

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SME MANAGED DEVICE

Effective as of [June 2026]

The StarHub SME Managed Device Service refers to a managed service for small and medium enterprises requiring support for Customer-Owned Devices, including onboarding, remote assistance, device monitoring, patch management, basic troubleshooting, reporting, and related managed services on a subscription plan.

These StarHub SME Managed Device Specific Terms and Conditions ("Managed Device Service Terms") set out the basis on which StarHub Ltd. ("StarHub", "we", "us", "our") will provide the SME Managed Device Service to you.

These Managed Device Service Terms shall be read in conjunction with StarHub's Business General Terms and Conditions ("Business General Terms & Conditions"), the applicable Service Application Form ("SAF"), quotation, order form, Scope of Work ("SOW"), and any other applicable documents agreed between StarHub and the Customer in writing.

In the event of any conflict or inconsistency, the order of precedence shall be as set out in the Business General Terms & Conditions, unless otherwise agreed by StarHub in writing.

1. Definitions and Interpretation

1.1. In these Managed Device Service Terms, unless the context otherwise requires:

"Agreement" means the signed SAF, quotation, SOW, these Managed Device Service Terms, the Business General Terms & Conditions, and any other terms agreed between StarHub and the Customer in writing.

"Business Hours" means Monday to Friday, excluding Singapore public holidays, from 9.00am to 6.00pm Singapore time.

"Charges" means all monthly recurring charges, one-time charges, onboarding charges, professional service charges, managed service charges, administrative charges, early termination charges, and any other fees payable by the Customer for or relating to the Service.

"Customer" means the company, business, or organisation that applies for and/or subscribes to the Service from StarHub. "You" and "your" shall have the corresponding meaning.

"Customer-Owned Device" means any laptop and desktop or otherwise provided by the Customer and managed under the Service. For avoidance of doubt, Customer-Owned Device does not include any device sold, leased, rented, financed, supplied, or owned by StarHub unless expressly stated otherwise in the SAF, quotation, or SOW.

"Managed Device" means a Customer-Owned Device that has been onboarded and accepted by StarHub and/or its authorised service delivery partner for management under the Service.

"MyRepublic" means MyRepublic Broadband Pte. Ltd., appointed by StarHub as its authorised service delivery partner for the Service, where applicable.

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“Professional Service” means onsite or remote setup, onboarding, installation of management agents, configuration, troubleshooting, or other professional services required by the Customer and agreed in the SOW.

“Service” means the StarHub SME Managed Device Service, including the scope set out in the SAF, quotation, order form, and/or SOW.

“SOW” means the Scope of Work applicable to the Service.

- 1.2. For interpretation: words importing the singular include the plural and vice versa; headings are inserted for convenience only and do not affect interpretation; “include”, “includes”, and “including” mean “including without limitation”; and any reference to any statute or regulation includes such statute or regulation as amended, replaced, or re-enacted.

2. Scope of Service

- 2.1. StarHub agrees to provide, and the Customer agrees to take and pay for, the Service as set out in the applicable SAF, quotation, order form, and/or SOW.
- 2.2. The Service may include one or more of the following: managed device onboarding; remote device support; device health monitoring; operating system and approved software patch management; inventory and asset tracking; basic troubleshooting; reporting; onsite support where expressly included in the SOW; and any other service expressly agreed by StarHub in writing.
- 2.3. Unless expressly stated in the SOW, the Service does not include device supply, device leasing, device rental, device financing, device delivery, device ownership transfer, device insurance, hardware repair, hardware replacement, manufacturer warranty, data backup, data recovery, cybersecurity incident response, malware removal, support for non-onboarded devices, support for personal devices, support for unsupported or end-of-life software, application development, network troubleshooting unrelated to the Managed Device, or any service not expressly stated in the SOW.
- 2.4. The Customer accepts that it is responsible for ensuring that the Service is suitable for its business needs and that its Customer-Owned Devices are suitable for onboarding and management under the Service.

3. Application and Eligibility

- 3.1. The Customer may apply for the Service through StarHub's authorised representative, in person or in writing, using StarHub's latest application forms or order process.
- 3.2. To be eligible for the Service, the Customer must: be an entity registered with the Accounting and Corporate Regulatory Authority of Singapore or have a valid Singapore Unique Entity Number; satisfy StarHub's credit policy; not have outstanding debt with StarHub unless otherwise accepted by StarHub; provide details of an authorised contact person with a valid email address and contact number; provide accurate and complete information required for credit, risk, technical, and service assessment; not have previously misused StarHub's services; and where required by StarHub, provide a Directors' Guarantee, security deposit, or other form of security.
- 3.3. StarHub may request additional documentation, technical information, completed questionnaires, device inventory, administrator information, network information, or other information as part of the application assessment.
- 3.4. StarHub may verify the Customer's identity, credit status, and risk profile with authorised bodies,

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suppliers, and credit reference agencies. The Customer authorises StarHub to carry out such checks.

