

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS  
PRE-PAID MOBILE SERVICES**

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**I. SECTIONS**

- I.1 These are StarHub's Service Specific Terms & Conditions for customers who have subscribed for or who have purchased our pre-paid mobile voice, mobile data, roaming Services and/or other mobile value-added Services, promotions or otherwise (collectively, the "**Mobile Services**") whether under any of our pre-paid Mobile Services Plans (each a "**Plan**") or otherwise.
- I.2 These Service Specific Terms & Conditions for pre-paid Mobile Services are divided into the following sections:-
- (i) Section A: Pre-paid Mobile Services
  - (ii) Section B: CIS and Others
  - (iii) Section C: Connecting Tones
  - (iv) Section D: Social Messaging Apps
  - (v) Section E: Data Advance
- I.3 For the avoidance of doubt, only the Section(s) relating to the Services which you have subscribed for or used or purchased would apply to your relationship with us.
- I.4 Unless otherwise specified, all promotions and Plans set out herein are valid and available at the rates stated until such date as determined by us.

**2. SERVICE SPECIFIC TERMS & CONDITIONS**

- 2.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the plan that you have subscribed for or the value-added Services that you have purchased.
- 2.2 **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 Mobile 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 StarHub.
- 2.3 **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.

## SECTION A: PRE-PAID MOBILE SERVICES

### I. Basic terms and conditions

I.1 **Applicability:** Clause I of this Section A are a set of terms and conditions which apply to subscribers of our pre-paid mobile Plans offering any combination of voice calls, SMS, mobile data and other mobile Services (for the purposes of this Section, the "**Services**").

### I.2 Registration and eligibility

I.2.1 **Registration requirement:** You may apply for our pre-paid Services by presenting your relevant personal documents at point of purchase. Prior to your usage of the Services, all pre-paid SIM cards must be registered with StarHub. Upon successful registration, the pre-paid SIM card in respect of the Services will be automatically activated.

I.2.2 **Discretion to decline application:** We may, in our sole discretion, decline to accept your application for purchase and/or registration of any pre-paid SIM card. Any such determination is final.

### I.2.3 Registration

(a) If you are an individual:-

- (i) you must be at least 15 years old before you can purchase a pre-paid SIM card;
- (ii) you can only register up to 3 pre-paid SIM cards with all Service Providers (including us) in Singapore; and
- (iii) you must register the pre-paid SIM card in person by submitting the following to us at any of our physical retail locations/shops:-
  - (1) your original passport/work permit (in the case of foreigners). If you are a Singapore National Serviceman, you can submit your original NRIC or SAFI 1B / SCDF 11B / SPFI 1B;
  - (2) your i) SPass, ii) Employment Pass, iii) EntrePass, iv) Training Employment Pass, v) Personalised Employment Pass, vi) Work Holiday Pass, vii) Dependent's Pass, viii) Long Term Pass or ix) Student's Pass; and/or
  - (3) such other information or document as we may require.

(b) If you are an enterprise customer and wish to apply for the Services on a corporate individual scheme ("**CIS**") basis:-

- (i) you must provide us with your company's or business' particulars including your company's/business' registration number;
- (ii) you must appoint an authorised representative to register the bulk purchased pre-paid SIM cards;
- (iii) you must ensure that your authorised representative will be responsible for arranging for the list of pre-paid SIM card mobile phone numbers and his/her personal ID to be registered with us;

- (iv) you must ensure that your authorised representative will be responsible for the safe-keeping and dissemination of the pre-paid SIM cards until the pre-paid SIM cards are registered; and
- (v) you must ensure that your authorised representative will transfer the ownership of the pre-paid SIM cards to individual end-users by presenting both parties' personal ID and the pre-paid SIM card itself; both parties must be present for the transfer, and the pre-paid SIM card will be activated only after the transfer is successful.

#### 1.2.4 De-registration

- (a) All de-registration of pre-paid SIM cards must be done in person at our designated/selected physical retail locations/shops. Unless otherwise notified by us, the current locations of our physical retail locations/shops are as follows, which may be subject to change from time to time at our sole discretion without prior notification:

Bugis Junction	200 Victoria Street #01-83/84 Singapore 188021
Causeway Point	1 Woodlands Square #03-07/08/09/10 Singapore 738099
Parkway Parade	80 Marine Parade Road #B1-30/32 Singapore 449269
Westgate	3 Gateway Drive #03-28 Singapore 608532

- (b) In order to de-register the pre-paid SIM card, you must submit the following:-
- (i) your original NRIC or (in the case of foreigners) passport/work permit. If you are a Singapore National Serviceman, you can submit your original SAF I I B / SCDF I I B / SPF I I B;
  - (ii) your i) SPass, ii) Employment Pass, iii) EntrePass, iv) Training Employment Pass, v) Personalised Employment Pass, vi) Work Holiday Pass, vii) Dependent's Pass, viii) Long Term Pass, or ix) Student's Pass; and/or
  - (iii) such other information or documents as we may require from time to time.

1.2.5 **No refunds:** Each pre-paid SIM card, top-up, or value added Service for pre-paid customers, once sold, is not refundable (even if the purchase was due to a mistake). This includes any amounts paid in advance by you.

1.2.6 **Stored value to be forfeited:** Once de-registered, the pre-paid SIM card will be terminated and any remaining value stored on it will be forfeited. Each pre-paid SIM card has no surrender value, and we will not, in any circumstance, entertain any claim for a refund of the remaining value stored on it or of any unused portion of the value of it, whether prior to or after its expiry.

#### 1.3 Validity of pre-paid SIM card

1.3.1 **Validity:** The pre-paid SIM card is valid for the prescribed period from the day of activation.

1.3.2 **Extension of validity:** To extend the validity of the pre-paid SIM card, you will need to top up the card within the period of validity, failing which, the pre-paid SIM card will expire.

- 1.4 **Your responsibility:** You will be responsible for the pre-paid SIM card or your top-up and must ensure that anyone using your pre-paid SIM card or your top-up complies with the Terms & Conditions. You are responsible for the safe-keep and use of your pre-paid SIM card and your top-up.
- 1.5 **Roaming for pre-paid mobile Services**
- 1.5.1 **Network Selection:** Pre-paid mobile customers who wish to use the Services outside of Singapore (for the purposes of this Clause, our "**Roaming Services**") will need to ensure that you select a participating mobile network in the listed countries/destinations.
- 1.5.2 **Activate roaming:** If you intend to use Roaming Services, you will need to ensure that you turn on your pre-paid roaming service prior to your travel date. To activate the Roaming Services, please dial \*111# and press the call button or via the Happy Prepaid App.
- 1.5.3 **Automatic roaming Charges:** Automatic roaming Charges are based on our prevailing roaming Charges. Such Charges include our prevailing roaming Charges for use of mobile data Services overseas, and additional Charges for calls made/received, even if such calls are not connected, remain unanswered or are unsuccessful for any reason whatsoever and howsoever caused. For the avoidance of doubt, additional Charges may apply where an announcement is triggered by an unsuccessful call.
- 1.6 **Additional terms**
- 1.6.1 **Replacement:** Replacement of your pre-paid SIM card is chargeable at \$25 (w/o GST) or such other amount as may be notified by us from time to time. Unless otherwise specified, you may, subject to the validity of your SIM card, opt to retain your existing pre-paid mobile number and balance credits when replacing your SIM card.
- 1.6.2 **No refund of stored value:** The pre-paid SIM card and top-up are not refundable or exchangeable after your purchase. We will not refund any remaining value stored on a pre-paid SIM card even if the card: (a) has its stored value erased; (b) is lost; (c) is damaged; or (d) if the PIN in respect of that pre-paid card is blocked, notwithstanding that such event occurs during the validity period of the pre-paid SIM card.
- 1.6.3 **Limitation of liability:** Our maximum liability to you and anyone else who uses our pre-paid SIM card or top-up is limited to the price of such pre-paid SIM card or top-up.
- 1.6.4 **Deemed acceptance:** You agree and acknowledge that the use of our pre-paid SIM card or top-up signifies your acceptance of the Terms & Conditions.
2. **Happy Pre-paid**
- 2.1 **Call Rates Billing**
- Billing for local voice call is at 22¢ (or such other rate as may be prescribed by us from time to time) for the 1st minute (or part thereof) and 8¢ (or such other rate as may be prescribed by us from time to time) per minute or part thereof. We reserve the right to change our billing mechanics from time to time without prior notification, including the way that we compute your usage and charges.
- 2.2 **HAPPY 016**
- 2.2.1 **Price:** A promotional price of \$16 for this Happy 016 Service will be deductible from the main balance.

