

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
MOBILE SERVICES – STAR PLANS**

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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 Star Plans via the StarHub App (“**App**”) (collectively, the "**Mobile Services**").
- I.2 These Service Specific Terms & Conditions for post-paid Mobile Services are divided into the following sections: -
 - (i) Section A: Eligibility
 - (ii) Section B: Mobile Services
 - (iii) Section C: Wallet
 - (iv) Section D: Delivery of SIM Card
 - (v) Section E: Prices and Payment
 - (vi) Section F: StarHub PayLater
 - (vii) Section G: SmartSupport
 - (viii) Section H: Suspension, Cancellation and Termination
- I.3 For the avoidance of doubt, only the Section(s) relating to the Mobile Services which you have subscribed for or used or purchased would apply to your relationship with us.
- I.4 Unless otherwise specified, all promotions 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 then Mobile Services that you have subscribed for.
- 2.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions (save in respect of Section 1 and 2 of 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: ELIGIBILITY

1. **Eligibility:** You can subscribe for the Services if you are at least 18 years old. We may refuse to provide Mobile Services at our discretion.
2. **How to sign-up:**
 - 2.1 You can sign-up for the Mobile Services via the App.
 - 2.2 You must follow our sign-up process and provide all correct information and supporting identification documentation (including but not limited to NRIC, foreign passport and employment pass) as requested in the sign-up process. In the event of any non-submission or non-approval of identification documentation, we reserve the rights to decline your request, recall and release the mobile number you have selected.
 - 2.3 You will need to verify your account with a valid identification ("ID") when signing up for your Star plan. You will be triggered via the App to update your account with a valid ID for verification.
 - 2.4 If you do not successfully verify your account with a valid ID and activate the service within 21 days from the date of signing up for your Star Plan, we reserve the right to terminate your Star Plan immediately without further notice and liability. No refunds will be given to you under any circumstances.
 - 2.5 If you wish to retain your active StarHub postpaid mobile number, you can request to switch to a Star plan.
 - 2.5.1 Upon successful switching of your service to a Star plan, your existing contract for your postpaid mobile service shall be automatically terminated. Any Early Termination Charge(s) and remaining purchase price for your device instalment, if applicable, will be charged to your next postpaid bill.
 - 2.5.2 StarHub postpaid services that have been switched to a Star Plan are non-reversible. The Star Plan cannot be switched back to a postpaid service.

- 2.6 If you wish to retain your active non-StarHub postpaid mobile number, you can request for Port-In Service.
- 2.6.1 “Port-In Service” is a service provided by StarHub which allows you to port-in your line from your current mobile service provider (“Donor”) to a Star plan. When you select the option to port-in, you consent to the release of your information to a third party central number port service provider and/or the Donor for the purpose of activating the Port-In Service.
- 2.6.2 For your Port-In Service request to be successful, you must ensure the following conditions are fulfilled: (i) the non-StarHub mobile line to be ported-in is an active postpaid number. Prepaid mobile lines are not supported; (ii) the non-StarHub mobile line is registered under the same full name and ID as the Star Plan you have registered with us, and (iv) you have paid all outstanding charges (if any) to the Donor prior to the commencement of the Port-In Service.
- 2.6.3 Upon commencement of the Port-In Service, which is upon successful SIM card delivery and successful SIM card activation, your existing contract with the Donor shall automatically terminate.
- 2.6.4 If your Port-In Service request is rejected by StarHub due to any outstanding issues with the Donor, you shall resolve these outstanding issues with the Donor directly. If you fail to resolve any outstanding issues with the Donor, your Port-In Service request will be unsuccessful. However, you can continue to enjoy the Services on the new Star Plan mobile number that has been allocated to you. There will be no refund of fees for any reason related to unsuccessful Port-In Service request.

