

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
CYBERPROTECT BY F-SECURE CORPORATION**

These are StarHub's Service Specific Terms & Conditions for customers who use or intend to use CyberProtect (the "**Service**"). The Service is provided by third party service provider F-Secure Corporation ("**F-Secure**").

1. Service-Specific Terms & Conditions

- 1.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the other services that you have subscribed for or other value-added services that you have purchased.
- 1.2 **The Terms and Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, form the terms of the contract between you, the consumer, and us, StarHub with respect to the Service (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. The provisions of StarHub's Personal Data Protection Policy would also apply to your relationship with us.
- 1.3 By using the Service, you further agree to be bound by any applicable terms and conditions which may be imposed by F-Secure when subscribing to the Service. You acknowledge and agrees that you may also be required to abide by the terms and conditions and additional documents in relation to those parts or features of the Service provided by third party providers.
- 1.4 **Capitalised terms:** Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the Consumer General Terms & Conditions.
- 1.5 **GST:** Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of GST. Charges will be adjusted according to the prevailing GST rates.

2. Description of Services

- 2.1 The Service is an endpoint security service that provides individuals and their families/friends protection against cyberthreats when they are using their computers and mobile devices online. This is a value-added promotional service that you can sign up for at a monthly Charge of \$5.04 (inclusive of GST) for CyberProtect 3.
- 2.2 **Discontinued Services:** Do note that CyberProtect 6 as a Service is no longer available for new subscriptions with effect from 23 May 2023.

3. Eligibility and Availability

- 3.1 All new, recontracting, or existing StarHub customers who sign up, recontract, or have existing subscriptions for:
- 3.1.1 any Fibre Broadband plan;
- 3.1.2 any HomeHub+ plan;
- 3.1.3 any HubBundle plan; or

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3.1.4 any of the following mobile plans: (a) Mobile+ \$50 / \$55 / \$65 / \$69 / \$95 / \$99 / \$125 / \$129 / \$155/ \$169 2-year Plans, (b) Mobile+ \$38 / \$45 SIM Only 1-year Plans, (c) 4G \$45 / \$55 / \$80 / \$110 / \$243 2-year Plans, (d) 4G \$25 / \$50 SIM Only 1-year Plans, (e) 4G \$25 / \$50 SIM Only Plans, and (f) Star Plans (collectively, "**Bundled Services**") may apply for the Service.

3.2 Applications are subject to our approval and may be declined at our discretion. If accepted, the Service will be active on the day on which you have completed the sign-up process via any sales channels ("Subscription Date").

4. Charges

4.1 The monthly subscription Charge for this Service is as such:

3.1.1 CyberProtect 3 - \$5.04/month (U.P. \$10.08)

3.1.2 CyberProtect 6 - \$8.06/month (U.P. \$20.18)

These Charges are valid till a date determined by StarHub.

4.2 For Protect+ (where CyberProtect 3 Service is bundled with a Caller Number Display Service), the CyberProtect 3 Service subscription will be charged at \$5.04 per month and the Caller Number Display Service will be charged at \$3.03 per month. If either one of the Service is terminated or removed, CyberProtect 3 Service Charges will revert to usual price of \$10.08 per month and Caller Number Display Service Charges will revert to usual price of \$5.40 per month.

5. Compatible Platforms

This Service is supported on Android, iOS, Windows and macOS.

6. Period of Service

In the absence of any termination for this Service, the Service shall automatically continue on a month-to-month basis.

7. Billing and payment

We will bill you for the Service based on Subscription Date. This Service will be billed based on the billing cycle for any or all of the Bundled Services. This Service is a pro-rated service.

8. Termination and Suspension

8.1 **Our right:** We reserve the right to suspend, terminate or change any of these terms and conditions and/or the Service (whether in whole or in part) at our sole and absolute discretion, at any time, without prior notice and without any liability. If you continue to use the Service, you will be deemed to have accepted such changes.

8.2 Any suspension of your mobile line or relevant broadband service will result in the suspension of this Service. The Service will be resumed upon resumption of suspension.

8.3 If all the Bundled Services have been terminated for any reason whatsoever, the Service will be immediately and automatically terminated. If all the Bundled Services have been suspended due to your default, the Service will likewise be immediately and automatically terminated.

9. Liability

- 9.1 Disclaimer: While we strive to give a good consumer experience, the Service is provided on an “as is” and “as available” basis. StarHub expressly disclaims all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, and fitness for a particular purpose and non-infringement, to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from us or through the value-added Service will create any warranty not expressly set out in these Service Specific Terms & Conditions.
- 9.2 Interruption, disruption or deterioration: StarHub will not be liable for any interruption, disruption to, or deterioration in the quality, reliability or accuracy of the Service or for any technical issue that may arise by reason of your use or inability to use the Service.
- 9.3 Indemnity: You agree to fully indemnify StarHub for all claims, damages, losses and liabilities arising from information provided by you for the purposes of registering for the Service, the use of the Service (whether by you or any other person) and any negligence, omission, act or breach of these Service Specific Terms & Conditions