- 2.2.2 **Special IDD rates:** After purchasing and activating your Happy 016 pack, you will be able to enjoy special IDD rates for IDD calls made using IDD 016 access code. These IDD calls can be made by dialling 016 > country/destination code > Area Code > phone number.
- 2.2.3 **Calls using other IDD access codes:** Calls made using other IDD access codes will be charged at the respective prevailing IDD rates.
- 2.2.4 **Validity:** The Happy 016 pack will be valid for 30 days from the date of activation.
- 2.2.5 **Charges:** All calls are charged in one minute blocks. For example, calls to Malaysia mobiles are 8.3¢ per minute block and calls to China are 1¢ per minute block.
- 2.2.6 **Additional connection Charges to China:** A 30¢ call connection charge (or such other rate as may be prescribed by us from time to time) is applicable for calls to China.
- 2.2.7 **Maximum cap:** There is a maximum cap of \$78 (or such other amount as may be prescribed by us from time to time) worth of calls that can be made on this Happy 016 Service through the IDD 016 access code.
- 2.3 **HAPPY 128 Top-Up Card**
- 2.3.1 **Benefits:** With each \$28 Happy 128 pre-paid top-up made on Happy pre-paid, you will receive:
- (a) \$100 worth of local services balance for SMS and local voice calls (excluding calls to 1900/LDD/15xx); and
  - (b) \$28 worth of international services balance for global SMS and IDD 008/018 calls (inclusive of local airtime charges of an IDD call).
- 2.3.2 **Types of calls and SMS not covered:** This Service will not apply to IDD calls made using a 15xx prefix. IDD and local call Charges made using a 15xx prefix will be deducted from the balance in your main wallet.
- 2.3.3 Charges for IDD calls (inclusive of the local airtime charge for the duration of IDD 018 calls to one of the free IDD 018 destinations) will be deducted from the international services balance of your main wallet.
- 2.3.4 **Order of deduction for balances:** For any local SMS or local call made, the order for the deduction of any balance (where applicable) will be:-
- (a) any existing Free Bundled SMS or Bonus Airtime balance;
  - (b) Happy 128 local services balance; and
  - (c) the pre-paid card's main balance.
- 2.3.5 **Expiry of bonus balance:** The Happy 128 bonus balance will expire in 50 days from the day of top-up. To roll over any unused Happy 128 value, another \$28 Happy 128 pre-paid top-up will have to be made. If the customer does not make a \$28 Happy 128 pre-paid top-up within the 50-day period, the Happy 128 balance will expire and all subsequent charges will be deducted from the card's main balance instead.

- 2.3.6 **Non-Eligibility for Free Bundled SMS:** Top-ups made using the \$28 Happy 128 pre-paid Top-up Card will not be eligible for Free Bundled SMS and Credit.
- 2.3.7 **Maximum Balance:** All top ups must be made within 50 days from the previous top up and you can only top up to a Benefit of \$500 worth of local services balance and \$140 worth of international services balance (Cap). The Cap shall apply to your wallet balance at all times. We will not, under any circumstances, entertain any claims, including any request to remove or change the Cap. The Cap shall apply to all customers of Happy prepaid, both existing and new customers. As such, all existing Happy prepaid customers with existing wallet balances are strongly encouraged to use their existing wallet balances by 30 November 2018 (or such other later date as may be notified by us); failing which, all unused wallet balances shall automatically and immediately expire and customers shall be deemed to have agreed to forfeit all unused wallet balances and they cannot be rolled over.
- 2.3.8 In the event that you make a top-up and all the benefits balances has reached the maximum cap, the top-up will still be successful and the Happy 128 balances will be extended by another 50 days from the date of top-up.
- 2.3.9 **Activation fee and minimum balance:** Customers who are enjoying the Happy 128 bonus value can activate free incoming calls but the one time activation fee and daily fee will be deducted from the pre-paid card's main balance. After the deduction, unless otherwise notified by us, the pre-paid card must contain a minimum balance of \$1 (or such other amount as may be prescribed by us from time to time) in order for customers to activate free incoming calls and keep the on-demand free incoming calls status active. If pre-paid card's main balance is insufficient, customers must top up the card's main balance in order to enjoy the service.
- 2.3.10 **Other promotions:** Unless otherwise stated, all existing promotions (e.g. promotional IDD rates) and features (e.g. free 10 local/global SMS with 5 sent daily) offered on Happy pre-paid Service will still be applicable with \$28 Happy 128 pre-paid Top-Up.
- 2.3A **HAPPY Plan: Happy Data 30 / Talk Time Plus / Data Plus**
- 2.3A.1 With each Happy Data 30 activation at \$30, customers will receive:
- (a) 30-day validity
  - (b) 150 minutes of local outgoing call
  - (c) 1000 local SMS
  - (d) 3GB for use in local and across our happy roam destinations
  - (e) Free incoming call service
- 2.3A.2 With each Talk Time Plus 15 activation at \$15, customers will receive:
- (a) 15-day validity
  - (b) 100 minutes of local outgoing call
  - (c) Free incoming call service
- 2.3A.3 With each Data Plus 15 activation at \$15, customers will receive:
- (a) 15-day validity

- (b) 2GB for use in local and across our happy roam destinations
- (c) Free incoming call service

- 2.3A.4 There will not be main credits given with these activations.
- 2.3A.5 Data bundle from the Happy Plan is applicable for use in Singapore and StarHub's Happy roam destinations.
- 2.3A.6 The local outgoing calls from Happy Plan is not applicable for 1900/1800/100, IDD calls, 15XX calls usage. Deduction of these charges will be made from other relevant balances.
- 2.3A.7 Once any of the Happy Plan balances has been used up, the relevant charges will be deducted from the main credit balance.
- 2.3A.8 To rollover any unused Happy Plan balances and extend the validity period, customer will have to activate another Happy Plan.
- 2.3A.9 If customer does not activate a Happy Plan within the validity period, the Happy Plan balances will expire and all subsequent charges will be deducted from other relevant balances.
- 2.3A.10 There will be a maximum cap of:
- (a) 60-day validity, from last point of activation
  - (b) 9GB for use in local and across our happy roam destinations
  - (c) 450 minutes of local outgoing calls
  - (d) 3000 local SMS
- 2.3A.11 In the event that one of the benefit balances has reached the maximum cap, the rest of the balances will still be topped up.
- 2.3A.12 In the event that all the benefit balances has reached the maximum cap, the activation will be unsuccessful.
- 2.3A.13 In the event that a Happy Plan is activated and the validity period exceeds the main credit expiry date, the activation will be unsuccessful.
- 2.3A.14 StarHub will not, in any circumstances, entertain any claim for a refund of the balance remaining in any prepaid mobile account.
- 2.3A.15 Customers are fully responsible for the use of their Happy Prepaid, and in no circumstances shall StarHub be held liable for any loss, expense or damage that customers may suffer.

## 2.4 **\$17 Happy Stars Top-up**

- 2.4.1 **Benefits:** With each \$17 Happy Stars top-up made via a \$17 Happy Stars Top-Up card on Happy prepaid, you will receive:-
- (a) free incoming call Service;
  - (b) 200MB local mobile data;
  - (c) 120 minutes of local outgoing calls (this will not be applicable to 1900/1800/100/LDD/15xx calls;



- (d) 500 local SMS; and
- (e) 30-day LINE/WeChat Plan.

For the avoidance of doubt, no credits will be given with this top-up.

- 2.4.2 **Types of calls and SMS not covered:** This top up Service is not applicable for IDD calls, 15XX calls and global SMS usage. Deduction of these Charges will be made from other relevant balances.
- 2.4.3 **Order of deduction for balances:** For any local SMS sent or local calls made, once your Happy Stars balances have been used up, relevant Charges will be deducted from the main balance and/or Happy \$128 balances (as applicable). Specifically, the deduction of Charges from balances will be made in the following order (where applicable):-
- (a) \$17 Happy Stars/\$25 Happy Stars Plus (whichever expires first);
  - (b) free Local SMS;
  - (c) any existing Free Bundled SMS;
  - (d) Happy128 Local Balance; and
  - (e) main card balance.
- 2.4.4 **Expiry of benefits balance:** The Happy Stars benefits balances will expire 30 days from the day of your top up. In order to carry forward any unused Happy Stars balances, you will have to make another Happy Stars top-up. If you do not make a Happy Stars top-up within the 30 days period, your Happy Stars balances will expire and all subsequent charges will be deducted from the main balance and/or Happy\$128 balances (if applicable) instead.
- 2.4.5 **Maximum balance:** Please note that for the benefits that we offer under the \$17 Happy Stars top-up, there will be a maximum balance cap of:-
- (a) 600MB local mobile data;
  - (b) 360 minutes of local outgoing calls; and
  - (c) 1500 local SMS.
- 2.4.6 In the event that you make a top-up and one of the benefits balances has reached the maximum cap, the rest of the benefits balances will be topped up and the expiry date of all the \$17 Happy Stars benefits will be extended by another 30 days from the date of top-up.
- 2.4.7 In the event that you make a top-up and all the benefits balances has reached the maximum cap, the top-up will still be successful and the free Incoming Call & expiry date of your Happy Stars balances will be extended by another 30 days from the date of top-up.
- 2.4.8 **Non-Eligibility for Free Bundled SMS:** Top-ups made using a Happy Stars Top-up card will not be eligible for Free Bundled SMS and credit (with exception for top-up via Internet).
- 2.4.9 **Other promotions:** All existing promotions (e.g. promotional IDD rates) and features (e.g. free 10 local/50 global SMS with 5 sent daily) offered on Happy pre-paid service will be applicable with a \$17 Happy Stars Top-up, unless otherwise stated.