SECTION B: MOBILE SERVICES

- I. **Mobile Services:**
- I.1 The Mobile Services are provided on a post-paid basis and based on a SIM-only plan. Unless otherwise agreed by us, you can sign up a maximum of 10 lines under your name or account.
- I.2 The Mobile Services start on the day the SIM card is activated and will continue for the calendar month of activation.
- I.3 The Mobile Services will be automatically renewed for successive periods of 1 calendar month each (“renewal cycle”) unless terminated in accordance with these terms & conditions.
- I.4 The Mobile Services consist of a base plan and extras or optional services, if subscribed by you. We reserve the right to decline requests, cancel or amend orders at our sole and absolute discretion.
- 2.1 Monthly Plans

We currently offer SIM-only Mobile plans, each consisting of the following components (each, a “Star Plan”):

	Star Plan M @ \$22.00	Star Plan L @ \$32.00	Star Plan Senior @ \$15.00
Local Data	150GB	200GB	100GB
Local outgoing minutes	1000	1500	1000
Local & International SMS	500	750	500
Incoming local calls and SMS	Free	Free	Free

Roaming Data to Indonesia, Malaysia, South Korea, Taiwan & Thailand	-	2GB	1GB (Malaysia)
Caller Number Display	\$5.50	\$5.50	Free

2.2 Charging of the Star Plan:

Item	Amount
Local data	chargeable per block of 1024 KB
Local outgoing minutes	chargeable per minute
Local & International SMS	chargeable per SMS
IDD outgoing minutes (for selected destinations)	chargeable per minute
Roaming Data (for selected destinations)	chargeable per block of 1024 KB

2.3 **Subscription Charges:** There will be monthly recurring subscription fees payable under the Star Plan (“**Subscription Charges**”).

2.4 Payment for the Subscription Charges for the first month is made at point of sign up.

2.5 You will not get bill shocks for the Services as we will not charge you beyond what you have subscribed and paid for. No excess charges will be charged. All data, outgoing minutes, outgoing SMS and IDD calls will stop upon full utilisation. You will not be able to use excess data, outgoing minutes, outgoing SMS and IDD calls above and beyond what you have subscribed and paid for. You will, however, continue to receive incoming minutes and incoming SMS as they are free.

3. Tourist Plans

3.1 We currently offer 4 Traveler Plans:

	Traveler Data eSIM @ \$12	Traveler @ \$12	Traveler+ @ \$30	Traveler++ @ \$50
Validity Period	14 Days	14 Days	28 Days	28 Days
Local Data	100GB	100GB	100GB	200GB
Local outgoing minutes	-	500	3000	4000
Local & International SMS	-	100	300	500
IDD outgoing minutes (for selected destinations)	-	30	90	200
Roaming Data to 20 supported destinations covered under DataTravel Asia Pacific	3GB	3GB	5GB	10GB
Incoming local calls and SMS	-	Free	Free	Free
Caller Number Display	-	Free	Free	Free

3.2 Charging of the Tourist Plan:

Item	Amount
Local data	Chargeable per block of 1024 KB
Local outgoing minutes	chargeable per minute
Local & International SMS	chargeable per SMS
IDD outgoing minutes (for selected destinations)	chargeable per minute
Roaming Data (for selected destinations)	chargeable per block of 1024 KB

- 3.3 Payment for the Tourist Plan is made at point of sign up and the validity period will commence from SIM card activation.
- 3.4 The Tourist ePlan is one-time and non-recurring. The mobile service will be suspended upon the expiry of the Tourist Plan.
- 3.5 You will not get bill shocks for the Services as we will not charge you beyond what you have subscribed and paid for. No excess charges will be charged. All data, outgoing minutes, outgoing SMS and IDD calls will stop upon full utilisation. You will not be able to use excess data, outgoing minutes, outgoing SMS and IDD calls above and beyond what you have subscribed and paid for. You will, however, continue to receive incoming minutes and incoming SMS as they are free.
4. **Add ons:** In addition to the Star Plan above, you can subscribe to extra services as may be offered by us from time to time as part of the Services ("**Add ons**"). These Add ons are set out below and described in detail in the clauses that follow:

Add ons	Description
Local Data, SMS and Local Talktime	Refer to clause 4.1
Roaming	Refer to clause 4.2
International Calls	Refer to clause 4.3

4.1 **Local Data, SMS and Local Talktime:**

- 4.1.1 You can sign up for Local Data, SMS and Talktime add onto instantly top up your local mobile data, SMS and local talktime at any time via the App.
- 3.1.2 You can sign up for Local Data, SMS and Talktime add on multiple times up to a maximum of 5 packs per transaction. However each sign-up will be valid and aligned to your current renewal cycle.
- 3.1.3 Payment for Local Data, SMS and Local Talktime add on is made at the point of purchase.
- 3.1.4 You will need to select one of the payment options available on the App.
- 3.1.5 All Local Data, SMS and Local Talktime add ons will immediately and automatically expire at the end of the current cycle without notice. Any unused balance of Local Data, SMS and Local Talktime pack will also be immediately and automatically forfeited without notice.

