Protect Service, as may be further specified in the Service Application Form, quotation or order form.

"Email Environment" means the Customer's email platform, domain, tenant, mail server, DNS records, email routing configuration, user directory and related systems or services, including Microsoft 365, Google Workspace, or any other supported email platform.

"Initial Term" shall be the initial term of the Service as stated on the Service Application Form.

"License" means the right to access or use the applicable third-party email security software, platform, subscription, feature or service made available as part of the SME Email Protect Service.

"MyRepublic" means MyRepublic Broadband Pte. Ltd., where it is appointed by StarHub as a Service Provider, supplier, subcontractor, reseller, managed service provider, implementation partner or support partner in connection with the SME Email Protect Service.

"Service Commencement" or "Start Date" means the earliest date on which the SME Email Protect Service is activated, provisioned, made available for use, deemed ready for use, accepted by

StarHub, or first used by the Customer, unless otherwise stated in the applicable Service Application Form, quotation or order form.

“Service Provider” has the meaning given to it in StarHub’s Business General Terms & Conditions and includes any third-party service provider involved in providing the SME Email Protect Service to the Customer, including MyRepublic, email security vendors, distributors, cloud service providers, software providers, email platform providers, support providers and telecommunications providers.

“SME Email Protect Service” or “Service” means StarHub’s email security service made available to the Customer, which may include email threat prevention, anti-phishing, anti-malware, anti-spam, suspicious URL and attachment protection, email security policy configuration, monitoring, reporting, support and related managed services, as further described in the Service Application Form, quotation, proposal, order form or applicable service description.

1.2. For the purposes of interpretation and construction of these SME Email Protect Service Terms:

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 interpretation;

1.2.3. the words “include”, “includes” and “including” shall be deemed to be followed by “without limitation”; and

1.2.4. any reference to any statute, regulation, code or regulatory requirement is a reference to the same as amended, replaced or re-enacted from time to time.

2. Terms of Service

2.1. StarHub agrees to provide, and the Customer agrees to subscribe to, receive and pay for, the SME Email Protect Service as set out in the Service Application Form, quotation, proposal, order form or other written agreement between the parties.

2.2. The SME Email Protect Service is provided at the Customer’s request. The Customer is responsible for ensuring that the SME Email Protect Service is suitable for its business, operational, technical, compliance and security requirements.

2.3. The SME Email Protect Service may be provided by StarHub through one or more Service Providers, including MyRepublic and third-party email security principals such as Check Point. The Customer acknowledges and agrees that the Service may be subject to applicable terms, acceptable use policies, licence restrictions, service descriptions, usage rules, data processing terms and technical limitations of such Service Providers.

2.4. The SME Email Protect Service is intended to reduce email security risks but does not guarantee that all threats, attacks, spam, phishing emails, malicious links, malicious attachments, data loss, unauthorised access, impersonation attempts or security incidents will be detected, prevented, blocked, remediated or reversed.

2.5. The Customer acknowledges that cybersecurity threats are constantly evolving and that no email security service, software, process or control can provide absolute protection against all threats.

3. Service Scope

- 3.1. Depending on the package purchased by the Customer, the SME Email Protect Service may include one or more of the following:
 - 3.1.1. provisioning and activation of the applicable email security License;
 - 3.1.2. onboarding assistance and initial configuration support;
 - 3.1.3. DNS, mail routing, connector or tenant configuration guidance;
 - 3.1.4. email threat prevention features such as anti-phishing, anti-malware, anti-spam, suspicious URL protection and attachment inspection;
 - 3.1.5. email security policy setup based on standard recommended policies;
 - 3.1.6. service monitoring and alert review;
 - 3.1.7. monthly or periodic security reports, where applicable;
 - 3.1.8. basic administrative support for the SME Email Protect Service;
 - 3.1.9. incident review or escalation support related to email security alerts; and
 - 3.1.10. such other services expressly stated in the Service Application Form, quotation, proposal, order form, service description or written agreement.
- 3.2. Unless otherwise agreed in writing, the SME Email Protect Service does not include:
 - 3.2.1. remediation of the Customer's compromised accounts, endpoints, servers, network, applications or Systems;
 - 3.2.2. forensic investigation, malware removal, endpoint cleanup, cyber incident response or breach response services;
 - 3.2.3. configuration or administration of the Customer's Microsoft 365, Google Workspace, mail server, domain hosting, DNS hosting or identity provider, except to the extent expressly stated in the agreed Scope;
 - 3.2.4. backup, restoration or recovery of emails, mailboxes, deleted data, files or systems;
 - 3.2.5. legal, regulatory, audit, compliance, certification or insurance advice;
 - 3.2.6. development of custom email security policies, custom integrations, scripts, connectors or workflow Automation;
 - 3.2.7. migration of email platforms, mailboxes, domains or tenants;
 - 3.2.8. support for unsupported, end-of-life, misconfigured or non-standard email environments;
 - 3.2.9. any service outside Business Hours, unless the Customer has purchased an applicable support plan that expressly includes such support; and
 - 3.2.10. any other service not expressly included in the Service Application Form, quotation, proposal, order form or written agreement.

