

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
HOMEHUB**

These are StarHub's Service Specific Terms & Conditions for our customers who subscribed for our HomeHub Plan.

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 value-added Services 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. Terminology

Term	Description
Content	Refers to all information, text, sound, music, Software, photographs, videos, graphics, data, messages, links or other materials
Charges	Refers to all activation, connection, disconnection, reconnection, subscription, Fibre Link Access, installation, service call, transactional, rental administrative charges and other fees and charges to be paid by you for or relating to the Services or the Equipment. The Charges will be in accordance with the rates in our prevailing rate tables available on our website or at our customer service centre
Equipment	Refers to any equipment which we may provide, sell, lease or rent to you, maintain for you or which is otherwise needed for the provision of the Services
HomeHub Plan	Refers to any of our various HomeHub bundled subscription Services which entitles you to subscribe to a combination of the following Services under a single price plan:- (a) our fibre broadband internet access service known as "Fibre Home Broadband Service"; (b) our television Services provided known as "StarHub Entertainment Pass"; (c) Our mobile broadband Service known as "MaxMobile Service"; and (d) Our fixed line Service known as "Digital Voice Home Service".

	The Services described above shall each be referred to hereinafter as an "Individual Service"
Minimum Period of Service	Refers to such period as may be set out in the applicable Consumer General Terms & Conditions, Service Specific Terms & Conditions or in our tariff tables starting from the Commencement Date

3. Additional terms

3.1 Your HomeHub Plan is governed by these Service Specific Terms & Conditions which are in addition to:-

3.1.1 Service Specific Terms & Conditions that are applicable to each of the Services subscribed to under the HomeHub Plan, including:-

- (a) MaxInfinity Services;
- (b) StarHub Entertainment Pass;
- (c) MaxMobile Plans; and
- (d) Digital Voice Home; and

3.1.2 any other signed agreement in relation to the HomeHub Plan,

(collectively the **"Agreement"**).

3.2 **Conflict or inconsistency:** In the event of any conflict, ambiguity or inconsistency between the Consumer General Terms & Conditions, these Service Specific Terms & Conditions and any other Service Specific Terms & Conditions, the following order of precedence shall apply:-

3.2.1 these Service Specific Terms & Conditions;

3.2.2 any other Service Specific Terms & Conditions; and

3.3.3 the Consumer General Terms & Conditions.

4. Eligibility

4.1 **Residential use only:** Unless otherwise permitted by us in writing, the HomeHub Plan is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.

4.2 **Outstanding accounts:** At the time of application, you must not have any outstanding accounts with us that are due and owing to us.

4.3 **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
	-	<ul style="list-style-type: none"> • NRIC; or

<p>Singaporean & Permanent Resident</p>		<ul style="list-style-type: none"> • Singapore Armed Forces Identity Card (SAF IIB) for Regular & NSF ONLY; or • Singapore photo-driving licence, with proof of billing address <p>Proof of billing address⁽¹⁾ if address on blue NRIC is a foreign address</p>
<p>PI, P2, Q1, Employment Pass, S Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass</p>	<ul style="list-style-type: none"> • Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass must have a minimum validity period of 6 months • 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 	<p>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass</p> <ul style="list-style-type: none"> • 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 • Proof of billing address⁽¹⁾ is required if there is no local address present on your Employment Pass/ Diplomat Pass / Entrepass / S Pass / Training Visit Pass
<p>Work Permit, Student Pass</p>	<ul style="list-style-type: none"> • Your Work Permit or Student Pass must have a minimum validity period of 6 months • 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 • 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 	<p>Your Work Permit or Student Pass</p> <ul style="list-style-type: none"> • If your Work Permit / Student Pass does not carry your photograph, please produce a passport with at least 6 months validity • Proof of billing address⁽¹⁾ is required if there is no local address present on your Work Permit / Student Pass
<p>Dependant Pass, Long Term Social Visit Pass</p>	<ul style="list-style-type: none"> • Your Dependant Pass or Long Term Social Visit Pass must have a minimum validity period of 6 months • 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 	<p>Your Dependant Pass or Long Term Social Visit Pass</p> <ul style="list-style-type: none"> • If your Dependent Pass / Long Term Social Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity • Proof of billing address⁽¹⁾ is required if there is no local address present on the

		Dependant Pass/Long Term Social Visit Pass
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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/Pacific Internet 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.