3.2 **Roaming Add ons :**

- 3.2.1 You can sign up for Roaming Add ons if you intend to use data, outgoing and incoming voice calls and outgoing SMS overseas. Incoming SMS that you may get overseas is free.
- 3.2.2 The Services can only be used in selected supported destinations as may be determined by us from time to time. Below is the current list of destinations for Roaming Add on:

Data Only:

Package – Asia Pacific	Price	Bundled Data	Validity
DataTravel APAC 1GB	\$6	1GB	3 days
DataTravel APAC 2GB	\$16	2GB	30 days
DataTravel APAC 3GB	\$20	3GB	30 days
Covered destinations: 20	Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar*, New Zealand, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam		

Package – Global	Price	Bundled Data	Validity
DataTravel Global 2GB	\$40	2GB	30 days
DataTravel Global 3GB	\$50	3GB	30 days
Covered destinations: 81	Includes: Destinations listed in Asia Pacific Albania, Argentina, Austria, Bahrain, Belarus, Belgium, Bolivia, Bosnia and Herzegovina, Brazil, Bulgaria, Canada, Chile, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Iran, Ireland, Israel, Italy, Jersey, Jordan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Montenegro, Netherlands, Norway, Oman, Palestine, Paraguay, Peru, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey, UAE, UK, Ukraine, Uruguay, USA		

Package – Everywhere	Price	Bundled Data	Validity
DataTravel Everywhere 1GB	\$80	1GB	30 days
Covered destinations: 195	Includes: Destinations listed in Global Anguilla (Caribbean), Antigua and Barbuda (Caribbean), Aruba (Caribbean), Azerbaijan, Barbados (Caribbean), Bermuda (Caribbean), Bonaire, Sint Eustatius and Saba, British Virgin Islands (Caribbean), Colombia, Congo (Democratic Republic), Costa Rica, Curacao, Dominica (Caribbean), Ecuador, Egypt, El Salvador, Faroe Islands, Fiji, Gabon, Ghana, Greenland, Grenada (Caribbean), Guam, Guatemala, Guernsey, Guinea Bissau, Guyana, Haiti (Caribbean), Honduras, Jamaica (Caribbean), Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Macedonia, Madagascar, Malawi, Mongolia, Montserrat (Caribbean), Mozambique, Nauru, Nepal, Nicaragua, Niger, Nigeria, Panama, Papua New Guinea, Puerto Rico, Rwanda, Samoa, Seychelles, South Africa, St Kitts and Nevis (Caribbean), St Lucia (Caribbean), St Vincent (Caribbean), Tajikistan, Tanzania, Timor Leste, Tonga, Turks and Caicos (Caribbean), Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Zambia		

	Afghanistan, Algeria, Angola, Armenia, Bahamas, Benin, Bhutan, Botswana, Burkina Faso, Cameroon, Cape Verde, Cayman Islands (Caribbean), Central African Republic, Chad, Congo, Cote d'Ivoire (Ivory Coast), Cyprus, Dominican Republic, French Guiana, French Polynesia, Gambia, Georgia, Guadeloupe, Guinea, Iraq, Isle of Man, Lebanon, Lesotho, Liberia, Maldives, Mali, Martinique, Mauritius, Republic of Moldova, Morocco, New Caledonia, Northern Mariana Island, Saint Barthélemy, Saint Martin, Senegal, Sierra Leone, Slovakia, Solomon Islands, Suriname, Swaziland, Tunisia, Zimbabwe
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Voice and SMS Only:

Package – Asia Pacific	Price	Bundled Mins	Bundled SMS	Validity
VoiceTravel APAC	\$6	10	10	3 days
	\$20	50	50	30 days
Covered destinations: 20	Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar*, New Zealand, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam			

Package – UK/USA	Price	Bundled Mins	Bundled SMS	Validity
VoiceTravel APAC	\$40	50	50	30 days
Covered destinations: 2	UK, USA			

The above list may be changed from time to time without notice.

