

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

These are StarHub's Service Specific Terms & Conditions for rewards , treats, benefits, discounts and/or other privileges that we may offer, from time to time, to our customers (excluding prepaid mobile customers) who have subscribed for or who have purchased our Services (the "**Rewards**").

TABLE OF CONTENTS

SECTION A: BIRTHDAY TREATS	3
SECTION B: HUB CLUB	4
SECTION C: HUB CLUB BENEFITS.....	7
SECTION D: HUB CLUB DISCOUNT	8
SECTION E: PLATINUM	10
SECTION F: GOLD	14
SECTION G: GREEN.....	16
SECTION H: STARHUB REWARDS AND LOYALTY PROGRAMMES.....	19
SECTION I: MEMBER PRIVILEGES	22

I. SECTIONS

I.1 These Service Specific Terms & Conditions for Rewards are divided into the following sections:-

- (i) Section A: Birthday Treats
- (ii) Section B: Hub Club
- (iii) Section C: Hub Club Benefits
- (iv) Section D: Hub Club Discount
- (v) Section E: Platinum
- (vi) Section F: Gold
- (v) Section G: Green
- (vii) Section H: StarHub Rewards and Loyalty Programmes
- (viii) Section I: Member Privileges

I.2 For the avoidance of doubt, only the Section(s) relating to you would apply to your relationship with us.

2. SERVICE SPECIFIC TERMS & CONDITIONS

- 2.1 In addition to the 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.
- 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 Rewards 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. In addition, the participating merchants' terms and conditions shall apply.
- 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.

3. REWARDS

- 3.1 With our new Rewards platform, you will be required to redeem all Rewards via your MyStarHub application ("**MyStarHub App**"). If you are eligible for Rewards, you will receive an electronic Rewards voucher ("**Rewards e-Voucher**") via MyStarHub App which you will use in accordance with our instructions. Please refer to our website on how to redeem your Rewards, including our frequently asked questions section on Rewards.
- 3.2 Certain Rewards may require you to present or flash the Rewards e-Voucher to the participating merchant via your mobile device when you make payment, while others may require you to log into MyStarHub App and enter the relevant promo code from the Rewards e-Voucher onto the participating merchant's website upon checkout. You will also need to abide by the terms and conditions of the particular Rewards, which may include the participating merchants' terms and conditions.

SECTION A: BIRTHDAY TREATS

1. Eligibility

- 1.1 You are eligible for birthday treats (the "**Treats**") if you are an active StarHub customer paying a monthly billable Service.
- 1.2 Please note that you will not be eligible for the Treats if you are a StarHub customer:-
 - 1.2.1 with a commercial account;
 - 1.2.2 with a charity account;
 - 1.2.3 with a condo bulk account without any paid upgrade services;
 - 1.2.4 with a service apartment bulk account without any paid upgrade services; or
 - 1.2.5 with an outstanding account that is due and owing to us.

2. Additional terms

- 2.1 **How to redeem the Treats:** You are required to present the StarHub Birthday Rewards e-Voucher (obtained via MyStarHub App) at any of the participating merchants on any day in your birthday month to redeem and enjoy the Treats. Please refer to our website on how to redeem your Rewards, including our frequently asked questions section on Rewards.
- 2.2 **Merchants' terms and conditions:** The redemption of discounts/offers is subject to the merchants' terms and conditions.

SECTION B: HUB CLUB

1. Eligibility

1.1 You will automatically qualify as a member of the Hub Club Membership Programme (a "**Hub Club member**") if you are a StarHub residential customer and continue to:-

1.1.1 subscribe to all three Services, namely post-paid mobile Services (voice and/or data plans), TV Services and Home Broadband Services (the "**3 StarHub Services**");

1.1.2 register the 3 StarHub Services under the same customer name, NRIC/FIN and Service Address or registered address. 1 of the 3 StarHub Services will be selected on a random basis for the Hub Club membership. Each post-paid mobile line, TV or Home Broadband Service will only be selected once; and

1.1.3 ensure that the selected post-paid mobile line, StarHub TV Service and StarHub Home Broadband Service remain active.

1.2 You will not be eligible for a Hub Club membership if you:-

1.2.1 are our business customer;

1.2.2 are our customer on any corporate scheme or special bulk scheme;

1.2.3 are our employee; and/or

1.2.4 subscribe to our Services on special promotions.

2. Membership

2.1 **One membership per Service Address:** Each Hub Club member is only entitled to one Hub Club membership per Service Address.

2.2 **Services under the membership:** Each Hub Club membership will comprise of a maximum of 1 TV Service, 1 Home Broadband Service and up to 6 auto-nominated mobile post-paid lines.

2.3 **Personal Data:** You agree that we may use your Personal Data to provide this membership programme to you.