## 2.5 **\$25 Happy Stars Plus Top-up**

2.5.1 **Benefits:** With each \$25 Happy Stars Plus top-up made via a \$25 Happy Stars Plus Top-Up card, you will receive:-

- (a) 400MB local mobile data;
- (b) \$10 main credits;
- (c) 50-day free Incoming Call service;
- (d) 120 minutes of local outgoing calls;
- (e) 500 local SMS; and
- (f) 50-day LINE/WeChat Plan.

2.5.2 **Types of calls not covered:** Outgoing minutes are not applicable for 1900/1800/100/LDD/15xx calls. Call charges for such outgoing calls will be deducted from your Happy Stars Plus main balance or Happy main balance (where applicable).

2.5.3 **Order of deduction for balances:** For any local SMS or local calls made, once any of the \$25 Happy Stars Plus benefits has been used up, the relevant Charges will be deducted from the card's main balance and/or \$17 Happy Stars/ Happy \$128 benefits (as applicable). Specifically, the deduction will be made in the following order (where applicable):-

- (a) for local SMS:-
  - (i) \$17 Happy Stars/\$25 Happy Stars Plus (whichever expires first);
  - (ii) free local SMS;
  - (iii) \$25 Happy Stars Plus (main wallet, whichever expires first);
  - (iv) Happy 128 local balance; and
  - (v) main wallet.
- (b) for local calls:-
  - (i) \$17 Happy Stars/\$25 Happy Stars Plus (whichever expires first);
  - (ii) \$17 Happy Stars/\$25 Happy Stars Plus (main wallet, whichever expires first);
  - (iii) Happy Local; and
  - (iv) main wallet.

2.5.4 **Expiry of benefits balance:** The \$25 Happy Stars Plus benefits balances will expire 50 days from the day of top up. To carry forward any unused \$25 Happy Stars Plus benefits, you will have to make another top-up with a \$25 Happy Stars Plus top-up up card. If you do not make another top-up with a \$25 Happy Stars top-up within the 50 day period, your \$25 Happy Stars Plus benefits will expire and all subsequent Charges will be deducted from your main balance and/or \$17 Happy Stars/Happy\$128 benefits (if applicable).

- 2.5.5 **Maximum balance:** For all \$25 Happy Stars top-ups, there will be a maximum balance cap of:-
- (a) 1200MB local mobile data;
  - (b) \$30 main credits;
  - (c) 360 minutes of local outgoing calls; and
  - (d) 1500 local SMS.
- 2.5.6 In the event that you make a top-up and one of the benefits balances has reached the maximum cap, the rest of the benefits balances will be topped up and the expiry date of all the \$25 Happy Stars Plus benefits will be extended by another 50 days from the date of top-up.
- 2.5.7 In the event that you make a top-up and all the benefits balances has reached the maximum cap, the top-up will still be successful and the Free Incoming Call & expiry date of the \$25 Happy Stars Plus benefits will be extended by 50 days from the date of top-up.
- 2.5.8 **Extension of card validity:** Every successful \$25 Happy Stars Top up will extend your card validity by 50 days from the date of the top up.
- 2.5.9 **Non-Eligibility for Free Bundled SMS:** Top-ups made using a \$25 Happy Stars Top-up card will not be eligible for free bundled SMS and credit (with exception for top-up via Internet).
- 2.5.10 **Other promotions:** All existing promotions (e.g. promotional IDD rates) and features (e.g. free 10 local/50 global SMS with 5 sent daily) offered on Happy pre-paid service will still be applicable with a \$25 Happy Stars Plus Top-up, unless otherwise stated.
- 2.6 **Happy Stars Top-up Card customers**
- 2.6.1 If you have topped up your pre-paid card with \$17 Happy Stars or \$25 Happy Stars Plus top up cards before or after you have performed a top-up of at least \$18, the 30-day free incoming calls under the Happy Stars top-up will take precedence.
- 2.6.2 Upon expiry of the Happy Stars top-up card 30-day free incoming calls period, the 20-Day free incoming calls promotion will continue until the expiry of the Service.
3. **My Happy Account Online (or online top-up)**

These terms and conditions apply to payment and top up Services for pre-paid cards through the online purchase or top-up of air-time or a variety of data product subscriptions, provided by us on [www.starhub.com](http://www.starhub.com) ("**Happy Services**"), and shall apply on every occasion that you use the Happy Services. Before proceeding to use the Happy Services, please read these terms and conditions carefully. If you are unable to accept these terms and conditions, please do not click on the "Accept" button that appears at the end of the registration page.

- 3.1 **Registration**
- 3.1.1 **Online registration:** Prior to using the Happy Services, you must provide your registration details by completing the online registration process. We will notify you of our acceptance of your registration by email and/or SMS and/or on the screen on the web page. We may decline to accept your application at our discretion.

### 3.1.2 Representation and warranty

- (a) **Complete and accurate information:** You represent and warrant that all information that you provide to us in connection with the Happy Services (including your Registration Data) will be complete and accurate in all respects and you acknowledge that we are wholly reliant on the accuracy of the Registration Data you provide and will rely on it in the provision of the Happy Service to you. "**Registration Data**" refers to your name, postal address, email address, date of birth and payment details. Some of these data may be optional depending on the type of Services chosen. If you provide any Registration Data that is untrue, inaccurate, not current or incomplete, or if we have reasonable grounds to suspect that your Registration Data is untrue, inaccurate, not current or incomplete, we have the right to suspend, terminate, or refuse your current or future use of any Happy Service.
- (b) **Validation of information:** The information that you provide may be validated against information we already have on file that is associated with you, your credit or debit card, your bank account, your account with us, or information we receive from one or more third parties, or information maintained by a third party. If you are unable to provide adequate information for us to validate your identity or the authority of the holder of the Happy Account, we have the right to disallow your registration for the Happy Service. You warrant that the information is correct and that you have the legal right to use all of the credit or debit card(s) and all of the bank accounts you register with us for these Happy Services.

### 3.1.3 Your Happy Account

- (a) **Personalised account:** Upon acceptance of your registration, you will be allocated a personalised account for the use of the Happy Service ("**Happy Account**"). You are responsible for the use of the Happy Service under your Happy Account, including without limitation, the security of your Happy Account and its associated passwords and PIN numbers.
- (b) **Services not requiring a Happy Account:** Certain types of Happy Services, such as the Unregistered Top-up, will not require a password or PIN to access, and a Happy Account will not be set up for you. However, you are still required to provide data that is complete and accurate in all respects for our records.

3.1.4 **Valid payment cards:** To become a registered user, you must supply a valid credit or debit card and you must provide certain information to us to enable us to validate your identity and verify that you are the owner or an authorised user of such credit or debit card(s).

3.1.5 **One account only:** Each user may register for one Happy Account.

3.1.6 **Activation:** Activation of the Happy Service will occur upon confirmation that your registration was accepted. Such acceptance can be:-

- (a) presented to you on the website that you accessed to register for this Happy Service;
- (b) sent to your email address entered on your Registration Data; or
- (c) in a form of receipt of a Happy Service that you have requested for (including Happy Services where registration is not required).

## 3.2 Usage of Happy Service

- 3.2.1 **Intellectual Property:** Any part of this website (or its source HTML code) may not be used, transferred, copied or reproduced in whole or in part in any manner other than for the purposes of utilizing this website. You may only display it on your computer screen and print it out on your printer for the sole purpose of viewing its content.
- 3.2.2 **Orders:** You can use the Happy Services to order pre-paid top-ups and purchase data plans for your registered pre-paid mobile accounts with us. The nominated mobile account will be updated to reflect the service ordered by you shortly after you place your order. You will not be able to cancel an order once a top-up is ordered and accepted by us.
- 3.2.3 **Expired or terminated pre-paid Mobile Service:** In the event that the pre-paid mobile service you used to register for a Happy Account with us has expired or been terminated, your Happy Account will be automatically closed. You will be required to register for a new Happy Account to use another Happy Service.
- 3.2.4 **Changes to your Happy Account:** You can review the personal information you provided to us and make any changes to such information, or to the settings for your Happy Account, at any time by logging in to your Happy Account at My Account and changing your preferences.
- 3.2.5 **Closing your Happy Account:** You can close your Happy Account by contacting Customer Services. If you close your Happy Account, your personally identifiable information will not be used by us for any further purposes, nor sold or shared with unrelated third parties, except as necessary to prevent fraud and assist law enforcement, or as required by law.