- 3.2.3 Payment of Roaming Add on is made at point of purchase.
- 3.2.4 You will need to select one of the payment options available on the App.
- 3.2.5 You can sign up for Roaming Add on multiple times up to a maximum of 5 packs per transaction and hold up to 5 inactive Roaming Add on at any point in time.
- 3.2.6 Roaming Add on will be activated when its first usage has been detected by our overseas roaming partner's network.
- 3.2.7 Roaming Add on will be valid for 3, 7 or 30 days (depending on your choice of Roaming add on) from date of activation.
- 3.2.8 If you have data/voice/SMS remaining in Roaming add on, and you purchase a new Roaming add on, the entire bundle of Roaming add on will have an extension of validity to 3 or 7 days (depending on your choice of Roaming Add on) from the expiry date.
- 3.2.9 If your Roaming Add on is not activated within 90 days from its date of purchase, it will be immediately and automatically forfeited from your account without notice. No refunds will be made to you in such an event.

3.2.10 You can select your preferred overseas network in the supported countries as Roaming Add on is not network-locked.

3.3 International Calls:

3.3.1 IDD means International Direct Dialling calls.

3.3.2 You can purchase IDD pack at any time via the App.

3.3.3 The IDD pack comes with \$5 credit per pack for usage to all supported destinations or 200 minutes to India & Bangladesh.

3.3.4 You can sign up for IDD pack multiple times up to a maximum of 5 packs per transaction. However, each sign-up will be valid and aligned to your current renewal cycle.

3.3.5 There are 230 supported destinations for IDD calls. The IDD rates can be referred to via the App or our website. IDD rates can be updated anytime without prior notice or liability.

3.3.6 IDD usage and charge are rounded up to the nearest minute.

3.3.7 Payment for IDD Add on is made at the point of purchase. You will need to select one of the payment options available on the App.

4 Change of plan:

4.1 If you wish to change your mobile plan, you can do so via the App and change request must be requested at least 1 hour prior to the renewal date and time of the Services or line.

4.2 Any change of Star Plan request will take effect at the start of the next renewal cycle.

4.3 If multiple change requests are submitted, we will use the last request submitted to us.

4.4 Any free or plan entitlements from the previous Star Plan will be forfeited. If the previous plan was not a Star plan, and the new plan is a Star plan, surplus amounts paid in respect to the previous plan cannot be transferred to or used for Star Plan and you may submit a refund request to us.

5 Usage alerts: You will be notified of alerts via in-app notification and SMS for low balance & full utilisation. You can also check your balance on the App so that you can plan ahead and purchase Add ons before your plan entitlement runs out.

6 Usage priority: Subject to these terms & conditions, your entitlement will be deducted according to the following list of priority, with an item above having priority over the item below it:

- i. free/bonus entitlement (if any, which may be offered during promotions);
- ii. entitlement under any of the Add ons (if any);
- iii. entitlement from Base Plan.

SECTION C: WALLET

- 1 Each Star Plan will have one wallet. Wallet credits (“**StarHub Dollars**”) must be utilised prior to the Star Plan termination. Any unused StarHub Dollars prior to Star plan termination will be forfeited, and there will be no refunds given.
- 2 StarHub Dollars usage: Subject to the terms and conditions, StarHub Dollars (if any) can be used for the following:
 - i. First Star Plan subscription fees during new sign-up
 - ii. Monthly Star Plan renewal fees
 - iii. Add-on fees
 - iv. Transfer to another Star Plan
- 3 StarHub Dollars top-up: Subject to the terms and conditions, wallet top-up can be done via the following:
 - i. Credit card/debit card
 - a. Minimum \$10 value and maximum \$200 value per transaction
 - b. Maximum \$200 value per day
 - c. Maximum 4 top-up transactions per day
 - ii. From another Torpedo customer wallet
 - a. Minimum \$10 value and maximum \$200 value per transaction
- 4 All items or amounts paid, top-up or transferred are strictly not refundable and cannot be transferred or used for any other StarHub services, except for Star plans.
- 5 StarHub may change the terms and conditions at our discretion without prior notice.