2.4 **Terms and Conditions:** The Terms & Conditions for specific privileges & benefits associated with this Hub Club Membership Programme will also apply.

3. Discounts

3.1 Hub Club discounts will apply to additional Home Broadband Service accounts under the same Service Address.

3.2 Subject to Clauses 3.3, 3.4, 3.5 and 3.6 below, the Hub Club discount comprises of the following discounts on our Services:-

3.2.1 up to 30% discount for a StarHub post-paid mobile subscription;

3.2.2 10% discount on StarHub TV Plan (Basic Tier); and

3.2.3 5% discount on our Home Broadband Services.

3.3 Post-paid Mobile

- 3.3.1 To qualify for Hub Club discounts, the qualifying post-paid mobile line(s) must be registered to the same customer (same name and NRIC/FIN number) at the same Service Address or registered address as the customer's StarHub TV and Home Broadband subscriptions.
- 3.3.2 The Hub Club Discount applies to the net recurring Charges payable by Hub Club members for the subscription of the post-paid mobile service(s), excluding SmartSurf HD plans, value-added Services and/or usage Charges.
- 3.3.3 The Hub Club Discount is limited to a maximum of 6 selected post-paid mobile lines per Hub Club member. Hub Club discount will not be extended from the 7th mobile lines onwards.
- 3.3.4 Without applying any promotional discounts, the top 6 highest-valued mobile subscription plans and mobile data plans, based on the value of their subscription Charges, will be automatically nominated as participating mobile lines for the Hub Club discounts. These top 6 highest-valued plans must be registered under the same customer's NRIC/FIN.
- 3.3.5 Hub Club members with less than 6 mobile post-paid lines under their NRIC/FIN number may log on to www.starhub.com/hubclub-nominate (or such other link as may be notified by us from time to time) to nominate mobile lines of member(s) of their household. The household member(s) must share the same Service Address or registered address as the Hub Club member for that household member's mobile line to enjoy Hub Club discounts. Each Hub Club member can only have up to 6 mobile post-paid lines nominated under their Hub Club membership. Once there are more than 6 mobile post-paid lines registered under one Hub Club member's NRIC/FIN number, such mobile lines will be auto-nominated by our systems and will override any previous selection made by you.
- 3.3.6 The Hub Club mobile line(s) must be active at all times to enjoy the Hub Club discounts.
- 3.3.7 **Early Mobile Recontract Fee:** Waiver of \$200 Early Mobile Recontract Fee is only applicable to one mobile line that is registered under a Hub Club member's NRIC/FIN every 12 months. This is provided that there are no outstanding balances and the mobile line for which the waiver is sought must be in active use for at least 12 months.

3.4 StarHub TV

- 3.4.1 The Hub Club Discount applies only to net recurring subscription Charges payable by Hub Club members for the subscription of StarHub TV Plan (Basic Tier) (which include Charges for additional set-top boxes).
 - 3.4.2 The Hub Club Discount is limited to 1 StarHub TV Plan (Basic Tier) account per Service Address.
 - 3.4.3 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.
- 3.5 **Home Broadband Service:** The Hub Club Discount only applies to subscription Charges for our Home Broadband plans.
- 3.6 **MaxMobile Data Plans:** If you are a subscriber of our MaxMobile Data Plans, you are eligible for the Hub Club membership but will not be eligible for the Hub Club Discounts.

4. **Our rights**

4.1 **Conclusiveness of records:** Our records shall be conclusive evidence of the accuracy and completeness of all matters relating to this Hub Club Membership Programme (including a person's right to participate in this Hub Club Membership Programme) and our decision on all matters relating to this Hub Club Membership Programme (including a person's right to participate in this Hub Club Membership Programme) will be final and conclusive.

4.2 **Right to terminate:** We reserve the right to terminate:-

4.2.1 the Hub Club membership of any Hub Club member; and/or

4.2.2 a Hub Club member's right to receive any privileges and benefits (including Hub Club discounts) conferred by his/her Hub Club membership, without notice if he/she fails to comply with any of these Terms & Conditions governing the use of any of the 3 StarHub Services.

Upon withdrawal from the membership in this Hub Club Membership Programme or termination of such membership, the Hub Club member will cease to enjoy all privileges and benefits (including Hub Club Discounts) conferred by this Hub Club Membership Programme.

4.3 **Termination or variation without notice:** We reserve the right to terminate and vary this Hub Club Membership Programme at any time and without notice. No Hub Club member will be entitled to any payment or compensation whatsoever in respect of such termination.

SECTION C: HUB CLUB BENEFITS

1. Eligibility

You are eligible for the Hub Club Discount if you are a Hub Club member.