5. The Service

5.1 Provision of Services

- 5.1.1 We will provide the Services under the HomeHub Plan to you under a single billing account at a single Service Address, in accordance with the particulars set out in the relevant service agreement or work order, unless this Agreement is terminated in accordance with these Service Specific Terms & Conditions.
- 5.1.2 Unless otherwise permitted by us in writing, the Services under the HomeHub Plan will be provided to you at the Service Address and you may access and use the Services from and at the Service Address for residential use only.
- 5.1.3 Unless otherwise permitted by us in writing, any use of the Services for commercial or business purpose or any other non-residential use, whether by you or any other persons at the Service Address is a breach of this Agreement.

5.2 Charges

- 5.2.1 **Installation fees:** Standard fees will be chargeable by us for installing and activating the Services to any Equipment obtained by you for access to the Services at the Service Address.
- 5.2.2 **Changes to service particulars:** You may request for us to change, from time to time, the service particulars set out in the relevant service agreement or work order, subject to our confirmation and payment of a standard administrative fee chargeable by us. In the event of such change, the subscription fees payable and the service particulars will be amended accordingly. For the avoidance of doubt, you will continue to be liable for the payment of such revised subscription fees pursuant to Clause 8 below.

5.3 Billing

- 5.3.1 **Recurring subscription fees:** You are liable to pay a recurring subscription fee for the HomeHub Plan at the prescribed rate(s). You will be billed in advance for your subscription fees at monthly intervals or such intervals as may be approved by us, unless you elect to prepay your subscription fees. You will be subject to a standard late payment fee if payment is not made by the relevant due date.

5.3.2 **Change in payment method:** Any change in your method of payment will only be effected upon approval by the relevant financial institution of your application for the new method of payment.

6. **Equipment and Software**

6.1 **Set-top boxes:** There is a maximum limit of set-top boxes that may be rented for each subscription of the StarHub Entertainment Pass. If the number of set-top boxes that you require exceeds the maximum limit, you may still procure them by entering into an additional subscription for the additional set-top boxes. For any StarHub Entertainment Passes subscribed on or after 1 April 2019, an additional set-top box rental at \$14.90/month will apply for every additional set-top box that you subscribe for on top of the free set-top box rental which is included in the StarHub Entertainment Passes subscription.

6.2 **Liability:** We will not be responsible for any Equipment sold or any related hardware or Software comprised therein, or any loss or damage caused by or as a result of the use of such Equipment, hardware or Software, whether in conjunction with the Services or not.

7. **Minimum Period of Service**

Unless we agree in writing, the minimum period of service for the HomeHub Plan is 24 months from the Commencement Date as determined in accordance with Clause 8 below (the "**Minimum Period of Service**"). After the Minimum Period of Service for the HomeHub Plan, the subscription to each individual Service under the HomeHub Plan will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

8. **Duration of Service**

This Agreement will commence from the date on which the last individual Service comprising the HomeHub Plan is fully installed and activated (the "**Commencement Date**"). Prior to the Commencement Date, each active individual Service will be charged to you at the prevailing rates (or such other rate as may be prescribed by us) applicable for the individual Service.

9. **Termination**

9.1 **Implications:** In the event you terminate the HomeHub Plan, each individual Service that is not terminated will continue to be in effect and we will continue to charge you at the prevailing rates for the individual Service at the time of termination. A Fibre Link Access fee of \$15/month (or such other rate as we may prescribe from time to time) applies if you terminate the StarHub Fibre Broadband Service which you have subscribed for together with your Entertainment Pass that is registered under the same billing account and Service Address.

9.2 **Mutual termination:** Without prejudice to the rights either party may have against the other under this Agreement for any antecedent breach of this Agreement and subject to the provisions of this Clause 9, your subscription to the HomeHub Plan and this Agreement may be terminated in the following manner unless otherwise agreed in writing by you and us:-

9.2.1 by you giving us prior notice of at least 1 month before the next billing cycle; or

9.2.2 by us giving you prior notice of 1 month if you are an individual.

9.3 **Termination during the Minimum Period of Service:** In the event of any termination of the Agreement during the Minimum Period of Service:-

9.3.1 early termination Charges will be imposed on you; and

9.3.2 Clause 9.7 below will apply.

9.4 **Compensation:** If this Agreement is terminated pursuant to any of the events stated in Clause 9.5 below, you will compensate us for any damages or losses we may suffer because of the early termination, including the sums referred to in Clause 9.3 above.