## 3.3 Charges and payment

- 3.3.1 **Payment method:** By placing your order, you authorise us to take the relevant payment by your chosen payment method. Transactions will appear on your bank account as "StarHub pre-paid". You must not knowingly order a service when there are insufficient funds in your bank account or insufficient credit on your credit or debit card.
- 3.3.2 **Failure to collect payment:** If we are unable to collect payment through your chosen payment method, we will not provide the top-ups that you have requested. However, if we have already supplied the top-ups to you before we receive notification of the failure of the payment, we will remove the top-up value from your Happy Account. If we are unable to remove the top-ups from your Happy Account because you have used or started to use it, we reserve the right to collect the funds from another payment method or service account that you have registered with us.
- 3.3.3 **Upper limit:** We may set an upper limit of total amounts you may order through your Happy Account, and reserve the right to amend this limit at any time without notifying you.
- 3.3.4 **No cancellation of order:** Where an order to purchase our Services has been placed and accepted, you will not be able to cancel that order.
- 3.3.5 **Cross-border Charges:** You understand and accept that when you top-up your pre-paid card online at the StarHub pre-paid Online Top Up webpage, certain credit card companies may impose a cross-border charge on the payment of your top-up transaction. Please check with your relevant credit card company on the applicable charges, terms and conditions. Depending on the policy of the relevant credit card company that you use, you may or may not receive prior notice of the cross-border charge.

### 3.4 Use of your information

3.4.1 **Restriction of access:** We reserve the right to restrict your access to the Happy Service, should we consider that the activities or the changes of personal or payment data on the Happy Account breaches the risk business rules associated to the Happy Service. The risk business rules monitor changes made to your personal and payment details held on your Happy Account, the volume and value of top-ups requested through your Happy Account and the failure of collection of payment for the authorised top-ups.

3.4.2 **Communicating with you:** You agree that we may communicate with you on a regular basis via email or SMS to provide your requested services, inform you of updates regarding your Happy Account and we may also communicate with you by phone to resolve complaints or investigate suspicious transactions. We may use your email address to confirm your registration to our pre-pay Top-Up Service and notify you of transactions when they are carried out.

3.4.3 **Registration data:** We will use your Registration Data, together with transactional data (but not your personal financial details) for the purposes such as:-

- (a) processing your registration;
- (b) administration of the Happy Service; and
- (c) statistical purposes to improve the Happy Service.

### 3.5 Termination

3.5.1 **Events of suspension or termination:** We can suspend the Happy Service or terminate this agreement (or both) immediately if:-

- (a) we believe that the Happy Service is being used in breach of your obligations herein;
- (b) we determine that your Happy Account is inactive;
- (c) one or more than one payment resulting from your order of a top-up cannot be collected successfully;
- (d) payments collected successfully are subsequently disputed by you or your card issuer or your bank, and the monies for the aforementioned payment are returned to you or your card issuer or your bank;
- (e) we receive advice from your bank that your payment details are no longer valid; or
- (f) your mobile Network Service with us has been suspended or terminated.

3.5.2 **Recovery of payments:** We may seek to recover any outstanding payments or payments that we have failed to collect and for which you remain liable.

### 3.6 Liability

If we or any of the Relevant Parties are liable to you and we cannot, for any reason, rely on any of the exclusions of liability set out in these terms or any other applicable Service Specific Terms & Conditions

or the Consumer General Terms & Conditions, then in no event will our liability for damages, losses, costs or expenses suffered or incurred by you and anyone else (whether in contract, tort, negligence, misrepresentation, strict liability or statute or otherwise) exceed \$1,000/- in any 12-month period.

#### 4. **Porting Service**

##### 4.1 **Eligibility:** You are eligible for our Porting Service if:-

4.1.1 you are the registered account holder of a StarHub pre-paid mobile Service;

4.1.2 your pre-paid Mobile Services have not expired, been terminated nor suspended; and

4.1.3 you are not a corporate pre-paid Mobile Service customers, nor a post-paid Mobile Services customer registered under a BRN account.

##### 4.2 **Non-holders of Registered Account:** In the event that you are not the registered account holder (but you hold a mobile service number registered to a particular StarHub Mobile pre-paid Service account holder) (a "**Non-holder of Registered Account**") and you wish to sign up for the Porting Service, you must obtain a letter of authorisation from the registered StarHub Mobile pre-paid Service account holder before registering for the Porting Service ("**Letter of Authorisation**").

##### 4.3 **Required documents:** If you wish to port your mobile Service number from a StarHub Mobile pre-paid Service to a StarHub Mobile post-paid Service, you will need to provide us with the following documents:-

4.3.1 **For customers who are Singaporeans/ Permanent Residents:** NRIC, SAFI I B, SPFI I B or SCDFI I B; or

4.3.2 **For customers who are foreign workers:** Work Permit Identification Cards (issued from 3 May 1999), Employment Pass, Passport; and

4.3.3 **For non-holders of Registered Account:** If you are a Non-holder of Registered Account, you must also present:-

(a) a Letter of Authorization from the registered account holder (as referred to in Clause 3.2 above); and

(b) a copy of the NRIC/ FIN Pass/ Passport of the registered account holder.

##### 4.4 **Forfeit of existing credits and non-transfer:** Existing credits and value-added Services on the StarHub pre-paid SIM will be forfeit and/or terminated upon porting to a StarHub post-paid Mobile service line. We do not permit any transfer of balance of pre-paid credits from the StarHub pre-paid Mobile service.

##### 4.5 **Non-cancellation of request:** Please take note that once you have registered for the Porting Service, you will not be able to cancel or reverse your request.

#### 5. **Pre-paid Data Plans**

##### 5.1 **General Pre-paid Data Plans available**

##### 5.1.1 The following pre-paid data Plans are available until further notice by us. There may be other pre-paid data Plans as notified by us from time to time:-

Short Term Plans			Long Expiry Plans		
Validity	Amount of Data	Price	Validity	Amount of Data	Price
1-day	1GB	\$3	4-week	1 GB	\$10
3-day	1GB	\$5	4-week	2 GB + FSD	\$18
1-week	1GB	\$8	4-week	4 GB + FSD	\$25

- 5.1.2 **Availability:** The bundled data is applicable for use in Singapore as well as within our Happy Roam destinations with our preferred partners' network, regardless of what time of the day the data was used. For a list of our Happy Roam destinations, please refer to our website.
- 5.1.3 **Validity:** The bundled data is calculated based on a 24-hour clock cycle. For instance, if you activate the 4-week pre-paid data Plan at 13:00hr, the Plan will expire at 12:59hr on the 28th day.
- 5.1.4 **Extension of validity:** To extend the validity of the pre-paid data Plan purchased or to roll over any unused benefits, you will need to purchase another pre-paid data Plan within the period of validity, failing which, the pre-paid data Plan will expire.
- 5.1.5 **Maximum period purchasable and maximum balance:** The pre-paid data Plan can be purchased for a maximum duration of 30 days and there will be a maximum balance cap of 100GB.
- 5.1.6 **No carrying forward or conversion:** After the expiry date of the prescribed validity period of the pre-paid Plan purchased, all unused benefits will immediately and automatically be forfeited, and cannot be carried forward, converted or exchanged into cash, credits or otherwise.
- 5.1.7 **Free Sunday Data (FSD)**
- Availability:** Subject to these terms and conditions and our fair usage policy, we will, until such time notified by us, be offering Free Sunday Data under selected pre-paid Plans, as stated in table above.
  - Validity:** FSD is available for local use only, starting on Sunday 0000 to Sunday 2359. It will take effect immediately with purchase of 4-week \$18 and \$25 data plans.
  - No sharing of data is allowed for this FSD.
  - Fair usage policy:** There will be a limit of 10GB per day. If you use more than 10GB at any time during the day, we may impose a speed limit of 1Mbps on the FSD until the end of the affected day. Any speed limit will be lifted the next day.
  - Maximum speed:** The maximum speed that you can enjoy under FSD is the same as StarHub 4G data plan.
  - Description:** 1-week is 7 days; 4-week is 28 days.

## 6. Pre-paid Internet SIM Cards

### 6.1 Pre-paid \$18 and \$32 Internet SIM Cards

- 6.1.1 **Description of Service:** pre-paid Internet SIMs may be used only for data access purpose(s) in Singapore and Happy Roam destinations. There are strictly no voice capabilities on pre-paid Internet SIMs.



- 6.1.2 **Data usage:** Each pre-paid Internet SIM provides you with a download speed of up to 100Mbps. Data usage commences from the date of registration/activation or data connection of the pre-paid Internet SIM card.
- 6.1.3 **Validity:** Each \$18 pre-paid Internet SIM and \$32 pre-paid Internet SIM allows for up to 5 or 15 consecutive days of internet access respectively (with up to a 2GB data bundle daily). Daily data is calculated based on a 24-hour clock cycle. Once the 2GB daily quota is reached, you will no longer be able to access the internet through the pre-paid Internet SIM. Should you need more data, top ups are available.
- 6.1.4 **Expiry:** The pre-paid Internet SIM is valid for 180 days from activation. Thereafter, the pre-paid Internet SIM must be topped up at least once every 180 days, failing which the pre-paid Internet SIM will expire.
- 6.1.5 **Your responsibilities:** You are responsible for the use of your pre-paid Internet SIM with your USB Dongle, mobile wireless communication (“MiFi”) device and other devices.

