

## STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

### FIFA WORLD CUP QATAR 2022™

These are StarHub's Service Specific Terms & Conditions for our customers who subscribe for FIFA World Cup Qatar 2022™ package or any promotion bundles.

#### 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 Service that you have subscribed for or the Promotions that you have purchased.
- 1.2 The Terms & Conditions: These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and other Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Services 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 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.

#### 2. FIFA World Cup Qatar 2022™ package

##### Pricing

Promotional Period		One-time Charge (with GST)
Early Bird Price	27 October to 6 November 2022	\$98.00
Usual Price	7 November to 18 December 2022	\$118.00

##### Promotion Bundles

The following promotion bundles (each, a "**Promotion**") are available for purchase:

Promotion Bundle	Customer Eligibility	Early Bird Price (with GST)	Usual Price (with GST)
FIFA World Cup Qatar 2022™ (with complimentary Starter+)	New customers without any existing StarHub service(s)	\$98.00	\$118.00
	Existing StarHub Broadband or Mobile post-paid customers without an existing StarHub TV or Entertainment service		
FIFA World Cup Qatar 2022™ (StarHub TV+ Add-On)	New or existing StarHub TV+ customers		
FIFA World Cup Qatar 2022™ (StarHub TV Add-On)	New or existing Fibre TV customers		

Promotion Bundle	Customer Eligibility	Included in bundle	Effective Monthly Subscription (with GST)
StarHub TV+ (Entertainment+) FIFA World Cup™ bundle	New or existing StarHub TV+ customers	<ul style="list-style-type: none"> <li>• Entertainment+</li> <li>• Premier+</li> <li>• Sports+</li> <li>• Disney+ <sup>(1)</sup></li> <li>• FIFA World Cup Qatar 2022™</li> </ul>	\$52.40 <sup>(2)</sup> /month
StarHub TV+ (Asian+) FIFA World Cup™ bundle		<ul style="list-style-type: none"> <li>• Asian+</li> <li>• Premier+</li> <li>• Sports+</li> <li>• Disney+ <sup>(1)</sup></li> <li>• FIFA World Cup Qatar 2022™</li> </ul>	
HomeHub+ 1G (Entertainment+) FIFA World Cup™ bundle	New or existing HomeHub+ 1G/2G bundle customers	<ul style="list-style-type: none"> <li>• 1Gbps Fibre Broadband</li> <li>• Netflix Standard Plan</li> <li>• Disney+ <sup>(1)</sup></li> <li>• 2 x WiFi 6 Routers worth \$398 (New sign-ups only)</li> <li>• Entertainment+</li> <li>• Premier+</li> <li>• Sports+</li> <li>• FIFA World Cup Qatar 2022™</li> <li>• 1 Free StarHub TV+ Pro Rental for 24 months</li> </ul>	\$97.51 <sup>(3)</sup> /month
HomeHub+ 1G (Asian+) FIFA World Cup™ bundle		<ul style="list-style-type: none"> <li>• 1Gbps Fibre Broadband</li> <li>• Netflix Standard Plan</li> <li>• Disney+ <sup>(1)</sup></li> <li>• 2 x WiFi 6 Routers worth \$398 (New sign-ups only)</li> <li>• Asian+</li> <li>• Premier+</li> <li>• Sports+</li> <li>• FIFA World Cup Qatar 2022™</li> <li>• 1 Free StarHub TV+ Pro Rental for 24 months</li> </ul>	
HomeHub+ 2G (Entertainment+) FIFA World Cup™ bundle		<ul style="list-style-type: none"> <li>• 2Gbps Fibre Broadband</li> <li>• Netflix Premium Plan</li> <li>• Disney+ <sup>(1)</sup></li> </ul>	\$117.51 <sup>(4)</sup> /month

		<ul style="list-style-type: none"> <li>• 1 x WiFi 6 Router worth \$399 (New sign-ups only)</li> <li>• Entertainment+</li> <li>• Premier+</li> <li>• Sports+</li> <li>• FIFA World Cup Qatar 2022™</li> <li>• 1 Free StarHub TV+ Pro Rental for 24 months</li> </ul>	
HomeHub+ 2G (Asian+) FIFA World Cup™ bundle		<ul style="list-style-type: none"> <li>• 2Gbps Fibre Broadband</li> <li>• Netflix Premium Plan</li> <li>• Disney+ <sup>(1)</sup></li> <li>• 1 x WiFi 6 Router worth \$399 (New sign-ups only)</li> <li>• Asian+</li> <li>• Premier+</li> <li>• Sports+</li> <li>• FIFA World Cup Qatar 2022™</li> <li>• 1 Free StarHub TV+ Pro Rental for 24 months</li> </ul>	

