Terms and Conditions

StarHub "Merry Giftmas" Campaign:

1. Promotion Period & Overview

1. The Promotion is valid from **16 November 2026 to 4 January 2027**, both dates inclusive, ("**Promotion Period**"), subject to these terms and conditions.

2. Customers can switch or port in their mobile number and broadband services from any local telco, MVNO, or broadband provider to qualify for the Promotion.

3. For the avoidance of doubt, simple renewals or continuations of existing plans without an eligible recontract or qualifying transaction do not qualify for the Promotion, and transactions completed outside the Promotion Period will **not** qualify.

2. Mobile Plans & HBO Max Promotion

4. To qualify for the 12-month HBO Max Promotion, Mobile customers must complete a new line sign-up, port-in, or plan transfers from existing SIM Only or 2-year Device Plan to Unlimited+ Core Plan and above (strictly excluding Prepaid, Lite, Senior, and Data-Only plans) during the Promotion Period ("Qualifying Mobile Transaction"). This HBO Max Promotion does not apply to Broadband, TV, and HomeHub+ plans.

5. Mobile plans that are eligible for this HBO Max Promotion include New Line & Port-in customers on the Unlimited+ Cor2ee Plan & above (strictly excluding Prepaid, Lite, Senior, and Data-Only plans), Corporate Individual Scheme (CIS), and Partners (PA, Trust & HomeTeamNS) promotional plans.

6. Eligible mobile customers will receive one (1) **12-month HBO Max (Standard) promo code ("Promo Code")** for each successful Qualifying Mobile Transaction on a **first-come, first-served basis**, while stocks last.

7. The Promo Code will be issued to all eligible mobile customers via **electronic direct mail (eDM), SMS, or StarHub App inbox** within **five (5) working days** after qualifying sign-up. Eligible customers who do not receive their Promo Code within the stated timeframe should contact StarHub Customer Support for assistance.

8. The Promo Code must be redeemed on the **HBO Max website within seven (7) days upon receipt**, failing which it shall expire and be forfeited. The complimentary HBO Max (Standard) subscription will expire after 12 months and will not auto-renew into a paid plan.

9. The Promo Code will be issued even if the eligible mobile customer already has an active HBO Max subscription with StarHub. The Promo Code cannot be applied to offset or replace charges for an existing HBO Max subscription with StarHub.

10. Redemption of the Promo Code is subject to HBO's prevailing terms and conditions. StarHub shall not be responsible for any issues, disputes, or service interruptions arising from the use or redemption of the Promo Code on the HBO Max website.

11. The Promo Code is **non-exchangeable** and **not redeemable for cash or other benefits**.

12. StarHub reserves the right to verify customer eligibility and may withhold, withdraw, or recover the Promo Code in the event of fraud, abuse, error, or non-compliance with these Promotion terms and conditions.

3. Broadband, TV, and HomeHub+ Plans & Device Vouchers

13. Customers who sign up for or recontract an eligible Broadband, TV, or HomeHub+ plan will receive a digital device voucher of up to S$350 within 5 working days after successful sign-up, while stocks last. The device vouchers must be used for the purchase of mobile devices from StarHub in conjunction with new sign ups or port ins to an eligible StarHub Mobile line.

14. Device voucher values are tiered according to the selected plan: S$100 voucher will be given to customers on Plus plan, S$250 voucher will be given to customers on Max plan, and S$350 voucher will be given to customers on Platinum & Platinum Elite plans (while stocks last). These device vouchers can only be used to purchase a mobile phone at StarHub via the StarHub Shops.

15. To utilize a device voucher, customers must pair the purchase of the mobile phone with a 12, 24, or 36-month Buy Now Pay Later (BNPL) installment plan billed monthly to their postpaid mobile account. In the event of early termination or withdrawal from the eligible plan before the end of the BNPL installment term, the customer shall be required to pay all remaining monthly installments together with the full value of the utilized device voucher in a single lump sum, in addition to any outstanding fees or charges in accordance with your subscription agreement with StarHub.

16. Device vouchers issued under the Broadband, TV and HomeHub+ Promotion are fully transferable to family members or friends. The last date of redemption for device vouchers extended to eligible Broadband, TV and HomeHub+ plans is **4 January 2027**.

17. Customers whose contract term for their existing Broadband, TV or HomeHub+ plan is not up yet or who are waiting for a new model release can submit the StarHub Festive Device Voucher Hold Form during sign-up or recontract to hold their device voucher until 31 March 2027.

4. General Rules

18. The **StarHub Consumer General Terms & Conditions**, relevant **Service-Specific Terms & Conditions**, and applicable **fair usage policies** (collectively, the "**Service Terms & Conditions**") shall apply. In the event of any conflict or inconsistency between these Promotion terms and conditions and the Service Terms & Conditions, these Promotion terms and conditions shall prevail.

19. StarHub reserves the right to amend, withdraw, or terminate the Promotion or these Promotion terms and conditions at any time without prior notice.