## 7. Pre-paid roaming Services

### 7.1 Direct Dial

- 7.1.1 **Availability:** This Service is only available for pre-paid customers on participating mobile networks, and in the countries/destinations listed by us.
- 7.1.2 **Activation:** If you intend on using this Service, you will need to ensure that you turn on your pre-paid roaming service prior to your travel date. To activate the service, please dial \*111# and press the call button.

### 7.2 Happy Travel SIM Card

- 7.2.1 **Benefits:** The Happy Travel SIM card contains the following benefits which will be valid for 7 or 12 days, depending on your choice of plan:-
- (a) **IDD 018 minutes:** This benefit is applicable for calls made from Singapore. To use this benefit, you will need to: Dial 018 > Country/Destination Code > Area Code > Telephone Number;
  - (b) **Local Data/Outgoing Call/SMS:** These benefits are applicable for use in Singapore and only within our Network;
  - (c) **Roaming data:** This benefit is available for use in Singapore or within Happy Roam destinations with our preferred partners’ network only. For a list of our Happy Roam destinations, please refer to our website or such other link as we may prescribe from time to time; and
  - (d) **Unlimited Incoming Call:** This benefit is only applicable to calls received in Singapore.
- 7.2.2 **Expiry**
- (a) **No carrying forward or conversion:** All benefits will expire at 11.59 p.m. on the 7th or 12th day (as the case may be). All unused benefits will be immediately and automatically be forfeit, and cannot be carried forward, converted or exchanged into cash, credits or otherwise.
  - (b) **Top-up:** You may top up or add credits or add roaming data before the expiry date of your Happy Travel SIM card.

## 8. Promotions and value-added Services for Pre-paid customers

### 8.1 20-Day Free Incoming Calls

8.1.1 **Description of Service:** This promotion makes available free local incoming calls for a period of 20 days from the date of the relevant top-up ("the **20-day Validity Period**").

8.1.2 **Eligibility:** Only our pre-paid customers who have made a top-up of a minimum of \$18 to their main wallet account are eligible to participate in this promotion. Customers on Senior's Plan will be eligible for this promotion at a later date to be notified by us.

8.1.3 **Extension of Validity Period:** If you wish to continue to enjoy free incoming calls for another 20-day period, you may extend the 20-day Validity Period by performing another top-up of at least \$18 before the expiry of the first 20-day Validity Period.

8.1.4 **Cumulative basis:** If you perform multiple top-ups of at least \$18 each, you can continue to enjoy the free incoming calls for the relevant 20-day Validity Periods on a cumulative basis, up to a maximum of 60 days at any one time.

### 8.2 Bonus credit

8.2.1 **Validity:** This promotion applies for a period of 30 days from the date of a relevant top up.

8.2.2 **Amount of bonus credits:** The amount that you top-up your account with and the means by which you top-up your account will result in different bonus credits under this promotion. You may refer to the top-up bonus page for more details.

8.2.3 **Use of bonus credit:** Bonus credit can be used for data, local calls, local SMS, IDD calls and pay-per-use data only.

### 8.3 Free Local/Global SMS Daily

8.3.1 **Eligibility:** To enjoy this promotion, you must first send either (i) 5 local SMS to receive 10 free local SMS, or (ii) 5 global SMS to receive 50 free global SMS. The SMS sent cannot be a combination of local SMS and global SMS. You may send these SMS from either the free bundled SMS or the chargeable SMS from your Happy pre-paid account. The free SMS will be awarded once each day once you have sent 5 local SMS or 5 global SMS.

8.3.2 **Usage of Free Local SMS:** Free local SMS awarded before 10.00 p.m. within the day must be used by 11.59 p.m. within the same day. Free local SMS awarded after 10.00 p.m. will be valid until 11.59 p.m. the next day.

8.3.3 **Utilisation of Free Global SMS:** Free global SMS awarded must be used by 11.59 p.m. on the next day of award.

8.3.4 **Unused SMS to be forfeit:** All free local and global SMS that is unused will be forfeit and will not be carried forward to the next day.

### 8.4 Happy\* 123#

8.4.1 **Eligibility:** Only our Mobile pre-paid customers are able to access the Happy\*123#.

8.4.2 **Description of Service:** Mobile pre-paid customers may check their credit balance, data balance and activate voice and/or data plans via Happy\*123#.

## 8.5 On-Demand Unlimited Incoming Calls value-added Service

8.5.1 **Eligibility:** This On-Demand Unlimited Incoming Calls value-added Service is open to all StarHub Mobile Happy pre-paid customers. The value-added Service is only applicable to calls received in Singapore.

8.5.2 **Charges:** A fee of 59¢ will apply for each activation of the On-Demand Unlimited Incoming Calls value-added Service. A daily deduction of 59¢ will apply upon activation of the On-Demand Unlimited Incoming Calls value-added Service.

8.5.3 **Minimum fee:** A minimum fee of \$1 after the necessary deductions is required to activate On-Demand Unlimited Incoming Calls and to keep the on-demand free incoming calls status active.

8.5.4 **20-Day Free Incoming Calls value-added Service:** If you are an existing subscriber of the 20-day free incoming calls value-added Service (as set out in Clause 1.2 of Section A), the daily subscription fee will not be charged during the 20-day Validity Period. Upon expiry of the 20-day Validity Period, the prevailing subscription fee (currently at \$0.59 per day) for the free incoming calls value-added Service shall resume automatically unless you top-up at least \$18.

## 8.6 Unlimited Social Messaging Service for Pre-paid Mobile

8.6.1 **Eligibility:** You will be eligible for the Unlimited Social Messaging Service if:-

- (a) you are a pre-paid Mobile subscriber with a mobile SIM Card. For the avoidance of doubt, customers using a pre-paid Internet SIM Card are not eligible for the Unlimited Social Messaging Service; and
- (b) you have an ongoing subscription for any pre-paid Mobile data plan. E.g. Short Term Plan or Long Expiry Plan or the Happy Data 30 plan ("**Data Plan**").

You will also need a data-enabled mobile device to use the Unlimited Social Messaging Service.

8.6.2 **Activation:** You will need to activate the Unlimited Social Messaging Service by using any of the activation modes prescribed by us. We will send you an SMS upon successful activation of the Unlimited Social Messaging Service.

8.6.3 **Commencement of Service:** Once you have successfully activated the Unlimited Social Messaging Service, the Unlimited Social Messaging Service will automatically commence when you have exhausted the entire data capacity in the data Plan (including the free bundled/bonus credits (if any)) that you have purchased. The Unlimited Social Messaging Service will be free of charge during the period of time when it is made available to you.

8.6.4 **End of Service:** The Unlimited Social Messaging Service will end automatically when your purchased data Plan expires. Upon expiry of your purchased data Plan or when you have not purchased any data Plan, you will be charged the prevailing pay per use rates for the use of data.

8.6.5 **Unlimited subject to fair use policy:** Subject to these terms and conditions and our fair usage policy, the Unlimited Social Messaging Service is offered to you on an unlimited basis during its period of availability.

8.6.6 You will be liable for Charges incurred in connection with the Unlimited Social Messaging Service if you do not comply with these term and conditions.

8.6.7 **Limitation of Service:** The Unlimited Social Messaging Service is subject to the following limitations:-

- (a) the Service is for your personal use only;
  - (b) the Service can only be used in Singapore within our Network range. If you use our roaming Services overseas, prevailing data roaming Charges will continue to apply; and
  - (c) you cannot use the Unlimited Social Messaging Service for video streaming, video/voice access over internet and for sending of pictures and images.
- 8.6.8 **Third Party applications:** The Service is offered only as a data plan and you are responsible to download the relevant third party mobile application for messaging services as you deem appropriate. We are not liable to you for any limitations of such third party mobile applications.
- 8.6.9 **Termination:** You may de-activate the Unlimited Social Messaging Service anytime by using any of the de-activation modes prescribed by us from time to time.
- 8.7 **Validity extension for Pre-paid Main Wallet value-added Service**
- 8.7.1 **Eligibility:** This service is available to StarHub Mobile pre-paid customers with active voice SIM cards only.
- 8.7.2 **Must be made prior to expiry:** If you intend to purchase this validity extension value-added Service ("**Validity Extension**"), it must be made prior to the expiry of the main balance.
- 8.7.3 **Only applicable to Main Balance:** Any Validity Extension purchased by you will only extend the main balance. The expiry of all other balances will not be extended.
- 8.7.4 **Deduction of Charges:** Depending on the type of Validity Extension purchased, Charges will be deducted from the Main Balance accordingly.
- 8.7.5 **Maximum period purchasable:** Validity Extension may be purchased for a period of up to 180 days from the date of purchase.
- 8.8 **WOW Deals**
- 8.8.1 **Description of Service:** The WOW Deals is a promotion for Mobile pre-paid customers who successfully opted in to receive recurring promotional text messages regarding special offers or deals of certain products and services.
- 8.8.2 **Eligibility and opt-in basis:** You will be eligible for this promotion if:-
- (a) you are a pre-paid Mobile subscriber who have used your NRIC, FIN or passport to register and activate your pre-paid mobile SIM card; and
  - (b) you must first opt-in for the promotion by texting WOW19 (or such other designated keyword as may be determined by us) to 77777. You can opt-out at any time by texting UNSUB to 77777.
- 8.8.3 **Acceptance of deal:** You agree that following a request to take up a particular deal, you will receive one (1) message from StarHub confirming that your action with respect to the deal for the day has been accepted.
- 8.8.4 **Maximum one deal per day:** You will be entitled to take up a maximum of one (1) deal per day regardless of the number of actions you have taken in response to the deal for the day.