- 3.3. StarHub may reasonably modify the technical method of delivering the SME Email Protect Service from time to time, including changes required for security, operational, vendor, platform, compliance or technical reasons.

4. Customer Responsibilities

- 4.1. The Customer shall provide StarHub, MyRepublic and any applicable Service Provider with accurate, complete and up-to-date information required to provision, configure, operate and support the SME Email Protect Service, including domain names, email platform details, administrator contact details, user counts, authorised contacts, technical contacts and billing contacts.
- 4.2. The Customer is responsible for ensuring that it has the necessary rights, permissions, approvals and authority to allow StarHub and its Service Providers to access, configure, process, scan, analyse, route or otherwise handle the Customer's email traffic, email metadata, email content, domains, DNS records, mailboxes, tenants and related systems for the purpose of providing the SME Email Protect Service.
- 4.3. The Customer shall maintain valid licences, subscriptions, administrator access, email platform access, domain ownership, DNS hosting access, internet connectivity and all other systems, accounts or services required for the SME Email Protect Service to operate properly.
- 4.4. The Customer shall promptly perform any action reasonably required by StarHub, MyRepublic or any applicable Service Provider to activate, configure, maintain or support the SME Email Protect Service, including approving access requests, creating administrator accounts, changing DNS records, updating mail routing rules, enabling connectors, whitelisting services, reviewing quarantined emails, providing logs and responding to support queries.
- 4.5. The Customer is responsible for managing its users, mailboxes, aliases, groups, distribution lists, administrator accounts and access rights, unless otherwise agreed in writing.
- 4.6. The Customer shall ensure that the number of Email Accounts or users protected by the SME Email Protect Service does not exceed the quantity of Licenses purchased. StarHub may charge the Customer for any additional usage, user, mailbox, account or License required.
- 4.7. The Customer shall not use the SME Email Protect Service for any unlawful, fraudulent, abusive, offensive, malicious, spam-related or unauthorised purpose, or in any way that may compromise the security, integrity, availability or reputation of StarHub, MyRepublic, any Service Provider, or any other person or organisation.
- 4.8. The Customer remains responsible for its own cybersecurity governance, policies, user awareness, password hygiene, access control, endpoint security, backup, disaster recovery, incident response, compliance and business continuity arrangements.

5. Service Providers and Platform Dependency

- 5.1. The Customer acknowledges that the SME Email Protect Service may depend on Service Providers, including MyRepublic, email security principal Check Point, cloud platforms, distributors, hosting providers, email platform providers and telecommunications providers.
- 5.2. StarHub shall not be liable for any failure, delay, interruption, degradation, suspension, termination,

data loss, change in functionality, change in price, service limitation or security issue caused by or attributable to a Service Provider, the Customer's Email Environment, the Customer's email platform, DNS provider, internet connectivity, or any system not owned or controlled by StarHub.

- 5.3. Where a Service Provider changes, suspends or withdraws any software, service, licence, feature, support scope, pricing or technical requirement, StarHub may make reasonable changes to the SME Email Protect Service to continue providing the Service or to comply with such Service Provider requirements.
- 5.4. The Customer agrees to comply with all applicable Service Provider terms, licence restrictions and usage rules notified to the Customer or made available by StarHub or the relevant Service Provider.

6. Service Commencement, Subscription Term and Billing

- 6.1. Service Commencement shall occur when the SME Email Protect Service is activated, provisioned, made available for use, deemed ready for use, accepted by StarHub, or first used by the Customer, whichever is earliest, unless otherwise stated in the Service Application Form, quotation or order form.
- 6.2. Billing shall commence from the Service Commencement date, regardless of whether the Customer has completed all internal setup activities, onboarded all users, changed DNS records, routed email traffic, or commenced actual use of the SME Email Protect Service.
- 6.3. Unless otherwise stated in the Service Application Form, quotation or order form, the SME Email Protect Service is provided on a recurring subscription basis for the Initial Term or subscription term stated in the applicable order.
- 6.4. Charges for the SME Email Protect Service may include recurring subscription charges, one-time setup charges, onboarding charges, professional service charges, additional user charges, additional License charges, support charges and any other charges stated in the Service Application Form, quotation, proposal, order form or written agreement.
- 6.5. If the Customer adds more Email Accounts, users, domains, features, support scope or Licenses during the Initial Term or renewal term, StarHub may charge the Customer additional fees on a pro-rated basis or from the applicable activation date, as determined by StarHub.
- 6.6. Unless otherwise agreed in writing, all Charges are exclusive of GST and other applicable taxes.
- 6.7. Charges may be calculated based on StarHub's records or, where applicable, records provided by MyRepublic or any other Service Provider involved in delivering the SME Email Protect Service.