2. Benefits

Each Hub Club member may only enter into an Early Mobile Re-contract on a selected mobile line (that is registered under Hub Club member's NRIC/FIN) without paying the first \$200 of the early mobile recontract fee (the "**Early Mobile Recontract Fee**"), if the following conditions are met:-

- 2.1 the relevant Hub Club mobile line must be in active use for at least 12 months prior to the recontract, and customers under a 12-month contract must fulfil the full contractual period;
- 2.2 the waiver of the Early Mobile Recontract fee is limited to 1 post-paid mobile line for each registered NRIC and Service Address every 12 months;
- 2.3 the Hub Club member agrees that the minimum period of service for the relevant mobile line will be extended by the minimum period of service imposed under the Relevant Service; and
- 2.4 if the Early Mobile Recontract Fee for their service plan is more than \$200¹, the Hub Club member shall bear the remaining balance.

3. Additional terms

- 3.1 **Usage of the Hub Club benefits:** Hub Club's benefits shall not be used in conjunction with any discount, promotional offer or similar scheme, unless otherwise permitted by us in our absolute discretion.
- 3.2 **Conclusiveness of records:** Our records shall be conclusive evidence of the accuracy and completeness of all matters relating to the Hub Club benefits and our decision on all matters relating to the Hub Club benefits will be final and conclusive.
- 3.3 **Terms and conditions:** The terms and conditions of the Hub Club Membership Programme will also apply to the Hub Club benefits.

¹ Unless otherwise notified by us, the following service plans (where available) are subject to a \$300 Early Mobile Recontract Fee: HomeHub Go Mobile, HomeHub Go Mobile Add-On, iPhone contracts, SmartSurf HD Value, SmartSurf HD Plus, SmartSurf HD Premium, 4G 300M, 4G 3, 4G 4, 4G 5, 4G 6, 4G 12 and Lite, XS, S, M, L, XL contracts.

SECTION D: HUB CLUB DISCOUNT

1. Eligibility

- 1.1 You are eligible for the Hub Club Discount if you are a Hub Club member.
- 1.2 If you are a subscriber of our MaxMobile Data Plans, you are eligible for the Hub Club membership but will not be eligible for the Hub Club Discount.
- 1.3 Subject to the Hub Club Discount not being used in conjunction with any discount, promotional offer or similar scheme (unless otherwise determined by us in our absolute discretion), the Hub Club Discount applies to all post-paid mobile service plans.

2. Validity

Unless otherwise notified by us, the Hub Club Discount is valid till 31 October 2020.

3. Discounts

The Hub Club Discount comprises of up to a:-

- 3.1 30% discount on post-paid mobile subscriptions;
- 3.2 10% discount on StarHub TV Plan (Basic Tier); and
- 3.3 5% discount on StarHub Home Broadband Services,

subject to the following conditions:-

(a) Post-paid Mobile

- (i) the Hub Club Discount applies to the net recurring Charges payable by Hub Club members for the subscription of the post-paid mobile service(s), excluding SmartSurf HD plans, value-added Services and/or usage Charges;
- (ii) the Hub Club Discount is limited to a maximum of 6 selected post-paid mobile lines per Hub Club member. Hub Club Discount will not be extended from the 7th mobile lines onwards;
- (iii) without applying any promotional discounts, the top 6 highest-valued mobile subscription plans and mobile data plans, based on the value of their subscription Charges, will be automatically nominated as participating mobile lines for the Hub Club Discounts; and
- (iv) the Hub Club mobile line(s) must be active and not be in default of payment at all times to enjoy the Hub Club Discounts;

(b) StarHub TV

- (i) the Hub Club Discount applies only to net recurring subscription Charges payable by Hub Club members for the subscription of StarHub TV Plan (Basic Tier) (which include additional set-top boxes) provided that the StarHub TV Services account is active and not in default of payment; and

- (ii) the Hub Club Discount is limited to 1 StarHub TV subscription account per Service Address; and
- (iii) Any discounts which you enjoy as a Hub Club member in respect of your StarHub Entertainment Pass or Fibre Home Broadband Service may not apply to your basic monthly HomeHub subscription fees.

(c) **Home Broadband Service**

- (i) The Hub Club Discount applies only to net recurring subscription Charges payable by Hub Club members for the subscription of StarHub Home Broadband plans provided that the Home Broadband Service account is active and not in default of payment; and
- (ii) 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.

4. **Additional terms**

4.1 **GST:** The Hub Club Discount does not apply to any applicable goods and services tax.

4.2 **Active Services:** Hub Club members must ensure that the selected mobile post-paid Services, TV Services and Home Broadband Services are active at all times in order to enjoy the Hub Club Discount.

4.3 **Commencement of discounts:** Once your Hub Club membership is successfully registered, the Hub Club Discount will take effect from your next billing period for the respective bills to which the Hub Club Discount applies.

4.4 **Conclusiveness of records:** Our records shall be conclusive evidence of the accuracy and completeness of all matters relating to the Hub Club Discount and our decision on all matters relating to the Hub Club Discount will be final and conclusive.