- 8.8.5 **Message frequency:** The recurring promotional messages are sent to you via SMS text messages. The frequency of text messages varies, as they are sent when there is a promotion.
- 8.8.6 **No liability:** StarHub is not liable for delayed or undelivered messages.
- 8.8.7 **Separate consent :** Do note that opting out to receive messages under this promotion does not automatically opt you out to receive other marketing text messages about products and services offered by StarHub or its partners described in StarHub's Data Protection Policy (the "Data Protection Policy"), and you must withdraw from each such consent separately by following the methods of withdraw stipulated in the Data Protection Policy.
- 8.8.8 **Validity:** This promotion is valid from 28 March 2019 to 31 December 2019 unless otherwise stated or notified by us.

## 9. WeChat Go SIM

- 9.1 **Types of WeChat Go SIM cards:** There are 2 types of WeChat Go SIM cards:-

- 9.1.1 **\$16 StarHub WeChat Go SIM:** This SIM card is valid for 7 days from the date of activation; and
- 9.1.2 **\$32 StarHub WeChat Go SIM:** This SIM card is valid for 12 days from the date of activation.

- 9.2 **Benefits:** Please refer to the table below for the benefits for each of the 2 WeChat Go SIM cards:-

Benefits	Type of WeChat Go SIM card and Price	
	\$16 StarHub WeChat Go SIM	\$32 StarHub WeChat Go SIM
<b>Validity</b>	7-day	12-day
<b>WeChat &amp; LingCod TV</b>	Unlimited	Unlimited
<b>4G local data</b>	7GB	15GB
<b>4G roaming data</b>	1GB	2.4GB
<b>Local Talktime</b>	500 outgoing minutes with free incoming calls	3000 outgoing minutes with free incoming calls
<b>Local SMS</b>	Unlimited	Unlimited
<b>018 IDD calls to China</b>	60 minutes	150 minutes

- 9.3 **Expiry of benefits:** Your card benefits will expire at 11.59 p.m. on the date of expiry.
- 9.4 **No extension or carry forward of benefits:** You are not allowed to extend the validity nor add benefits to the WeChat Go SIM card. We will not allow unused benefits to be carried forward or exchanged for credits.
- 9.5 Please refer to the following terms specific to each benefit offered under the WeChat SIM cards.
- 9.5.1 **4G Local Data:** The 4G local data service is for use only in Singapore within our Network.
- 9.5.2 **4G Roaming Data:** The 4G roaming data service is for use only within Happy Roam destinations with our preferred partners' network. For a list of our Happy Roam destinations, please refer to our website.
- 9.5.3 **WeChat App & Lingcod TV App:** We will only provide unlimited access to the WeChat application and Lingcod TV application if it is used in Singapore and within our Network.

- 9.5.4 **Local Talktime:** Local Outgoing Talktime duration are charged by per second and deducted from the local talktime bundle. The only local calls from Singapore will apply for the minutes provided under the outgoing minutes. Our unlimited incoming call Service is only applicable to calls received in Singapore.
- 9.5.5 **Local SMS:** Our unlimited local incoming SMS and outgoing SMS service only applies in Singapore.
- 9.5.6 **018 IDD Calls to China:** This bundle is applicable for calls to China and by dialling 018 > Country/Destination Code > Area Code > Telephone Number. Calls are charged by per second and deducted from the "018 IDD calls to China" bundle.

10. **WeChat Plans**

- 10.1 **Eligibility:** WeChat Plan is applicable to StarHub Happy pre-paid voice SIMs and applies to messages, images, video clips and voice messages that are sent from Singapore only.
- 10.2 **Description of Service:** The WeChat plan does not cover the data charges incurred when:-
  - 10.2.1 downloading the WeChat application;
  - 10.2.2 video calls; and
  - 10.2.3 using 3rd party services such as location-based services.

Please note that data roaming Charges will apply if you use the WeChat application overseas via an overseas operator network.
- 10.3 **Validity:** The WeChat Plan is valid for 24 hours. For instance, if you activate your WeChat plan at 1.00 p.m., the WeChat Plan will expire at 11.59 p.m. the next day.
- 10.4 **Auto-renewal:** All WeChat Plans are auto-renewed upon expiry unless otherwise stated.
- 10.5 **Fair usage policy:** Please note that a fair usage policy of 1 GB/day applies.

## SECTION B: CIS, AND OTHERS

- I. **Corporate Individual Scheme Happy Welcome Pack**
- I.1 **Eligibility:** You will be offered the CIS Happy Welcome Pack if you sign up for a new 2-year XS or above mobile plan under StarHub's Corporate Individual Scheme ("**CIS**") at any of our Shops, Exclusive Partner Outlets, Roadshows or our CIS Online Store from 5 March 2018. We reserve the sole and exclusive right to determine your eligibility for this CIS Happy Welcome Pack and to disqualify you for any reasons.
- I.2 **Description:** The CIS Happy Welcome Pack contains treats, discounts and offers ("**Offers**") by merchants who have agreed to participate in the program (the "**Participating Merchants**" and each a "**Participating Merchant**"). All Offers shall be subject to the terms and conditions of each Participating Merchant, which shall apply in addition to these terms and conditions.
- I.3 **Valid e-mail address:** When signing up for a CIS Happy Welcome Pack, you must provide a valid e-mail address with proper capacity to receive e-mails and maintain this email throughout the course of our relationship.
- I.4 **Issuance of CIS Happy Welcome Pack:** If you are eligible for the plan, you will, within 10 working days of signing up for the plan, receive an Electronic Direct Mailer ("**EDM**") containing the redemption link via the email address provided to us. The edition of the Happy Welcome Pack that you will receive upon signing up for the plan will be according to the date of issue of each edition of the Happy Welcome Pack.
- I.5 **Redemption of Offers in CIS Happy Welcome Pack:** In order to redeem the Offers, you must present your mobile device to the Participating Merchant for the Participating Merchant to enter the merchant code.
- I.6 **Unredeemed or expired Offers:** A reminder EDM containing the unredeemed Offers will be sent to you either 30 days after the first EDM is sent or 15 days before the expiry of the Offers, whichever is the earlier. Each Offer shall be redeemed by the expiry date stipulated on the digital coupon, failing which the Offer shall lapse.
- I.7 **No liability:** We are not and shall not be responsible or liable to you in any way whatsoever for:-
  - I.7.1 the failure of transmission of an Offer;
  - I.7.2 the availability or suitability or fitness for purpose of an Offer;
  - I.7.3 the quality or standard of service of each Offer; or
  - I.7.4 any specification, non-performance or defects of each Offer.
- I.8 **Not an agent:** We are not an agent of the Participating Merchant. Accordingly, any dispute regarding the redemption of Offers shall be resolved directly with the relevant Participating Merchant.
- I.9 **No substitute nor exchange:** All Offers are not exchangeable for cash or in kind or substitutable for any other product, service or offer.

## 2. Facebook Services

2.1 **Eligibility:** The Facebook for Feature Phones Service and the Facebook Zero Service set out below (the "**Facebook-specific Services**") are available to both our post-paid and pre-paid subscribers. Do note that you will need a supported handset to use the Facebook for Feature Phones Service.

2.2 **Charges:** The Facebook-specific Services below are provided with the intention of giving you an opportunity to try out the Service for free and to encourage subscribers to use data on their phones as a way of education and awareness of the social networking facility. It is not intended to mislead you in thinking that all Facebook sites are free on your mobile. You agree that the usual data Charges shall apply if you browse beyond the scope of Facebook Services provided below. In particular, please be aware that:-

2.2.1 unless stated otherwise, the usual data Charges apply when you access the Facebook-specific Services;

2.2.2 data or usage Charges may apply for any 3rd party applications which allow access to Facebook;

2.2.3 if you choose to browse pictures, images, videos or any 3rd party sites or links which are not zero-rated or contained within Zero Sites, you will be charged with the usual data Charges according to your current data plan; and

2.2.4 Facebook Mobile (<http://m.facebook.com>), which is the full mobile site of Facebook complete with pictures, images and videos links, is not a free site and usual data Charges will apply if you access Facebook through it.