7. Renewal, Suspension and Termination

- 7.1. Unless otherwise stated in the Service Application Form, quotation, order form or agreed in writing, the SME Email Protect Service shall automatically renew after the expiry of the Initial Term at StarHub's then-current Charges and terms, without any previously applied discounts or promotional rates. Such renewal period shall be the same duration as the Initial Term ("**Renewal Term**").
- 7.2. If the Customer does not wish to renew or continue the SME Email Protect Service, the Customer shall provide StarHub with at least three (3) months' prior written notice before the expiry of the applicable Initial Term or Renewal term.

- 7.3. No Early Termination by Customer. The Customer may not terminate the SME Email Protect Service before the expiry of the Initial Term or any applicable renewal term, except with StarHub's prior written approval. If StarHub permits such early termination, or if the SME Email Protect Service is terminated before the end of the Initial Term or renewal term for any reason attributable to the Customer, the Customer shall immediately pay StarHub the full amount of all remaining Charges for the unexpired portion of the Initial Term or renewal term, calculated based on the monthly recurring Charges payable from the effective date of termination up to the original contract expiry date, together with any Charges incurred up to the effective date of termination, deactivation charges, committed subscription charges, Service Provider charges, unpaid License charges, early termination Charges and any other amounts payable under the Agreement.
- 7.4. StarHub may suspend, restrict or terminate the SME Email Protect Service in accordance with the Agreement, including where the Customer fails to pay any Charges, breaches the Agreement, exceeds usage limits, misuses the Service, compromises security, provides incorrect or incomplete information, creates risk to StarHub, MyRepublic, any Service Provider or any third party, or where suspension or termination is required by law, regulatory authority or Service Provider.
- 7.5. Upon termination or expiry of the SME Email Protect Service, the Customer shall be responsible for making alternative email security, email routing, DNS, data retention, backup, reporting, archiving and operational arrangements. StarHub shall not be liable for any loss, disruption, email delivery failure, missed email, security incident or data loss arising from the termination or expiry of the SME Email Protect Service.

8. Data, Privacy and Security

- 8.1. In order to provide the SME Email Protect Service, StarHub, MyRepublic and other Service Providers may collect, access, process, transmit, store, analyse or scan certain information relating to the Customer's Email Environment, including email addresses, user details, domain information, email metadata, message headers, message content, attachments, URLs, security alerts, logs, reports and other technical or operational data.
- 8.2. The Customer represents and warrants that it has obtained all necessary consents, authorisations and rights required under applicable laws, including personal data protection laws, to allow StarHub, MyRepublic and other Service Providers to process such data for the purpose of providing, supporting, securing, improving, reporting on and administering the SME Email Protect Service.
- 8.3. StarHub will handle Customer data in accordance with applicable law, the Agreement and StarHub's applicable data protection policy. The Customer acknowledges that Service Providers may process data in accordance with their own applicable terms, privacy notices, data processing terms and security practices.
- 8.4. The Customer acknowledges that the SME Email Protect Service may involve the transfer, processing or storage of data outside Singapore, depending on the relevant Service Provider, cloud platform, email platform, support location or service architecture.
- 8.5. StarHub does not guarantee that the SME Email Protect Service will identify, detect, quarantine, block, delete, restore or recover all malicious emails, spam emails, phishing emails, suspicious links, malicious attachments, impersonation attempts, business email compromise attempts, data leakage incidents or other security threats.
- 8.6. The Customer remains responsible for reviewing alerts, quarantined emails, released emails, blocked

emails, policy exceptions, user-reported emails and any recommended action provided by StarHub, MyRepublic or any Service Provider.

9. Reports, Alerts and Recommendations

- 9.1. Any report, dashboard, alert, notification, recommendation or assessment provided as part of the SME Email Protect Service is provided for informational and operational purposes only.
- 9.2. StarHub does not warrant that any report, alert, dashboard, recommendation or assessment is complete, error-free, up to date, or sufficient to meet the Customer's legal, regulatory, audit, security, insurance or compliance requirements.
- 9.3. The Customer shall be responsible for deciding whether to act on any report, alert, dashboard, recommendation or assessment provided as part of the SME Email Protect Service.