4.5 **Our rights:** We reserve the right to terminate your right to receive the Hub Club Discount conferred by your Hub Club membership, without notice if you fail to comply with any of the Service Specific Terms & Conditions governing the use of any of the 3 StarHub Services.

4.6 **Terms and conditions:** The terms and conditions of the Hub Club Membership Programme will also apply to the Hub Club Discount.

SECTION E: PLATINUM

1. Eligibility

1.1 Enrolment to the Platinum programme is:-

1.1.1 open to selected StarHub residential customers and is strictly by exclusive invitation from us. Residential customers invited by us to enrol in the Platinum programme shall be referred to as a "**Platinum member**"; and

1.1.2 not applicable to our business customers, customers on any corporate or special bulk schemes and/or our employees.

1.2 Person(s) residing with a Platinum member and using the same Service Address as such Platinum member to subscribe for our Service(s) will be automatically invited to enrol in the Platinum programme together with such Platinum member, and shall hereinafter be referred to as a "**Platinum family member**".

1.3 We have the sole and absolute discretion to determine enrolment to the Platinum programme. Among other factors, enrolment will be based on residential customers with a valid NRIC/FIN who:-

1.3.1 subscribe to at least one of following Services: post-paid Mobile, TV, Home Broadband; and

1.3.2 achieve a minimum monthly expenditure² of at least \$350 for a consecutive 6-month period.

2. Validity

2.1 **Validity Period:** A Platinum member's and Platinum family member's or members' membership to the Platinum programme is valid for one calendar year from the date of our invitation, subject to any renewal.

2.2 **Active subscriptions:** The Service(s) which Platinum members and Platinum family members subscribe to must be active at all times during the membership period.

2.3 **Platinum family member:** For a Platinum family member to maintain his/her membership to the Platinum programme, he/she must maintain the same Service Address as the relevant Platinum member at all times during the membership period.

3. Additional terms

3.1 **No transfer of membership:** Membership to the Platinum programme and all privileges and benefits thereunder are not transferable.

3.2 **Fee Waiver:** There will be a fee waiver for any Value-added Service activation, installation (excluding cabling installations, which are chargeable), service call (excluding collection of all Equipment, including set-top boxes due to the termination of Service(s), including StarHub TV Services, which are chargeable) or delivery service for Platinum members and Platinum family members.

3.3 14-day Mobile Exchange Service for handsets

² "**monthly expenditure**" as referred to in Clause 1.3.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

- 3.3.1 **Handsets purchased from Shops:** For handsets purchased from StarHub shops, roadshows or “StarHub Exclusive Partners”, exchange is available only at our StarHub shops at Nex, Plaza Singapura, Tampines Mall or VivoCity. Please refer to www.starhub.com for a listing of our StarHub shops and “StarHub Exclusive Partners”.
- 3.3.2 **Handsets purchased from online store:** For handsets purchased from our online store or sales hotline 1630, please contact our “Platinum Consultants” via our dedicated hotline 1800-822-6868 or 6822 6868 (when calling from overseas) to make arrangement for the exchange.
- 3.3.3 **Applicability:** This Exchange Service is only valid for handsets with manufacturer defects.
- 3.3.4 **Validity:** Such handsets are eligible for exchange within 14 days of purchase with the receipt.
- 3.3.5 **Exchange:** The Exchange is based on the same handset model and subject to stock availability. Request for handset exchange due to abuse, negligence, visible cosmetic defect such as dent(s) and/or crack(s) on device chassis, including device screen and other causes will not be accepted.
- 3.3.6 **Apple devices:** Exchange is not applicable for Apple devices.
- 3.4 **Our right:** We have the right to change the 14-day Mobile Exchange Service for handsets at our discretion.
- 3.5 **Complimentary VIP Hub Trooper services:** Only Platinum members (not Platinum family members) will enjoy certain complimentary Hub Trooper services comprising of standard, installation and/or WiFi coverage check. We have the right to change, suspend or terminate this privilege and benefit (in part or whole) at any time, at our discretion, without notice and liability.
- 3.6 **No liability:** We shall not be liable in any circumstances for any losses, expenses, damages, claims, liabilities or costs suffered or incurred by any Platinum member and/or Platinum family member(s) arising out of or in connection with his/her membership to the Platinum programme, participation and/or use of any of the benefits and privileges offered by the Platinum programme.
- 3.7 **No warranties:** We make no warranty, express or implied, with respect to the benefits and privileges conferred under the Platinum programme.
- 3.8 **List of privileges:** You may visit <https://www.starhub.com/personal/rewards/membership.html> (or such other link as may be notified by us from time to time) for a list of the privileges and benefits conferred under the Platinum programme at the time.
- 3.9 **Conclusiveness of our decision:** Our decision on all matters relating to the Platinum programme (including, without limitation, a customer's eligibility to enrol in the Platinum programme, the renewal of the selected customer's membership to the Platinum programme or the termination of the Platinum programme) shall be final and conclusive.
4. **Personal Data**
- 4.1 **Consent:** By joining the Platinum programme, you consent to us and our data intermediaries collecting, using and disclosing your personal data, including information on your monthly expenditures on our Services, for the following purposes:-
- 4.1.1 to provide the privileges and benefits; and
- 4.1.2 to determine your continued eligibility for renewal under the Platinum programme.