Notes:

- (1) Enjoy Disney+ on us till 22 February 2023. After the end of the promotional period, a charge of \$11.98/month will apply to activated accounts.
- (2) Calculated as the effective monthly subscription over 24 months after a one-time bill rebate of \$62.16 inclusive of 7% GST, thereafter \$54.99/month. Prevailing GST rates will apply.
- (3) Calculated as the effective monthly subscription over 24 months after a one-time bill rebate of \$129.36 inclusive of 7% GST, thereafter \$102.89/month. Prevailing GST rates will apply.
- (4) Calculated as the effective monthly subscription over 24 months after a one-time bill rebate of \$129.36 inclusive of 7% GST, thereafter \$122.89/month. Prevailing GST rates will apply.

### **Promotion Terms & Conditions**

- 2.1 These Promotions are only available until such date as we may determine and may be amended or rescinded at any time, in our sole and absolute discretion.
- 2.2 These Promotions cannot be used to offset existing subscription charges or outstanding balances due to StarHub.
- 2.3 These Promotions are non-exchangeable for cash or kind, non-refundable and non-transferable.
- 2.4 Unless we specify otherwise, these Promotions are not available with other discounts, promotions, special packages or external offers.

#### **2.5 FIFA World Cup Qatar 2022™ Add-on package**

- 2.5.1 The FIFA World Cup Qatar 2022™ package is an add-on for StarHub TV+ and StarHub TV subscriptions. The one-time subscription charge for the tournament will be billed immediately after successful sign-up and charged to your StarHub bill.
- 2.5.2 Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of 7% GST. Prices will be adjusted according to the prevailing GST rates.

- 2.5.3 If you sign up for the FIFA World Cup Qatar 2022™ package, there will be no refund of the one-time subscription fee, even if you terminate, suspend or withdraw from the FIFA World Cup Qatar 2022™ channels prior to the expiry date of the FIFA World Cup Qatar 2022™ tournament for any reason.
- 2.5.4 The Early Bird Price is only applicable for sign-ups on or before 6 November 2022. StarHub reserves the sole and absolute discretion to remove, amend or otherwise extend the Early Bird Price.
- 2.5.5 The Usual Price is applicable from 7 November 2022 to 18 December 2022.

2.6 FIFA World Cup Qatar 2022™ with complimentary Starter+ Promotion

- 2.6.1 In respect of FIFA World Cup Qatar 2022™ with complimentary Starter+ Promotion, you will enjoy complimentary access to Starter+ Pass for a period of 24 months. The usual subscription fee for Starter+ Pass is \$4.99 (inclusive of GST) per month.

2.7 Free FIFA World Cup Qatar 2022™ bundled with StarHub TV+ Promotion

- 2.7.1 This Promotion is valid for sign-ups with a 24-month contract only ("**Minimum Period of Service**").
- 2.7.2 The Promotion is valid till 18 December 2022. StarHub reserves the sole and absolute discretion to remove, amend or otherwise extend the Promotional Period.
- 2.7.3 In the event your Entertainment+, Asian+ or Premier+ subscription is modified or cancelled, you will continue to be billed at the following minimum subscription charges (inclusive of 7% GST and excluding set-top box rental charges) for the remaining Minimum Period of Service:
- StarHub TV+ (Entertainment+) FIFA World Cup bundle: \$54.99/month
  - StarHub TV+ (Asian+) FIFA World Cup bundle: \$54.99/month
- 2.7.4 You will be charged for the FIFA World Cup Qatar 2022™ package in your first bill and the total amount reflected in your bill shall be fully paid to qualify for the one-time bill rebate.
- 2.7.5 The one-time bill rebate for the FIFA World Cup Qatar 2022™ one-time charge and StarHub TV+ subscription discounts will be reflected in your StarHub bill in your subsequent respective billing cycles by 31 December 2022.
- 2.7.6 This Promotion includes an optional free 12-month StarHub TV+ Box rental offer, which is only valid at the point of sign-up. If you sign up for this Promotion, you will be billed \$5.90/month (inclusive of 7% GST) from the 13<sup>th</sup> month onwards. If you do not wish to be charged, you may return the StarHub TV+ Box at selected StarHub shops prior to the expiry of the 12-month period.
- 2.7.7 This Promotion includes free 24 months Sports+ subscription. After the promotional period, you will be billed \$24.99/month (inclusive of 7% GST) from the 25<sup>th</sup> month onwards. If you do not wish to be charged, you may cancel the Sports+ subscription via My StarHub App prior to the expiry of the 24-month period.