- 3.5. StarHub may accept or reject any application at its sole discretion and shall not be liable to the Customer for any rejection.
- 3.6. StarHub may impose additional conditions when accepting an application, including credit limits, security deposits, payment terms, minimum contract period, minimum device quantity, or other requirements.

4. Service Lead Time and Activation

- 4.1. The service lead time shall be as stated in the SOW or as advised by StarHub's representative.
- 4.2. The lead time is subject to resource availability, technical readiness, Customer-Owned Device readiness, access, Customer cooperation, and procurement of all relevant approvals.
- 4.3. StarHub shall not be liable for any delay caused by events outside its reasonable control, including third-party delay, Customer delay, incomplete information, user unavailability, device incompatibility, security restrictions, or lack of access.
- 4.4. If StarHub is unable to meet the requested service activation date, StarHub may provide an alternative date in writing.
- 4.5. If the Customer cancels an accepted application, order, or project after StarHub has commenced processing, cancellation charges may apply.

5. Customer-Owned Devices

- 5.1. The Customer acknowledges and agrees that the Service is provided in respect of Customer-Owned Devices.
- 5.2. For the avoidance of doubt, StarHub does not sell, lease, rent, supply, deliver, finance, or transfer ownership of any device to the Customer under the Service, unless expressly stated otherwise in the SAF, quotation, or SOW.
- 5.3. The Customer shall remain solely responsible for the ownership, custody, safekeeping, suitability, condition, maintenance, repair, replacement, insurance, warranty, and lawful use of all Customer-Owned Devices.
- 5.4. The Customer warrants that it has the full right, authority, licence, permission, and consent to allow StarHub and/or its authorised service delivery partner to access, onboard, configure, manage, monitor, patch, support, and install management agents or software on the Customer-Owned Devices for the purpose of providing the Service.
- 5.5. The Customer shall ensure that all Customer-Owned Devices meet the minimum technical requirements specified by StarHub, including supported operating system version, hardware specifications, software compatibility, internet connectivity, security settings, administrative access, and any other requirements stated in the SOW.
- 5.6. StarHub may reject, exclude, or discontinue management of any Customer-Owned Device if, in StarHub's reasonable opinion, the device is unsupported, end-of-life, incompatible, defective, compromised, unsafe, unlawfully used, technically unsuitable, or otherwise not suitable for the Service.

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- 5.7. StarHub shall not be responsible for any fault, defect, damage, performance issue, warranty issue, data loss, security vulnerability, compatibility issue, hardware failure, software failure, or other issue arising from or relating to any Customer-Owned Device, except to the extent directly caused by StarHub's wilful misconduct.
- 5.8. The Customer shall be responsible for backing up all data on Customer-Owned Devices before any onboarding, troubleshooting, patching, configuration, repair, replacement, or support activity is carried out.
- 5.9. If a Customer-Owned Device is lost, stolen, damaged, replaced, disposed of, reformatted, reset, or no longer used by the Customer, the Customer shall promptly notify StarHub and follow StarHub's instructions for removal of management agents, access credentials, configurations, or software.
- 5.10. Any replacement device provided by the Customer shall be treated as a new Customer-Owned Device and may be subject to onboarding, configuration, compatibility checks, and additional Charges.

6. Onboarding and Service Activation

- 6.1. StarHub and/or its authorised service delivery partner will onboard the Customer-Owned Devices as set out in the SAF, quotation, or SOW.
- 6.2. Onboarding may include collection of device information, verification of minimum technical requirements, installation of remote management agents or software, configuration of device management settings, enrollment into the managed device platform, basic policy configuration, remote access setup for support purposes, and such other onboarding activities stated in the SOW.
- 6.3. Unless expressly stated in the SOW, onboarding shall be performed remotely during Business Hours.
- 6.4. The Customer shall provide all information, access, administrator credentials, user availability, internet connectivity, permissions, approvals, and assistance reasonably required by StarHub to complete onboarding and service activation.
- 6.5. StarHub shall not be liable for any delay or failure to activate the Service caused by Customer delay, incomplete information, lack of access, unsupported devices, incompatible software, user unavailability, security restrictions, network issues, or any matter outside StarHub's reasonable control.
- 6.6. If onboarding cannot be completed due to issues with a Customer-Owned Device, StarHub may exclude the affected device from the Service until the issue is resolved by the Customer.
- 6.7. Any additional onboarding, re-onboarding, onsite visit, after-hours work, replacement-device onboarding, troubleshooting, or out-of-scope support may be subject to additional Charges.
- 6.8. The Service shall be deemed activated for each Customer-Owned Device upon successful onboarding of that device, or such other date stated in the SAF, quotation, or SOW.