4.2 **Acknowledgement:** By joining the Platinum programme, you confirm that you have read and understood the StarHub Personal Data Protection Policy.

5. Membership renewal

5.1 **By invitation:** Only members of the Platinum programme who are invited to renew their membership by us upon its expiry can renew their membership. We have sole and absolute discretion to determine the renewal of your membership to the Platinum programme.

5.2 **Factors for consideration:** Among other factors, renewal will be based on a Platinum member:-

5.2.1 subscribing to at least one active StarHub service; and

5.2.2 achieving an average monthly expenditure³ of at least S\$350 for a consecutive 11-month period.

5.3 Family members

5.3.1 If a Platinum member's membership to the Platinum is renewed, the relevant Platinum family member's membership to the Platinum will similarly be automatically renewed.

5.3.2 For a Platinum family member to maintain his/her membership to the Platinum programme, he/she must maintain the same Service Address as the relevant Platinum member at all times during the renewal period.

5.4 **Validity:** Any renewal of a Platinum member's and a Platinum family member's membership to the Platinum programme is valid for one calendar year from the date of our invitation to renew.

5.5 **Personal Data:** Clause 4 continues to apply to all renewed Platinum memberships.

5.6 **Active Service:** The StarHub Service(s) which Platinum members and Platinum family members subscribed to must be active at all times during the renewal period.

6. Membership termination

6.1 Our rights

6.1.1 We reserve the right to change, suspend or terminate the Platinum programme (including any term) at any time, at our absolute discretion and without notice and liability. No Platinum member or Platinum family member will be entitled to any payment or compensation whatsoever in respect of such change, suspension or termination.

6.1.2 If a Platinum member or a Platinum family member fails to comply with any of the Platinum programme terms & conditions or the Service Specific Terms & Conditions governing the use of any of our Services, we reserve the right to terminate any of the following without notice:-

(a) the membership of such member to the Platinum programme; and/or

³ "**monthly expenditure**" as referred to in Clause 5.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

- (b) such member's right to receive any privileges and/or benefits conferred under the Platinum programme.

- 6.2 **Cessation or transfer of Services subscription:** If a Platinum member or a Platinum family member ceases to subscribe to all StarHub Services, or transfers all StarHub Services subscribed by him/her to a third party, he/she will immediately cease to be a member of the Platinum programme and will not be entitled to any payment or compensation whatsoever in respect of such cessation.
- 6.3 **Family members:** If a Platinum member ceases to be a member of the Platinum programme pursuant to these terms & conditions or for any reason whatsoever, the relevant Platinum family member will automatically cease to be a member of the Platinum programme at the same time and will not be entitled to any payment or compensation whatsoever in respect of such cessation.
- 6.4 **Cessation of privileges and benefits:** When a Platinum member or a Platinum family member ceases to be a member of the Platinum programme, such member will cease to enjoy all privileges and benefits conferred under the Platinum programme.
- 6.5 **Changing of plan:** A Platinum member's or a Platinum family member's membership to the Platinum programme will not be affected if he/she changes his/her plan in respect of the relevant Service, provided that he/she continues to meet these terms & conditions.

SECTION F: GOLD

1. Eligibility

1.1 Enrolment to the Gold programme is:-

1.1.1 open to selected StarHub residential customers and is strictly by exclusive invitation from us. Residential customers invited by us to enrol in the Gold programme shall be referred to as a "**Gold member**"; and

1.1.2 not applicable to our business customers, customers on any corporate or special bulk schemes and/or our employees.

1.2 We have the sole and absolute discretion to determine enrolment to the Gold programme. Among other factors, enrolment will be based on residential customers with a valid NRIC/FIN who:-

1.2.1 subscribe to at least one of following Services: post-paid Mobile, TV, Home Broadband; and

1.2.2 achieve a minimum monthly expenditure⁴ of at least \$200 to \$349 for a consecutive 6-month period.

2. Validity

2.1 **Validity Period:** A Gold member's membership to the Gold programme is valid for one calendar year from the date of our invitation, subject to any renewal.

2.2 **Active subscriptions:** The Service(s) which Gold members subscribe to must be active at all times during the membership period.

3. Additional terms

3.1 **No transfer of membership:** Membership to the Gold programme and all privileges and benefits thereunder are not transferable.