9.5 **Events of termination:** In the event of any of the following:-

9.5.1 your death;

9.5.2 the requirements of any relevant regulatory authority result in us having to stop providing the Network connection, or to provide the Network connection in a manner which is unacceptable to us;

9.5.3 if the Premises or the building within which the Premises is located is or has been disconnected from the Network for any reason whatsoever; or

9.5.4 for any reason beyond our control (including loss of any licence, way-leave or easement, requirements of any governmental or regulatory authority or orders by the court and failure to deliver by a third party supplier) we are unable to provide any of the Services or the Network connection,

we may suspend or terminate all, any or part of the HomeHub Plan or Services or terminate this Agreement with 7 working days' notice (for Clause 9.5.3 above) or with immediate effect (for Clauses 9.5.1, 9.5.2 and 9.5.3 above) without compensation and without prejudice to our rights to damages for any antecedent breach by you of this Agreement.

9.6 **Contacting us:** You may immediately contact our customer service, either by calling our customer service line or visiting any of our customer service centres to tell us why such suspension or termination should not occur. We will consider each case and where we deem appropriate, will not proceed with the suspension or termination of your account or take any other appropriate action.

9.7 **Events upon termination:** If this Agreement is terminated:-

9.7.1 all sums due, accruing due or payable to us in respect of the HomeHub Plan and the Equipment up to the date of termination (including late payment Charges) will, upon the termination, become immediately due and payable to us; and/or

9.7.2 we will be entitled to charge you at our standard prescribed rates for acquiring a replacement for any Equipment which is returned to us in a damaged or defective condition.

10. Limitations

10.1 **Termination point:** For HomeHub with MaxInfinity and/or StarHub Fibre TV, your Service Address must be fibre-ready and have a termination point within your property. If the termination point is not installed, you may contact the relevant network infrastructure operator for the installation of a termination point at your Service Address.

10.2 **Warranties:** We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, 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 Services will create any warranty not expressly made in this Agreement.

10.3 **Remedy:** If you are dissatisfied with any of the Services or with the Content, products or services available on or through any of the Services or with any of the terms and conditions of this Agreement, your sole and exclusive remedy is to discontinue accessing and using the Services or terminate the Services according to this Agreement.

11. **Additional Charges and rewards**

11.1 **Fees:** All new Services are subject to one-time registration, activation and installation fees.

11.2 **Fee table:** Without prejudice to the foregoing, the following standard fees (or such other amount as may be prescribed by us) are applicable in respect of the Services under the HomeHub Plan:-

Description	Fee (All prices are inclusive of 7% GST)
Service Activation	StarHub TV Service activation: \$53.50
	Fibre Home Broadband Service activation: \$56.71
	StarHub Digital Voice Home Activation: \$21.40
	StarHub MaxMobile one-time registration fee: \$10.70
	StarHub MaxMobile SIM activation fee: \$37.45
Equipment Installation	Fibre Home Broadband: \$90.00
	StarHub TV Service installation: \$53.50
	StarHub TV 3rd party device installation: \$53.50 for each subsequent installation of 3rd Party Device
	Set-top Box Installation: \$32.10 for first set top box and \$16.05 for subsequent set-top box on same trip at the same Service Address
Equipment Deposit (applicable to Long Term Social Visit Pass and foreign passport holders)	Fibre Home Broadband: \$250 per Optical Network Terminal or Voice-enabled Optical Network Terminal
	StarHub TV service: \$250 per main set-top box
Loss or Damage of Equipment	Fibre Home Broadband <ul style="list-style-type: none"> • \$235.40 per Optical Network Terminal • \$256.80 per Voice-enabled Optical Network Terminal • \$85.60 per activation of each Optical Network Terminal • \$6.42 per Fibre Patch Cord (3m) • \$6.42 per Network LAN Cable (3m) • \$8.47 Fibre Power Adaptor