7. Managed Device Monitoring and Management

- 7.1. StarHub and/or its authorised service delivery partner may provide monitoring and management for Customer-Owned Devices subscribed under the Service.
- 7.2. StarHub will only monitor and manage Customer-Owned Devices that are expressly covered under the

Service and successfully onboarded.

- 7.3. The Customer may request software configuration changes during the contract period, subject to StarHub's approval and the scope of the SOW.
- 7.4. Change requests must be submitted by the Customer's authorised contact through the support channel designated by StarHub.
- 7.5. StarHub will assess each change request and may confirm the impact on implementation timeline, Charges, service scope, and applicable terms.
- 7.6. StarHub may reject, delay, or request further clarification for any change request that is incomplete, unclear, insecure, technically unsuitable, or outside the scope of the Service.
- 7.7. Unless otherwise stated in the SOW, approved change requests shall be implemented remotely at a mutually agreed time.

8. Patch Management

- 8.1. Where patch management is included, StarHub may assist with deployment of operating system patches and/or approved software updates at such frequency as stated in the SOW.
- 8.2. Patch deployment may be subject to availability from the relevant software provider, compatibility, user availability, Customer-Owned Device condition, internet connectivity, security restrictions, and Customer approval.
- 8.3. The Customer acknowledges that patches may occasionally cause compatibility issues, application errors, user disruption, downtime, or performance issues.
- 8.4. StarHub shall not be responsible for any issue caused by unsupported operating systems or software, end-of-life software or hardware, Customer refusal or delay in approving patch deployment, Customer modification of device settings, third-party software conflicts, user action, unauthorised changes, or any matter outside StarHub's reasonable control.

9. Customer and Technical Support

- 9.1. StarHub provides remote technical support during Business Hours, or 24x7 unless otherwise stated in the SOW.
- 9.2. For security and accountability purposes, StarHub will only provide assistance to the authorised officers listed in the Customer's application or subsequently notified to StarHub in writing.
- 9.3. The Customer shall provide physical and/or remote access to the Customer-Owned Device for support purposes.
- 9.4. StarHub may require the Customer to assist with troubleshooting before further support is arranged.
- 9.5. If StarHub is unable to resolve a fault remotely, StarHub may arrange onsite support during Business Hours where onsite support is expressly included in the SOW or otherwise approved by StarHub. Onsite support is subject to resource availability and may be chargeable.
- 9.6. Support response times may vary depending on location, engineer availability, user availability,

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Customer cooperation, internet connectivity, device condition, software compatibility, and other operational factors.

- 9.7. The Customer shall provide the authorised technician with safe access to the Customer's premises, Customer-Owned Devices, electricity, internet connection, and sufficient working space.
- 9.8. If an issue is found to be outside the support scope, StarHub may provide a chargeable quotation before proceeding. If the Customer does not proceed, StarHub may charge the Customer for costs already incurred, including engineer dispatch, testing, troubleshooting, and administrative costs.

10. Data Responsibility

- 10.1. The Customer is solely responsible for all data, including personal data, confidential information, proprietary information, files, software, and business records stored on or accessible through Customer-Owned Devices.
- 10.2. The Customer must back up all data before any onboarding, troubleshooting, repair, replacement, patching, configuration, or support activity is carried out.
- 10.3. StarHub shall not be responsible for any loss, corruption, deletion, disclosure, or compromise of data stored on or accessible through Customer-Owned Devices, unless caused directly by StarHub's wilful misconduct.
- 10.4. The Customer shall ensure that StarHub's access to Customer-Owned Devices does not breach any law, contract, privacy requirement, security policy, or third-party rights.

11. Software, Licences, and Third-Party Terms

- 11.1. The Customer shall comply with all applicable licence terms, end-user licence agreements, acceptable use policies, and third-party terms relating to any software used in connection with the Service.
- 11.2. Unless otherwise stated in the SAF, quotation, or SOW, software licences are not included and shall be procured and maintained by the Customer separately.
- 11.3. StarHub may install or use third-party tools, agents, or software to deliver the Service. The Customer agrees to allow such installation and use for the duration of the Service.
- 11.4. StarHub shall not be responsible for any suspension, termination, price change, vulnerability, defect, limitation, or discontinuation of any third-party software or service.

12. Security Limitation

- 12.1. The Service may improve the Customer's device management and support posture but does not guarantee prevention of malware, cyberattack, data loss, unauthorised access, service disruption, or security breach.
- 12.2. The Customer remains responsible for its overall cybersecurity posture, including endpoint protection, email security, identity and access management, password management, backup, user awareness, data protection, policies, and compliance obligations.
- 12.3. StarHub may suspend or restrict the Service if StarHub reasonably suspects that any Customer-Owned

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Device or Customer environment is compromised, unlawful, harmful, abusive, or causing risk to StarHub, its network, its service delivery partners, third-party providers, or other customers.