3.2 **One-time Complimentary VIP Hub Trooper services:** Gold members will enjoy a one-time complimentary Hub Trooper services comprising of standard installation and/or WiFi coverage check. We have the right to change, suspend or terminate this privilege and benefit at any time, at our discretion, without notice and liability.

4. Personal Data

4.1 **Consent:** By joining the Gold programme, you consent to us and our data intermediaries collecting, using and disclosing your personal data, including information on your monthly expenditures on our Services, for the following purposes:-

4.1.1 to provide the privileges and benefits; and

4.1.2 to determine your continued eligibility for renewal under the Gold programme.

⁴ "**monthly expenditure**" as referred to in Clause 1.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

4.2 **Acknowledgement:** By joining the Gold programme, you confirm that you have read and understood the StarHub Personal Data Protection Policy.

5. Membership renewal

5.1 **By invitation:** Only members of the Gold programme who are invited to renew their membership by us upon its expiry can renew their membership. We have sole and absolute discretion to determine the renewal of your membership to the Gold programme.

5.2 **Factors for consideration:** Among other factors, renewal will be based on a Gold member:-

5.2.1 subscribing to at least one active StarHub service; and

5.2.2 achieving an average monthly expenditure⁵ of at least S\$200 to S\$349 for a consecutive 11-month period.

6. Membership termination

6.1 Our rights

6.1.1 We reserve the right to change, suspend or terminate the Gold programme (including any term) at any time, at our absolute discretion and without notice and liability. No Gold member will be entitled to any payment or compensation whatsoever in respect of such change, suspension or termination.

6.1.2 If a Gold member fails to comply with any of the Gold programme terms & conditions or the Service Specific Terms & Conditions governing the use of any of our Services, we reserve the right to terminate any of the following without notice:-

(a) the membership of such member to the Gold programme; and/or

(b) such member's right to receive any privileges and/or benefits conferred under the Gold programme.

6.2 **Cessation or transfer of Services subscription:** If a Gold member ceases to subscribe to all StarHub Services, or transfers all StarHub Services subscribed by him/her to a third party, he/she will immediately cease to be a member of the Gold programme and will not be entitled to any payment or compensation whatsoever in respect of such cessation.

6.3 **Cessation of privileges and benefits:** When a Gold member ceases to be a member of the Gold programme, such member will cease to enjoy all privileges and benefits conferred under the Gold programme.

6.4 **Changing of plan:** A Gold member's membership to the Gold programme will not be affected if he/she changes his/her plan in respect of the relevant Service, provided that he/she continues to meet these terms & conditions.

⁵ "monthly expenditure" as referred to in Clause 5.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

SECTION G: GREEN

1. Eligibility

1.1 Enrolment to the Green programme is:-

1.1.1 open to selected StarHub residential customers and is strictly by exclusive invitation from us. Residential customers invited by us to enrol in the Green programme shall be referred to as a "**Green member**"; and

1.1.2 not applicable to our business customers, customers on any corporate or special bulk schemes and/or our employees.

1.2 We have the sole and absolute discretion to determine enrolment to the Green programme. Among other factors, enrolment will be based on residential customers with a valid NRIC/FIN who:-

1.2.1 subscribe to at least one of following Services: post-paid Mobile, TV, Home Broadband; and

1.2.2 achieve a monthly expenditure⁶ of \$199 and below for a consecutive 6-month period.

2. Validity

2.1 **Validity Period:** A Green member's membership to the Green programme is valid for one calendar year from the date of our invitation, subject to any renewal.

2.2 **Active subscriptions:** The Service(s) which Green members subscribe to must be active at all times during the membership period.

3. Additional terms

3.1 **No transfer of membership:** Membership to the Green programme and all privileges and benefits thereunder are not transferable.

3.2 **No liability:** We shall not be liable in any circumstances for any losses, expenses, damages, claims, liabilities or costs suffered or incurred by any Green member arising out of or in connection with his/her membership to the Green programme.

3.3 **No warranties:** We make no warranty, express or implied, with respect to the benefits and privileges conferred under the Green programme.

3.4 **List of privileges:** You may visit <https://www.starhub.com/personal/rewards/membership.html> (or such other link as may be notified by us from time to time) for a list of the privileges and benefits conferred under the Green programme at the time.

3.5 **Conclusiveness of our decision:** Our decision on all matters relating to the Green programme (including, without limitation, a customer's eligibility to enrol in the Green programme, the renewal of

⁶ "**monthly expenditure**" as referred to in Clause 1.3.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

the selected customer's membership to the Green programme or the termination of the Green programme) shall be final and conclusive.

4. **Personal Data**

4.1 **Consent:** By joining the Green programme, you consent to us and our data intermediaries collecting, using and disclosing your personal data, including information on your monthly expenditures on our Services, for the following purposes:-

4.1.1 to provide the privileges and benefits; and

4.1.2 to determine your continued eligibility for renewal under the Green programme.