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	<p>StarHub Entertainment Pass</p> <ul style="list-style-type: none"> • \$321.00 per Fibre TV set-top box • \$32.10 per remote control • \$11.77 per power cord • \$16.05 per power adaptor • \$16.05 per HDMI Cable • \$5.35 per RCA / UTP cable <p>StarHub Cable TV (where applicable)</p> <ul style="list-style-type: none"> • \$321.00 per HubStation • \$428.00 per HubStation HD • \$321.00 per HD Interactive set-top box / HD set-top box • \$16.05 per remote control for HubStation HD / HubStation / HD Interactive set-top box • \$32.10 per Smart Card • \$11.77 per power cord • \$16.05 per power adaptor • \$5.35 per RCA cable
Delivery	\$12.84 per trip to the same Service Address (not applicable to Accessories / Equipment Swap)
Third Party Charges	Any charges arising from service provided by NetLink Trust or Nucleus Connect will be quoted by the respective company
Service Call	\$12.84 Transport Charge (Mandatory)
	\$40.66 Service Charge (If the problem is due to our equipment or network, the Service Charge will be waived.)
StarHub Fibre Home Broadband Specific Charges	Disconnection Fee: \$32.10 (this fee applies if Service is terminated at any point in time)
	Equipment Collection Fee: \$12.84 for each visit to your premises
	Voluntary Suspension Fee: \$32.10 per month
StarHub Fibre Home Broadband & StarHub Fibre TV Charges	<p>Fibre Service Cancellation (if before ready-for-service date)</p> <ul style="list-style-type: none"> • \$235.40 for High-Rise premises • \$481.50 for Landed premises

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	<p>Terminal Point Installation*</p> <ul style="list-style-type: none"> • \$160.50 for High-Rise premises • \$288.90 for Landed premises <p>*Please note that for the repair of any existing Terminal Point (i.e. a Terminal Point that is damaged or faulty), you will have to engage NetLink Trust. The applicable charges for such repair will be quoted by NetLink Trust onsite.</p>
	<p>12 month Service Early Termination Charge: up to \$385.20 (charged on a pro-rated basis, based on the number of unfulfilled months in the 12 month Minimum Period of Service)</p> <p>Do note that the 12 month Service Early Termination Charge is not applicable for new sign-ups or re-contracts with effect from 28 March 2019.</p>
	<p>Disconnection Fee (per disconnection of Service): \$32.10</p>
	<p>Extra Fibre Cabling: \$35.31 per additional 5 meters after initial 15 meters</p>
	<p>Relocation Fee (Per request to change residential Service Address): \$120.00</p>
	<p>Installation of Additional Set-Top box: \$107 for first data point</p>
	<p>Switch for additional Set-Top box: \$37.00</p>
	<p>Fibre Access Link fee: \$16.50/month This fee applies if StarHub Fibre Broadband Service is terminated.</p>
StarHub Digital Voice Specific Changes	<p>Disconnection Fee: \$32.10</p>
	<p>Number Change Fee: \$32.10</p>
	<p>Telephone Wiring: \$64.20</p>
	<p>Golden Number Selection: \$415.16 per number</p>
	<p>Silver Number Selection: \$94.16 per number</p>
Late payment	<p>\$5 for every 30 days of outstanding payment</p>

11.3 **HD enabled set-top box:** A HD enabled set-top is required for the Service. Standard rental Charges apply for the rental of the set-top box.

11.4 **Excess data usage:** The MaxMobile 21Mbps (1GB) comes with 1GB of bundled data. Any excess data usage by you will be charged at \$8.56 per GB (or such other rate as may be prescribed by us). Your monthly bill is capped at \$168 (or such other rate as may be prescribed by us).

11.5 **Wireless AC Router:** You will need a Wireless AC Router for your Home Fibre Broadband Service.

11.6 **Waiving the Charges:** We may, at our discretion, waive all or any applicable Charges, as part of any ongoing promotion or otherwise.

12. **Additional terms for Hub Club customers**

12.1 **Hub Club membership**

12.1.1 Your subscription to the StarHub Entertainment Pass and Fibre Broadband Service under the HomeHub Plan may be used to fulfil the Hub Club Services criteria and enable you to qualify for our Hub Club programme.

12.1.2 Your subscription to the MaxMobile Service under the HomeHub Plan may not be used as a participating mobile line to entitle you to a Hub Club Discount and membership.

12.2 **Discounts**

12.2.1 Any discounts which you enjoy as a Hub Club member in respect of your StarHub Entertainment Pass or Fibre Home Broadband Service may not be applied to your basic monthly HomeHub subscription fees.