10. Service Levels and Support

- 10.1. Unless a separate service level agreement is expressly agreed in writing, StarHub will provide the SME Email Protect Service on a commercially reasonable effort basis.
- 10.2. Support requests must be submitted through the support channels notified by StarHub. The Customer shall provide all information reasonably required by StarHub, MyRepublic or any Service Provider to investigate and respond to support requests.
- 10.3. StarHub's ability to provide support may depend on the Customer providing timely access, logs, screenshots, administrator permissions, user details, affected email samples, message headers and cooperation from the Customer's email platform provider or other third parties.
- 10.4. StarHub shall not be responsible for any delay or failure to provide support caused by the Customer's delay, lack of access, incomplete information, third-party system issue, unsupported configuration or event outside StarHub's reasonable control.

11. Intellectual Property

- 11.1. All intellectual property rights in the SME Email Protect Service, software, platform, tools, documentation, reports, templates, service methodology, configuration approach, know-how and materials provided by StarHub, MyRepublic or any Service Provider shall remain owned by StarHub, its Affiliates, licensors, MyRepublic or the relevant Service Provider, as applicable.
- 11.2. The Customer shall not copy, modify, reverse engineer, decompile, resell, sublicense, distribute, interfere with or attempt to gain unauthorised access to any software, platform, tool, system or service provided as part of the SME Email Protect Service, except to the extent expressly permitted in writing.

12. Disclaimer and Limitation

- 12.1. The SME Email Protect Service is provided on an "as-is" and "as-available" basis to the maximum extent permitted by applicable law, except as expressly stated in the Agreement.

- 12.2. StarHub does not warrant that the SME Email Protect Service will be uninterrupted, error-free, vulnerability-free, threat-free, free from false positives or false negatives, or that it will prevent all security incidents, cyberattacks, unauthorised access, data loss, business email compromise, fraud, phishing, spam or malware.
- 12.3. Without limiting StarHub's Business General Terms & Conditions, StarHub shall not be liable for any loss, damage, cost or expense arising from or in connection with:
 - 12.3.1. emails, threats, malware, phishing attempts, spam or malicious content not detected, blocked or quarantined by the SME Email Protect Service;
 - 12.3.2. legitimate emails incorrectly blocked, quarantined, delayed, deleted or marked as suspicious;
 - 12.3.3. Customer misconfiguration, delayed configuration, incorrect DNS records, incorrect mail Routing, unsupported setup or failure to follow StarHub's, MyRepublic's or any Service Provider's instructions;
 - 12.3.4. compromise of the Customer's user accounts, administrator accounts, devices, networks, Email platform, identity provider or systems;
 - 12.3.5. failure of any Service Provider, email platform, cloud platform, internet connection, DNS provider or system outside StarHub's reasonable control;
 - 12.3.6. the Customer's failure to maintain backups, security controls, user awareness, incident response procedures or business continuity arrangements; or
 - 12.3.7. any action taken or not taken by the Customer based on any alert, report, dashboard, recommendation or assessment provided as part of the SME Email Protect Service.
- 12.4. Nothing in these SME Email Protect Service Terms limits or excludes any liability that cannot be limited or excluded under applicable law.
13. **Confidentiality**
 - 13.1. Each party shall keep confidential all Confidential Information received from the other party In connection with the SME Email Protect Service, in accordance with StarHub's Business General Terms & Conditions.
 - 13.2. The Customer acknowledges that StarHub may share relevant Customer information with MyRepublic, Service Providers, contractors, employees, representatives and Affiliates to the extent necessary to provide, support, secure, administer and improve the SME Email Protect Service.
14. **Changes to these SME Email Protect Service Terms**
 - 14.1. StarHub may amend, update or replace these SME Email Protect Service Terms from time to time in accordance with StarHub's Business General Terms & Conditions.
 - 14.2. The latest version of these SME Email Protect Service Terms may be published on StarHub's website or otherwise made available to the Customer.

15. **General**

- 15.1. The Customer agrees that the SME Email Protect Service is a business service and is provided for business use only.
- 15.2. If any provision of these SME Email Protect Service Terms is found to be invalid, unlawful or unenforceable, the remaining provisions shall continue in full force and effect.
- 15.3. These SME Email Protect Service Terms shall continue to apply for so long as the Customer subscribes to, uses or receives the SME Email Protect Service from StarHub.