4.2 **Acknowledgement:** By joining the Green programme, you confirm that you have read and understood the StarHub Personal Data Protection Policy.

5. **Membership renewal**

5.1 **By invitation:** Only members of the Green programme who are invited to renew their membership by us upon its expiry can renew their membership. We have sole and absolute discretion to determine the renewal of your membership to the Green programme.

5.2 **Factors for consideration:** Among other factors, renewal will be based on a Green member:-

5.2.1 subscribing to at least one active StarHub service; and

5.2.2 achieving an average monthly expenditure⁷ of S\$199 and below for a consecutive 11-month period.

6. **Membership termination**

6.1 **Our rights**

6.1.1 We reserve the right to change, suspend or terminate the Green programme (including any term) at any time, at our absolute discretion and without notice and liability. No Green member will be entitled to any payment or compensation whatsoever in respect of such change, suspension or termination.

6.1.2 If a Green member fails to comply with any of the Green programme terms & conditions or the Service Specific Terms & Conditions governing the use of any of our Services, we reserve the right to terminate any of the following without notice:-

(a) the membership of such member to the Green programme; and/or

(b) such member's right to receive any privileges and/or benefits conferred under the Green programme.

6.2 **Cessation or transfer of Services subscription:** If a Green member ceases to subscribe to all StarHub Services, or transfers all StarHub Services subscribed by him/her to a third party, he/she will

⁷ "monthly expenditure" as referred to in Clause 5.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

immediately cease to be a member of the Green programme and will not be entitled to any payment or compensation whatsoever in respect of such cessation.

- 6.3 **Cessation of privileges and benefits:** When a Green member ceases to be a member of the Green programme, such member will cease to enjoy all privileges and benefits conferred under the Green programme.
- 6.4 **Changing of plan:** A Green member's membership to the Green programme will not be affected if he/she changes his/her plan in respect of the relevant Service, provided that he/she continues to meet these terms & conditions.

SECTION H: STARHUB REWARDS AND LOYALTY PROGRAMMES

1. Terminology

Term	Description
Active Service Account	Refers to an account for StarHub Services which has not been suspended or terminated
Document ID	Refers to the identification documentation and number issued by the Government of Singapore being the NRIC in the case of Singaporeans and Permanent Residents and work (or other relevant) passes in the case of non-Singaporeans
Participating Merchant	Refers to a merchant recognised by us as one who is participating in the StarHub Rewards and Loyalty Programme
StarHub Rewards and Loyalty Programme	Refers to our customer rewards and loyalty programme that offers you certain privileges and benefits from time to time subject to certain terms and conditions

2. Eligibility

2.1 You are eligible to participate in the StarHub Rewards and Loyalty Programme if you:-

2.1.1 are a StarHub residential customer with an Active Service Account; or

2.1.2 have signed up under a corporate scheme but have registered with us under an individual Document ID.

2.2 You are not eligible to participate in the StarHub Rewards and Loyalty Programme if you:-

2.2.1 are a business customer with a Business Registration Number; or

2.2.2 are a user of our prepaid mobile Services.

2.3 **Rewards account:** If you are eligible for the StarHub Rewards and Loyalty Programme, a StarHub Rewards account will be automatically created and a Hub iD will be required to access the account and for the redemption of your privileges and benefits. You must also download MyStarHub App in your mobile device and ensure that you have and maintain the most updated MyStarHub App at all times in order to participate in StarHub Rewards and Loyalty Programme.

3. New StarHub Rewards and Loyalty Programme

3.1 Under our new StarHub Rewards and Loyalty Programme, you may participate in the following:

3.1.1 instant treats (e.g. \$1 deals, one-off discounted deals or complimentary merchants' goods and/or services, all on a first-come-first-serve or as available basis);

3.1.2 merchant deals (e.g. discounts and promotions for certain merchants' goods and/or services);

3.1.3 play-and-win (e.g. your chance to participate in lucky draws, contests or games and stand to win concert tickets, movie preview tickets and other prizes as may be offered from time to time); and/or