SECTION D: DELIVERY OF SIM CARD

- 1 Payment for delivery fees (if any) and delivery schedule is made at point of sign up.
- 2 Delivery is to address within Singapore only. We reserve the rights to restrict delivery to selected postal codes.
- 3 Reschedule of delivery must be done before 2359hr on the day before delivery and we reserve the right to charge a Reschedule Fee.
- 4 In event of failed delivery, you have to reschedule another delivery and we reserve the right to charge a Reschedule Fee.
- 5 Reschedule of appointment needs to be completed within 21 days of order submission. If you fail to reschedule appointment within 21 days from order submission, we reserve the right to terminate your order with further notice and liability. No refunds will be given to you under any circumstances.
- 6 You need to present your original document ID and OTP during delivery.

- 7 In the event if you are unable to be present during delivery, you should
 - i. Reschedule the delivery; or
 - ii. Appoint a proxy to receive on behalf and present the following:
 - OTP
 - Letter of authorisation from subscriber
 - Subscriber's original document ID
 - Proxy's original document ID

SECTION E: PRICES AND PAYMENT

- 1 Unless otherwise stated by us, all prices listed on the App and our website are inclusive of GST.
- 2 All items or fees paid are non-refundable or exchangeable for cash, kind or any service or product.
- 3 There will be no returns or refunds for any unused value of lost, damaged or not activated SIM cards or unused, expired, cancelled or terminated plans, including but not limited to the Star Plans and Add ons.
- 4 Once you subscribe for and receive any of our Mobile Services, you must pay for the Mobile Services even if they are used by someone else (whether with your consent or your knowledge).
- 5 We will only charge you for the Services you subscribe for. Our charges are calculated based on our records or, where applicable, the records given to us by a Service Provider.
- 6 You are responsible for all Taxes (including GST).
- 7 You can pay for the Services via recurring payment through acceptable credit or debit cards or other payment modes as may be determined by us from time to time.
- 8 All credit and debit cards used must be valid.
- 9 By signing up for recurring credit/debit payment, you and the cardholder agree to us debiting the relevant fees billed to the relevant line or account as nominated.
- 10 The recurring credit/debit payment will continue to be in effect until you terminate it or until we receive a notification from the cardholder's card issuing bank. We reserve the right to terminate the recurring credit/debit payment arrangement at any time in our discretion.
- 11 If we are unable to make the deduction or settlement with the relevant bank for any reason whatsoever, you will be deemed to be in breach of your payment obligations and we shall be entitled to suspend and/or terminate your line or account without notice and liability, and we will not be responsible to you for such suspension and termination.
- 12 You use the recurring bill payment arrangement by credit card at your sole risk. To the fullest extent allowed by law, we do not give any assurances or guarantees, either express or implied, in relation to such recurring bill payment arrangements. We will not be liable for any loss, cost, delay, error, neglect or omission in facilitating the payment under such recurring bill payment arrangement by credit card, or any unsuccessful payment.
- 13 While we do our best to ensure that the charges are as up to date as possible at the point of purchase, charges you incur for the Services could be included in the bill in the subsequent renewal cycle.

- 14 Each bill is conclusive evidence against you of the accuracy and completeness stated in it. You must pay all charges or fees without any counterclaim, deduction, set off or withholding.
- 15 If you do not agree with any of the charges or fees, you should immediately not continue with your purchase of the Services, otherwise you shall be deemed to have accepted and agreed to these terms and conditions, including charges or fees.
- 16 **Payment deduction priority:** Subject to these terms & conditions, your payment will be deducted according to the following list of priority, with an item above having priority over the item below it:
- i. bonus credits (if any, which may be offered during promotions);
 - ii. StarHub dollars (if any); and
 - iii. credit card/debit card.
- Your bonus credits and StarHub dollars (if any) will be deducted first and the balance amount will be deducted from your credit card/debit card.
- 17 In the event that refunds are approved and refunded to you, the processing period for refunds will take up to 14 working days. We reserve the right to determine the method of refunds.