2.8 Free FIFA World Cup Qatar 2022™ bundled with HomeHub+ 1G/2G Promotion

- 2.8.1 This Promotion is valid for sign-ups with a 24-month contract only ("**Minimum Period of Service**").
- 2.8.2 The Promotion is valid till 18 December 2022. StarHub reserves the sole and absolute discretion to remove, amend or otherwise extend the Promotional Period.
- 2.8.3 In the event your Entertainment+, Asian+ or Premier+ subscription is modified or cancelled, you will continue to be billed at the following minimum subscription charges (inclusive of 7% GST and excluding set-top box rental charges) for the remaining Minimum Period of Service:

- HomeHub+ 1G (Entertainment+) FIFA World Cup bundle: \$102.89/month
  - HomeHub+ 1G (Asian+) FIFA World Cup bundle: \$102.89/month
  - HomeHub+ 2G (Entertainment+) FIFA World Cup bundle: \$122.89/month
  - HomeHub+ 2G (Asian+) FIFA World Cup bundle: \$122.89/month
- 2.8.4 You will be charged for the FIFA World Cup Qatar 2022™ package in your first bill and the total amount reflected in your bill shall be fully paid to qualify for the one-time bill rebate.
- 2.8.5 The one-time bill rebate for the FIFA World Cup Qatar 2022™ one-time charge and HomeHub+ subscription discounts will be reflected in your StarHub bill in your subsequent respective billing cycles.
- 2.8.6 This Promotion includes a free 24 months StarHub TV+ Pro rental offer. After the end of the promotional period, you will be billed \$14.90/month (inclusive of 7% GST) from the 25<sup>th</sup> month onwards. If you do not wish to be charged, you may return the StarHub TV+ Pro at selected StarHub shops prior to the expiry of the 24-month period.
- 2.8.7 This Promotion includes a free 24 months Sports+ subscription. After the promotional period, you will be billed \$24.99/month (inclusive of 7% GST) from the 25<sup>th</sup> month onwards. If you do not wish to be charged, you may remove the Sports+ subscription via My StarHub App prior to the expiry of the 24-month period.
- 2.9 StarHub reserves the rights to revise any of these Terms & Conditions without prior notice.
- 2.10 StarHub reserves the right to adjust the prices reflected above to take into account prevailing GST rates.

### 3. Eligibility

- 3.1 **Residential use only:** Unless otherwise permitted by us in writing, Premier+ is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.
- 3.2 **Outstanding accounts:** At the time of application, you must not have any outstanding accounts with us that are due and owing to us. StarHub reserves the sole and absolute discretion to determine your entitlement to this subscription and may reject any application.
- 3.3 **Personal identification documentation:** In order for us to process your application, you will need to produce the relevant personal identification documentation described below:-

Residency Status	Additional terms and conditions	Relevant documentation
Singaporean & Permanent Resident	-	<ul style="list-style-type: none"> <li>• NRIC; or</li> <li>• Singapore Armed Forces Identity Card (SAF IIB) for Regular &amp; NSF ONLY; or</li> <li>• Singapore photo-driving licence,</li> </ul> <p>with proof of billing address</p>