13. Acceptable Use Restrictions

- 13.1. The Customer must not use the Service or allow the Service to be used in any unlawful manner, for any unlawful purpose, or fraudulently or maliciously.
- 13.2. The Customer must not use the Service in a way that could damage, disable, overburden, impair, or compromise StarHub's systems, security, network, or services, or interfere with other users or customers.
- 13.3. The Customer must not tamper with, disable, bypass, remove, or interfere with any management agent, security setting, monitoring tool, remote access tool, configuration, or control installed or used by StarHub for the purpose of providing the Service.
- 13.4. StarHub may determine, at its sole discretion, whether the Customer has breached this Clause.

14. Charges and Payment

- 14.1. The Customer shall pay all Charges for the Service in accordance with the Agreement.
- 14.2. Charges may include monthly recurring charges, one-time charges, onboarding charges, professional service charges, managed service charges, administrative charges, out-of-scope support charges, onsite support charges, after-hours support charges, and early termination charges.
- 14.3. Charges shall commence from the service activation date, onboarding date, or such other date stated in the SAF, quotation, or SOW.
- 14.4. Unless otherwise agreed in writing, all Charges are non-refundable.
- 14.5. Any request for additional Managed Devices, additional support, onsite service, after-hours support, change requests, re-onboarding, replacement-device onboarding, or out-of-scope work may be subject to additional Charges.

15. Suspension

- 15.1. StarHub may suspend or restrict the Service if the Customer fails to pay any Charges when due, breaches the Agreement, misuses the Service, fails to provide required access or information, or creates any risk to StarHub, its network, its service delivery partners, third-party providers, or other customers.
- 15.2. Suspension or restriction of the Service shall not relieve the Customer from its obligation to pay all Charges and any other amounts payable under the Agreement.

16. Termination of Service

- 16.1. The Service shall continue for the contract period stated in the SAF, quotation, order form, or SOW.
- 16.2. The Customer shall not terminate the Service before the end of the agreed contract period, unless StarHub agrees in writing.

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- 16.3. StarHub may terminate all or any part of the Service with immediate effect without compensation if: the Customer breaches any term of the Agreement; fails to make payment for two consecutive months; becomes or threatens to become bankrupt, insolvent, wound up, dissolved, placed under judicial management, receivership, administration, or liquidation; makes any arrangement with creditors; provides incorrect, false, or incomplete information; misuses the Service; is likely to create imminent harm to StarHub's network, systems, services, personnel, or other customers; or acts fraudulently, maliciously, abusively, or unlawfully.
- 16.4. Upon expiry or termination of the Service, StarHub and/or its authorised service delivery partner may disable remote management access, remove management agents where technically possible, stop monitoring, stop patch management, stop support access, and cease all managed device services.
- 16.5. The Customer shall remain responsible for its Customer-Owned Devices, including continued security, maintenance, software updates, backup, access control, data protection, and business continuity after expiry or termination of the Service.

17. Early Termination

- 17.1. If the Customer terminates, cancels, downgrades, reduces, or fails to continue the Service before the end of the agreed contract period, early termination charges shall apply.
- 17.2. The early termination charge shall be the total sum of the monthly recurring charges for the remaining months of the applicable contract period.
- 17.3. In addition to the early termination charge, the Customer shall pay all outstanding Charges up to the effective date of termination, all unpaid managed service charges, onboarding charges, professional service charges, administrative charges, third-party charges, out-of-scope support charges, and any other amounts payable under the Agreement.
- 17.4. For avoidance of doubt, the Customer remains liable to pay the full remaining contract value for the unexpired portion of the contract period, whether or not the Customer continues to use the Service.

18. Audit and Compliance

- 18.1. StarHub may inspect or appoint an accountant, auditor, or authorised representative to inspect records relating to the Service and the Customer's compliance with the Agreement.
- 18.2. Any audit shall be conducted during the Customer's normal business hours and in a manner that does not materially interfere with the Customer's normal business operations.
- 18.3. The Customer shall provide reasonable assistance for such an audit.
- 18.4. If an audit reveals that the Customer is in breach of the Agreement, the Customer shall reimburse StarHub for the actual costs and expenses of the audit and compensate StarHub for any unauthorised use, misuse, or breach relating to the Service.

19. Revision

- 19.1. StarHub reserves the right to change, amend, or revise these Managed Device Service Terms.

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- 19.2. The revised Managed Device Service Terms shall become effective once posted on StarHub's website or otherwise notified to the Customer.
- 19.3. The Customer's continued use of the Service shall constitute acceptance of the revised Managed Device Service Terms.