- 3.1.4 such other rewards, deals or treats as may be offered by us at our absolute discretion from time to time.
- 3.2 The above rewards shall be subject to these terms and conditions as well as the terms and conditions set out by the Participating Merchants. Unless otherwise indicated by us, you will first need to make a redemption, based on our instructions, in order to participate in the above rewards, deals or treats.
- 3.3 We reserve the right to change any of the above rewards, deals or treats at any time, at our absolute discretion, without notice and liability.
4. **Redemption**
- 4.1 **Conditions for redemption**
- 4.1.1 **Active account:** You must have an Active Service Account with no outstanding payments at the point of redemption.
- 4.1.2 **Redemption request:** You must submit a request for redemption using MyStarHub App.
- Once a redemption request is submitted, it cannot be cancelled, modified or withdrawn.
- 4.1.3 **Processing time:** Each redemption request will be processed instantly unless otherwise stated.
- 4.1.4 **No refund or exchange:** All redeemed products, whether utilized or not, may not be refunded or exchanged for other products, cash, credit or in kind.
- 4.1.5 **No liability:** We are not responsible or liable for the quality of the redeemed products or services. Redemption of any product or service constitutes a purchase of the product or service by you from the Participating Merchant. We are not responsible for any specification, non-performance or defects of the redeemed product or service. We are not an agent of the Participating Merchant. Any dispute regarding the redeemed product or service shall be resolved directly with the Participating Merchant.
- 4.2 **Redemption Rewards e-Vouchers**
- 4.2.1 **Forms of redemption Rewards e-Vouchers:** We may issue redemption by way of Rewards e-Vouchers, emails, unique codes or such other forms as may be determined by us from time to time.
- 4.2.2 **Delivery:** Most redemption Rewards e-Vouchers will be delivered via MyStarHub App to your mobile number in our records. However, certain Rewards will be delivered to your billing address specified in your Service Account at the time of issue. You are responsible for ensuring that the correct and most updated mobile number and billing addresses are provided to us for your receipt of redemption Rewards e-Vouchers when you submit your redemption request. We shall not be liable to re-issue any redemption Rewards e-Vouchers/Rewards which have been sent to a mobile number or address that is not correct or the most updated, or which have been lost or deleted (including deletion for spam email).
- 4.2.3 **Validity:** The redemption Rewards e-Vouchers will be valid only for the period stipulated thereon and the validity period will not be extended or renewed unless otherwise notified by us. Any unutilized redemption or part thereof will be forfeited at the stipulated expiry date.
- 4.2.4 **Mode of redemption:** For redemption, you must present the redemption Rewards e-Voucher to the Participating Merchant, which you may do via MyStarHub App.

4.2.5 **Terms and conditions:** All redemption Rewards e-Vouchers are subject to the terms and conditions set out thereon and such other terms and conditions as may be imposed by the Participating Merchant.

4.2.6 **Expired and tampered Rewards e-Vouchers:** Any redemption Rewards e-voucher that has expired or been tampered with will not be accepted.

4.2.7 **Outstanding amounts:** If the total bill for the purchase of products or services at the Participating Merchant exceeds the value of the redemption Rewards e-Voucher, you shall be solely responsible and shall settle any and all outstanding amounts directly with the Participating Merchant and we shall have no liability for the outstanding amount.

4.2.8 **Redemption products:** Redemption Rewards e-Vouchers will be valid only for products and services stated thereon and are not applicable for other products, services discounts and promotions, unless otherwise stated.

5. **Termination and expiry**

5.1 **Termination of Services:** In the event that all Services under your Document ID are terminated for any reason, you shall automatically not be eligible to participate in the StarHub Rewards and Loyalty Programme unless otherwise notified by us in writing.

5.2 **Termination of the StarHub Rewards and Loyalty Programme:** In the event that the StarHub Rewards and Loyalty Programme is terminated by StarHub, all unutilized rewards, deals or treats will be forfeited automatically without any liability to you.

6. **Additional terms**

6.1 **Conclusiveness of decisions:** Our decision on all matters relating to the StarHub Rewards and Loyalty Programme will be final and conclusive.

6.2 **Personal Data:** By participating in the StarHub Rewards and Loyalty Programme, you agree to the collection, use and disclosure of your personal data, including but not limited to your name and contact information, for the following purpose:-

6.2.1 collection and use for administration of the StarHub Rewards and Loyalty Programme, including, contacting you for administrative matters via MyStarHub App, phone, email or mail, verification of identity, sending you vouchers via MyStarHub App, phone, email or mail, and dealing with redemption of vouchers; and

6.2.2 disclosure to rewards partners and merchants for verification of identity, and for administrative matters pertaining to redemption of vouchers.

6.3 **Variation of the programme:** We may terminate the StarHub Rewards and Loyalty Programme or vary it in such manner as we deem fit at any time without notice and liability.

6.4 **Ambiguity:** In the event of ambiguity on the interpretation or application of these terms and conditions, we shall be the sole determinant on the meaning and application of these terms and conditions.

SECTION I: MEMBER PRIVILEGES

1. Eligibility

- 1.1 You are eligible for the privileges if you are an active StarHub customer paying for monthly billable Services.
- 1.2 You are not eligible for the privileges if you hold a commercial account, charity and complimentary account, condo bulk account without any paid upgrade Services and service apartment bulk account without any paid upgrade services.

2. Additional terms

The redemption of discounts/offers is also subject to the merchants' terms and conditions.