		Proof of billing address <sup>(1)</sup> if address on blue NRIC is a foreign address
PI, P2, Q1, Employment Pass, S Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass	<ul style="list-style-type: none"> <li>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass must have a minimum validity period of 6 months</li> <li>If the validity period of your Employment Pass / Diplomat Pass / Entrepass / S Pass / Training Visit Pass is less than 6 months, a letter from your employer indicating intent of renewal is required. The letter must be from a manager of your company</li> </ul>	<p>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass</p> <ul style="list-style-type: none"> <li>If your Employment Pass / Diplomat Pass / Entrepass / S Pass Training Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on your Employment Pass/ Diplomat Pass / Entrepass / S Pass / Training Visit Pass</li> </ul>
Work Permit, Student Pass	<ul style="list-style-type: none"> <li>Your Work Permit or Student Pass must have a minimum validity period of 6 months</li> <li>If the validity period of your Work Permit is less than 6 months, a letter from the employer indicating intent of renewal is required. The letter must be from a manager of your company</li> <li>If the validity period of your Student Pass is less than 6 months, a letter from the principal of your school indicating your continual studies is required</li> </ul>	<p>Your Work Permit or Student Pass</p> <ul style="list-style-type: none"> <li>If your Work Permit / Student Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on your Work Permit / Student Pass</li> </ul>
Dependant Pass, Long Term Social Visit Pass	<ul style="list-style-type: none"> <li>Your Dependant Pass or Long Term Social Visit Pass must have a minimum validity period of 6 months</li> <li>If the validity period of your Dependant Pass or Long Term Social Visit Pass is less than 6 months, a letter of extension from the Ministry of Manpower will be required</li> </ul>	<p>Your Dependant Pass or Long Term Social Visit Pass</p> <ul style="list-style-type: none"> <li>If your Dependent Pass / Long Term Social Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on the Dependant Pass/Long Term Social Visit Pass</li> </ul>

**Notes:**

(1) List of documents that are accepted by us as Proof of your Billing Address include:-

- Legal tenancy agreement (valid for at least 6-month)
- Insurance policy statement (except for travel insurance)
- Bank or Credit card statement\*
- Singtel/MI/telecommunications bill statement\*
- Singapore Power bill statement\*
- Original CPF statement or printed from Internet\*
- Title deed
- TV/Radio License from Singapore Broadcasting Authority
- Form B or IR8A (Income Tax) sent to customer's residential/company address
- Letter from company (signed by managerial position and above) indicating the company owned/leased/rented properties/customer's residential address
- Letter from School (signed by principal) indicating the customer's residential address

\*All proof of local billing address must be dated within three months from date of application.

#### **4. Access, Viewing and Restrictions of Use**

##### **4.1 StarHub TV+**

- 4.1.1 You may access the programmes on FIFA World Cup Qatar 2022™ via the StarHub TV+ app (which can be downloaded from the Apple App Store and Google Play Store) or [www.starhubtvplus.com](http://www.starhubtvplus.com) by logging in with your Hub ID. You agree that your use of the Hub ID is subject to the applicable Service Specific Terms & Conditions.
- 4.1.2 The quality of the display of FIFA World Cup Qatar 2022™ content may vary from device to device, and is subject to a number of factors, including but not limited to your location, the bandwidth available through and/or speed of your Internet connection. HD availability is subject to your Internet service and device capabilities.
- 4.1.3 For each FIFA World Cup Qatar 2022™ subscription, you can register up to 5 devices and will be able to view the content concurrently on up to 2 devices.
- 4.1.4 If you are viewing FIFA World Cup Qatar 2022™ content on the StarHub TV+ set-top box, you understand that such viewing is only permitted at the service address under which your account is registered at.

##### **4.2 Fibre TV**

- 4.2.1 You may access the programmes on FIFA World Cup Qatar 2022™ via the Fibre TV set-top box delivered or transmitted over StarHub's IPTV platform connected to StarHub's Fibre network.
- 4.2.2 If you are subscribed to the StarHub TV Go Value-Added Service, you will be able to access live streaming of FIFA World Cup Qatar 2022™ via the StarHub TV+ app.
- 4.3 You may only access FIFA World Cup Qatar 2022™ content in Singapore.
- 4.4 You agree to access FIFA World Cup Qatar 2022™ content in accordance with all applicable laws, rules and regulations including restrictions on the use of the content set out therein.

- 4.5 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 FIFA World Cup Qatar 2022™.
- 4.6 You may, through FIFA World Cup Qatar 2022™, 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.
- 4.7 StarHub reserves the right to suspend or terminate the Service provided to you if we determine that any use, whether by you or another person, is a breach of these Service Specific Terms & Conditions.