SECTION F: STARHUB PAYLATER

- 1 **Eligibility:** You are eligible to sign up for StarHub PayLater if you:-
- i. are a Star plan customer;
 - ii. have signed up for or re-contracted to a Star plan that is tied to StarHub PayLater (each an “Eligible Plan”); and
 - iii. are purchasing an eligible mobile device (“Eligible Mobile Device”);
- We reserve the right to (i) determine your eligibility to participate in StarHub PayLater; and (ii) select the mobile device that is eligible for StarHub PayLater
- 2 **Description:** Subject to Clause 18.4 below:
- i. If you are eligible and have enrolled in StarHub PayLater, you will be allowed to pay for the Eligible Mobile Device at a discounted price (such discount referred to as “Discount”) over a specified number of months (“StarHub PayLater Term”). The Discount can be stacked with an eligible device voucher (if any) and applicable trade-in value (if any). We reserve the right to change the Discount from time to time and determine which device voucher is eligible. The Discount, the value of the eligible device voucher (if any) and applicable trade-in value (if any) will be applied in equal monthly instalments over the StarHub PayLater Term as set out in Clause 18.2(ii) below.
 - ii. The regular retail price of the Eligible Mobile Device at the time of your enrolment in StarHub PayLater (“RRP”), after applying (i) the Discount; (ii) the value of the eligible device voucher (if any); and (iii) applicable trade-in value (if any), will be charged in equal instalments (each, an “Instalment Payment”) through your monthly post-paid bill and you shall pay all the Instalment Payments on time.
- 3 **Enrolment in StarHub PayLater:** Depending on your eligibility, you may be allowed to enrol to one or more StarHub PayLater per NRIC.

4 **Termination:** If

- i. you miss an Instalment Payment. ;
- ii. you no longer have the Eligible Plan with us or the Eligible Plan has been changed to a plan type that is not a Star Plan, regardless of whether this is due to expiry, termination or any other reason;
- iii. you port-out your mobile line to another telecommunications provider;
- iv. you transfer ownership of the Eligible Plan; or
- v. StarHub PayLater is terminated for any reason;

you will automatically be withdrawn from StarHub PayLater without further notice. The Discount and eligible device voucher (if any) will cease to apply. In such event, you will be billed the Remaining Purchase Price in a single lump sum, such amount becoming due and payable immediately. The “Remaining Purchase Price” shall be the RRP (without taking into account the Discount or the value of any voucher), less applicable trade-in value (if any), divided by the total number of months in the StarHub PayLater Term, then multiplied by the number of months in the StarHub PayLater Term for which you have not been billed an Instalment Payment. You shall be responsible for ensuring that you have sufficient funds available in relation to your assigned credit/debit card in your App. If the charging of the Remaining Purchase Price to your assigned credit/debit card is not successfully processed, you expressly consent to and authorize StarHub to initiate the charging of the Remaining Purchase Price to another of your credit card on our file without further notice to you or liability.

Example:

RRP : \$1400

Discount : \$200

Eligible device voucher : \$50

Trade-in value : \$300

StarHub PayLater Term : 12 months

Instalment Payment = $(\$1400 - \$200 - \$50 - \$300) / 12 = \$70.83$

Remaining Purchase Price (assuming customer is withdrawn from StarHub PayLater after being billed for 10 Instalment Payments) = $((\$1400 - \$300) / 12) \times 2 = \$183.33$

For the avoidance of doubt, the Remaining Purchase Price is in addition to any applicable early termination charges and your obligation to pay any outstanding Instalment Payment(s).

- 6 **Suspension:** StarHub PayLater will not be suspended if the Eligible Plan is suspended for any reason. During the suspension period for the Eligible Plan, you will be charged for the instalments through the assigned credit/ debit card in your App and you shall continue to pay the instalments on time.

SECTION G: SMARTSUPPORT

- I. SmartSupport Service (“Service”) is an add-on service with a monthly subscription fee. Use of the Service is subject to our Consumer General Terms & Conditions (available at <http://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/consumer/general-terms-and-conditions.html> or such other link as notified by us from time to time), Service-Specific SmartSupport Terms and Conditions (available at <https://www.starhub.com/content/dam/starhub/legal-notices-and-terms/consumer/smartsupport.pdf> or such other link as notified by us from time to time) and these terms and conditions (collectively, “Terms”). Capitalized terms are defined in the context

which they appear in the Terms.