## 2.3 Facebook for feature phones

2.3.1 **Description of Service:** This Facebook for Feature Phones Service allows access to Facebook using a Java based application. This application includes main Facebook features including newsfeed, messages, friend search, and photos.

2.3.2 **Happy Stars pre-paid Subscribers:** Unless otherwise notified by us, all pre-paid Happy Stars customers will enjoy the Facebook for feature phones application with no data Charges.

## 2.4 Facebook Zero

2.4.1 **Description of Service:** Zero is a text-only version of the mobile version of Facebook which allows you to only view all Facebook content in text. All other images and videos will be reflected in a URL link. Upon clicking these URL links, you will be linked out of Zero sites and will incur the usual data Charges in accordance with paragraph 1.2(c) in the above.

2.4.2 **Accessibility:** You may access Zero on your mobile phone through <http://0.facebook.com> or <http://zero.facebook.com> ("**Zero Sites**") with the following set as your access point:-

(a) "StarHub Data post-paid" or "SHWAP", if you are a post-paid customer; and

(b) "StarHub Data pre-paid", if you are a pre-paid customer,

(collectively, "**Access Points**").



2.4.3 **Applicable access points:** Zero is free of charge for you if you access it from your mobile phone using the Access Points applicable to you, depending on whether you are a post-paid or a pre-paid customer. We will not provide any refund to you for Charges incurred if the wrong access point is used to access Zero.

### 3. **Monthly Instalment Plan for Equipment**

3.1 **Eligibility:** You are eligible to sign up for the Monthly Equipment Instalment Plan (the "**Instalment Plan**") if you:-

3.1.1 are a post-paid mobile customer;

3.1.2 have signed up for (a) a selected mobile price plan and an eligible mobile device or (b) a SIM Only Plan (each an "**Eligible Plan**"); and

3.1.3 did not use a re-contract voucher or performed a device trade-in when signing up for the Eligible Plan.

We reserve the right to (i) determine your eligibility to participate in the Instalment Plan; and (ii) select the mobile device that is eligible for the Instalment Plan.

3.2 **Description:** If you are eligible and have enrolled in the Instalment Plan, you will be allowed to pay for your mobile device (the "**Purchase Price**") over a specified number of months. The Purchase Price will be charged in equal instalments through your monthly post-paid bill and you shall pay all the instalments on time. If you miss an instalment payment, you will be automatically withdrawn from the Instalment Plan without further notice and will be billed the remaining Purchase Price in a single lump sum, with such amount being due and payable immediately.

3.3 **Enrolment in the Instalment Plan:** You will only be allowed to enrol at most once in the Instalment Plan for each mobile line. However, we reserve the right to determine a customer's eligibility to participate in the Instalment Plan.

3.4 **Termination:** Early termination of the Instalment Plan or Eligible Plan (for any reason(s)) or a transfer of the mobile service ownership will result in your automatic withdrawal from the Instalment Plan without further notice to you. In such an event, you will be billed the remaining Purchase Price in a single lump sum, such amount becoming due and payable immediately.

3.5 **Suspension:** The Instalment Plan will not be suspended if the Eligible Plan is suspended for any reason. During the suspension period, you will be charged for the instalments through the monthly post-paid bill and you shall continue to pay the instalments on time.

### 4. **Promotions**

#### 4.1 **Usage of Mobile handset upgrade voucher**

4.1.1 **Description:** The handset upgrade voucher is for ONE time use only with the renewal of the contract of the stated mobile line with a 2-year mobile phone package and cannot be combined with any other vouchers/promotions. You may not use the handset upgrade voucher for the payment of any bills or the purchase of any accessories. It can only be used in a single transaction and any unused amount will be forfeited.

- 4.1.2 **Requirements for redemption:** Before redeeming your voucher, you must have:-
- (a) fulfilled the Minimum Period of Service applicable to your mobile contract with us; and
  - (b) paid, in full, all outstanding balances of your account(s) with us.
- 4.1.3 **No refund nor exchange:** This voucher is valid until the expiry date stated on the voucher and is strictly:-
- (a) not exchangeable for cash or kind;
  - (b) non-refundable;
  - (c) non-transferable; and
  - (d) applicable for the customer and mobile line stated on the voucher only.
- 4.1.4 **Requirements for Student Plans:** In order to subscribe for the Student Plans, you are required to:-
- (a) produce a valid local student pass and your NRIC/birth certificate if you are under 16; or
  - (b) produce your IIB if you are currently servicing your full-time national service.
- 4.1.5 **Requirements for corporate customers:** If you are a corporate customer, you will have to produce your Staff pass and NRIC/birth certificate when you re-contract for our Services. You understand that this can only be done at selected StarHub shops as notified by us.
- 4.1.6 **Waiver of Charge:** The prevailing Charge under the early handset upgrade scheme will be waived upon your usage of this voucher.
- 4.2 **Corporate Individual Scheme (CIS) exclusive**
- 4.2.1 **Eligibility:** This promotion is open to all eligible CIS companies, their employees and their employees' children aged 24 years and below, who have new subscriptions, port-in or re-contract customers to Lite, XS/S/M/L/XL Plans based on a 24-month minimum period of service per line. We reserve the right to determine the eligibility of each applicant under this Promotion. Applications are also subject to our acceptance at our discretion.
- 4.2.2 **Description:** Eligible applicants will enjoy the CIS monthly plan subscription, free Caller Number Display and free International Roaming subscription for up to 24 months from the date of activation of the service.
- 4.2.3 **Validity:** This promotion is valid until 31 May 2018 unless otherwise stated or notified by us. Upon the expiry of this promotion, our prevailing rates shall apply without further notice to you.
- 4.2.4 **Verification:** All employees and NSF personnel are to present their original staff passes and/or NSF passes at the point of signing up for our verification.
- 4.2.5 **Not valid with other promotions:** This promotion is not valid with any other promotions, discounts and/or any other existing value-added Service promotions that we offer.

## SECTION C: CONNECTING TONES

In this Section C, "Services" refer to our connecting tones service, which allows you to replace the dialling tone on your phone so that your caller hears music tracks while waiting for his or her call to be answered.

### 1. Eligibility

The Services are available to you if you are an active:-

- 1.1 mobile post-paid subscriber;
- 1.2 mobile pre-paid subscriber; or
- 1.3 mobile multi-SIM subscriber.

### 2. Accessing the Service

2.1 **Modes of access:** You may access and use the Service through the following means:-

- 2.1.1 via the connecting tones mobile app (the "**App**");
- 2.1.2 via the connecting tones website: [www.starhub.com/connectingtones](http://www.starhub.com/connectingtones) or such other link as notified by us;
- 2.1.3 by dialling the connecting tones hotline at 9380 0000; or
- 2.1.4 by dialling \*136# and pressing SEND.

### 2.2 Access through the App

2.2.1 **Compatible device:** You must ensure that you are using a compatible device if you are accessing the Services via the App. The App is only compatible with devices of iOS 9 and above and Android 4.4 and above.

2.2.2 **Changes to minimum requirements:** We will endeavour to notify you if there are any changes to the minimum requirements of compatible devices.

### 3. Subscribing to the Service

3.1 **Monthly basis:** Your subscription for the Services will be on a monthly basis (based on one calendar month).

3.2 **Maximum number of connecting tones:** You can only purchase or subscribe to a maximum of 10 connecting tones in any calendar month (the "**Limit**"). If you have reached the Limit and wish to purchase or subscribe to new connecting tones, you must first delete part of the existing connecting tones in your library.