2. Your application will be processed within 7 days from the day your Device is delivered, and your first month's subscription fee will be made at point of application
3. Unless StarHub notifies you within 7 days of your Application Date by email, telephone or SMS that your application has been unsuccessful, you will be enrolled for your Program with respect to an Eligible Device from the date of approval (the Start Date of the Services).
4. Unsuccessful applications will be charged with no refunds.
5. The Services will be automatically renewed for successive periods of 1 calendar month each ("renewal cycle") unless terminated in accordance with the Terms. You can pay for the Services via recurring payment through acceptable credit or debit cards, wallet credits or other payment modes as may be determined by us from time to time.
6. If you make a Service Request and such Service Request is approved, Swap Fees and/or Replacement Fees will apply, which you will pay directly to our Service Provider, NEW Asurion Singapore Pte Ltd, or such other party notified by us.

Type of Registered Device	Retail Price of Device (Inclusive of GST, as of device launch date)	Service Fee (Inclusive of GST)	
		Swap fee	Replacement fee
Non-foldable devices	Less than or equal to \$500	\$80	\$220
	Above \$500 to \$1,000	\$150	\$500
	Above \$1,000 to \$1,500	\$170	\$550
	Above \$1,500 to \$2,000	\$250	\$680
	Above \$2,000	\$280	\$850
Foldable devices	Refer to service fees for non-foldable devices		
	Above \$2,000 to \$2,300	\$280	\$850
	Above \$2,300	\$600	\$1,200

7. The swap/ replacement Device as compared to your original Device may or may not be the same or different brand, model and/ or colour. It may be new or refurbished.
8. We reserve the right to terminate or reject any Service Request if we suspect any misuse or abuse of the Services.

SECTION H: SUSPENSION, CANCELLATION AND TERMINATION

I Suspension

- 1.1 When your line or account is suspended, you will not be able to use any data, make/receive any outgoing/incoming calls or minutes or outgoing/incoming SMS. In order to resume the Mobile Services, you must make payment as soon as possible. We reserve the right to charge a one-time Reconnection Fee to resume your full service.
- 1.2 You will not be able to purchase or remove any Add ons, change your Star Plan or perform any port-in requests until resumption of your Mobile Services.
- 1.3 Upon successful payment, your plan renewal will be based on your payment date and time.
- 1.4 Where you have obtained your mobile number from us, you may even lose your right to continue to use such mobile number even after you have made payment. Mobile numbers are not owned by you and we reserve the right to take back and release the mobile number you have obtained from us in the event of your non-payment or delayed payment.

- 1.5 Any entitlement balance (including roaming packs) from your Star plan, Add ons or bonus will be forfeited. No refunds will be given under any circumstances.
- 2 Cancellation or termination
- 2.1 If you wish to cancel or terminate the Mobile Services or line to avoid a renewal purchase, you can do so via the App and cancellation has to be requested at least 1 hour prior to the renewal date and time of the Services or line. Any cancellation or termination of the Services or line will only take effect on the last day of the month of your current renewal cycle.
- 2.2 You continue to enjoy all the Services that have been paid for in the current month up to the last day. No refunds will be given under any circumstances.
- 2.3 Any entitlement balance (including roaming Add on) and wallet balances from your Star plan, Add ons or bonus will be forfeited. No refunds will be given under any circumstances.
- 3 Port-Out Service
- 3.1 “Port-Out Service” is a service provided by StarHub which allows you to port your Star Plan mobile line to another telecommunications provider. If you wish to request for Port-out Service, you must ensure the following conditions are fulfilled:
- (i) your Star Plan mobile line is in active state (i.e. not cancelled, terminated or suspended); and
 - (ii) your Star Plan mobile line has no pending/outstanding charges.
- 3.2 In respect of clause 3.1 above, in the event that your Port-Out request to another telecommunications provider is unsuccessful (for any reason) before your next plan cycle and/or before your next subscription renewal date, StarHub will continue to charge you and you shall be liable to pay Star Plan subscription charges. No refunds will be given under any circumstances. You can continue to enjoy all the Services that you have paid for.