### 4. Billing

4.1 **Charges:** The Charges for the Services include:-

- 4.1.1 **Service subscription fee:** A service subscription fee \$2.14 per calendar month or part thereof (or such other rate as we may notify you from time to time); and
- 4.1.2 **Content fee:** A content fee of \$2.14 per calendar month or part thereof (or such other rate as we may notify you from time to time).
- 4.2 **Monthly deduction:** Unless otherwise stated by us, Charges will be deducted on the 2<sup>nd</sup> of each calendar month.
- 4.3 **No proration:** Please be aware that Charges will not be prorated. You will be charged for the full calendar month even if you subscribed to the Services after the start of the calendar month. For example, if you subscribed to the Services on the 15<sup>th</sup> of a calendar month, you will still be charged for the full calendar month.
- 4.4 **Non-payment:** In the case of any non-payment by you, we reserve the right to suspend or terminate the connecting tone, tones or Services. We will only re-activate the connecting tone, tones or Services after we have received full payment of all applicable Charges.
- 4.5 **No refunds:** There will be no refunds or pro-rated refunds of any payment made. If you terminate the Services in the middle of a calendar month, you will still be charged for the Services for the full month.
- 5. **Renewal of the Service**
  - 5.1 **Monthly basis:** You may renew your subscription on a monthly basis (based on one calendar month).
  - 5.2 **SMS notification:** You will receive an SMS from us approximately 5 days before the start of the first day of each subsequent calendar month, offering you to:-
    - 5.2.1 retain and renew the same connecting tone(s);
    - 5.2.2 delete connecting tone(s); and/or
    - 5.2.3 purchase or subscribe to new connecting tone(s).
- 5.3 **Fee waiver**
  - 5.3.1 **Retaining and renewing the same connecting tone(s):** If you retain and renew your subscription for the same connecting tone(s) for the subsequent calendar month, we will charge you the content fee (as set out in Clause 5.1.2 above) but will waive our service subscription fee (as set out in Clause 5.1.1 above).
  - 5.3.2 **Deleting or purchasing new connecting tone(s):** If you delete or choose not to renew your subscription for the same connecting tone(s) or if you choose not to purchase or subscribe to any new connecting tones, we will charge you the service subscription fee (as set out in Clause 5.1.1 above) but will not charge you the content fee (as set out in Clause 5.1.2 above).
- 6. **Additional terms**
  - 6.1 **Prepaid mobile subscribers**
    - 6.1.1 **Minimum balance:** If you are a prepaid mobile subscriber and wish to continue to use the Services, you must maintain at least \$2.14 (or such other minimum amount as we may notify you from time to time) in your main wallet or prepaid account. Once you have successfully carried out a top-up of your

main wallet or prepaid account, we will deduct \$2.14 (or such other minimum amount as we may notify you from time to time).

- 6.1.2 **Insufficient balance:** If you have more than 1 connecting tone in your library and your prepaid balance is only sufficient to renew 1 connecting tone, we will only renew your last purchased or subscribed connecting tone. Accordingly, you shall be deemed not to have renewed the other remaining connecting tone(s) and they will be deleted without further notice to you.

6.2 **Changes to the Services**

We reserve the right to change the Services (including a change of connecting tones or music tracks, Charges and/or these Service Specific Terms & Conditions) or withdraw the Services at any time. If you continue to use the Services, you will be deemed to have accepted these changes.

6.3 **Roaming**

The Services may not be available to you if you are roaming.

## SECTION D: SOCIAL MESSAGING APPS

### 1. Terminology

In this Section, "**Social Messaging Apps**" refers to the social messaging apps accessed via our mobile prepaid services, namely, the \$15 Happy Prepaid (2.2GB) Service.

### 2. Conflict or inconsistency

If there is any conflict or inconsistency between any provision of these Service Specific Terms & Conditions and the Consumer General Terms & Conditions, the documents shall be construed in the following order of precedence:-

2.1 these Service Specific Terms & Conditions; and

2.2 the Consumer General Terms & Conditions.

### 3. Service

3.1 **Eligibility:** The Social Messaging Apps is a complimentary service extended to new customers of our \$15 Happy Prepaid (2.2GB) Service.

3.2 **Usage:** The Social Messaging Apps allows for unlimited free data usage in Singapore on text messaging, images, voice messaging and video messaging through WhatsApp Messenger, WeChat App and LINE App (the "**Apps**") within our Network for a fixed period of 180 days.

3.3 **Reasonable and fair usage:** Although the Social Messaging Apps allows for unlimited free data usage, you agree that it is subject to reasonable use and our fair usage policy.

3.4 **Availability:** The Social Messaging Apps will be available to you from the date of activation of your \$15 Happy Prepaid (2.2GB) Service and will expire at the end of 180 days<sup>1</sup>.

3.5 **Standard data Charges:** Standard data Charges apply for all other data usage other than usage through the Apps or if the usage of such Apps were not for personal use.

### 4. Expiry

The Social Messaging Apps will automatically and immediately end upon the expiry of 180 days. You will not be able to extend the validity period of the complimentary Social Messaging Apps.

### 5. No transfer or exchange

No part of the Social Messaging Apps can be transferred, exchanged, redeemed and/or substituted for cash or other benefits.

### 6. Our rights

We reserve the right in our sole discretion to amend, suspend and terminate, in whole or in part, the Social Messaging Apps without prior notice and without any liability.

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<sup>1</sup> For example, if your Happy Prepaid is activated on 1 June at 2pm, your unlimited data usage on the Social Messaging Apps will expire 180 days later on the 180<sup>th</sup> day at 2pm.



## SECTION E: DATA ADVANCE

These are StarHub's Service Specific Terms & Conditions for customers who have subscribed or registered for our service that provides eligible Pre-paid voice subscribers the ability to purchase data first (or in advance) and pay later (the "Data Advance Service"). If you are an eligible subscriber, the Data Advance Service allows you to make a purchase even if you do not have sufficient balance in your main wallet Pre-paid accounts.

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. Eligibility
  - 2.1 You are eligible for the Data Advance Service if:-
    - 2.1.1 you are our selected local Pre-paid mobile voice SIM subscriber<sup>2</sup>;
    - 2.1.2 you do not have an active data plan in your Pre-paid account; and
    - 2.1.3 you have a balance of S\$3 or less in your main wallet or Pre-paid account (or such other amount as may be prescribed by us).
  - 2.2 You will not be eligible for the Data Advance Service if you are a subscriber of any of the following:-
    - 2.2.1 StarHub Travel Pre-paid SIM;
    - 2.2.2 StarHub WeChat Go SIM;
    - 2.2.3 StarHub Internet SIM; or
    - 2.2.4 such other Pre-paid plan as may be notified by us from time to time.
  - 2.3 Our right: We reserve the right not to offer the Data Advance Service to any Pre-paid subscriber for any reason at our discretion.
3. Service

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<sup>2</sup> Selected customers are selected based on, amongst other things, their subscription history and period, main wallet top-up activities (including amounts and frequencies) and payment history.



- 3.1 Notification: If we determine that you are eligible for the Data Advance Service, we will offer the Data Advance Service to you by sending you a notification via SMS or such other mode of communication as may be determined by us.
- 3.2 Plans: We may at our discretion, offer you 1 or more of the following Data Advance plan(s) that comes with Free Outgoing Calls:-

Data Advance plan Charge	Data Bundle	Plan validity period	Service fee
\$6	1GB	3 Days	\$1.20
\$8	1GB	7 Days	\$1.60

- 3.3 Offer of plans: The Data Advance plan(s) offered by us may vary from subscriber to subscriber depending on each subscriber's main wallet top-up activities.
- 3.4 Free Outgoing Calls: Applicable to voice calls made to local numbers during the prescribed validity period of the Data Advance Plan. Fair usage policy of 300 minutes/day applies. Usages above this limit will be charged at our prevailing pay-per-use rates.
- 3.4 Concurrent usage with other Pre-paid plans: Subject to Clause 2 above, the Data Advance Service can be used with any Pre-paid plan.
- 3.5 Charges<sup>3</sup>
- 3.5.1 Payments: Upon your subscription of our Data Advance Service, you will be charged the applicable Data Advance plan Charges and service fee as set out in Clause 3.2. Such payments will be deducted in full on your next top-up.
- 3.5.2 Deductions from top-up: Based on current Data Advance Plan Charges and service fees, the deductions as referred to in Clause 3.5.1 above will be as follows:-

Data Advance plan	Deduction amount
Data Advance \$6	\$7.20
Data Advance \$8	\$9.60

- 3.5.3 Service fee: The service fee payable by you is an administrative fee for the Data Advance Service and will apply for every transaction.
- 3.5.4 Transfer of SIMs: If you are using a Pre-paid SIM card that was transferred to you by another user, including by the registered subscriber or otherwise (for instance if you are using a Pre-paid SIM card that previously belonged to your friend and no proper termination of the Pre-paid SIM card was made), you are cautioned that there may be Data Advance Charges or service fees owed by the previous user of the Pre-paid SIM card that you will now be liable for.
- 3.6 Acceptance of offer
- 3.6.1 24 hours acceptance time limit: You will have 24 hours to accept the Data Advance plan that we offer to you. If you wish to accept the offer, you will need to reply to our SMS within 24 hours with a "yes" response. Please note that you cannot cancel, vary or defer your acceptance of our offer. If you do not accept our offer within 24 hours, the offer shall automatically and immediately lapse, and you will not receive any Data Advance offer from us for the next 10 days.

<sup>3</sup> StarHub reserves the right to change any of the items, plans, Charges, fees and/or manner of charging without prior notice.

- 3.6.2 Acknowledgement: Once you have accepted our offer, you shall be deemed to have used the Data Advance Service and shall be obliged to pay us in full. We shall be entitled to deduct all applicable Charges and service fees in full at your next top-up (which must be made as soon as possible and at least for a sum sufficient to cover the applicable Charges and service fees). There will be no refunds of such applicable Charges and service fees under any circumstances.