

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

These are StarHub's Service Specific Terms & Conditions for all customers who have subscribed for or who have purchased our television services via the Network, including Cable TV, Fibre TV, Smart TV, HDTV, and TV-related value-added Services and promotions (collectively, the "**Services**" or "**TV Services**"). These TV Services shall include the cabling, construction and connection services required to access the TV Services.

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**I. TERMS & CONDITIONS**

- 1.1 In addition to the Service Specific Terms & Conditions, there may be other applicable Service Specific Terms & Conditions which would apply specifically to the TV Service that you have subscribed for, the value-added Services that you have purchased, and promotional offers on these TV Services and value-added Services.
- 1.2 **Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and the other applicable Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and StarHub (collectively the "**Terms & Conditions**"). You agree to use the TV 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.
- 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. GENERAL PROVISIONS ON USAGE

- 2.1 **Personal, residential and non-transferable use:** Unless otherwise agreed in writing, TV Services are provided to residential customers only, solely for their private viewing. You may only receive and use the TV Services at the Service Address and in the Territory, for personal, non-transferable and residential use. Any use of the TV Services for commercial or business purposes or any other non-residential use, whether by you or another person, is a breach of these Service Specific Terms & Conditions, whether or not such use is at the Service Address or in the Territory.
- 2.2 **No outstanding balances:** Unless otherwise specified, you will only be eligible for the TV Services and promotional offers relating to TV if you do not have any outstanding balances due to us.
- 2.3 **No public exhibition of TV Services:** You must not exhibit in public or collect any fees for the exhibition of any channels or programmes received as part of the TV Services.
- 2.4 **Private exhibition of TV Services:** Channels or programmes received may only be privately exhibited if fees are not collected, and must be exhibited in their entirety without any interruptions including all titles, credits, logos and copyright notices. You must not alter, reproduce, edit, supplement, omit or circumvent any channel or programme received as part of the TV Services, including the insertion of crawlers or advertisements immediately before, during or after the exhibition or broadcast of the channel or programme.
- 2.5 **Agent:** If you are entering into these Service Specific Terms & Conditions an agent (for example, a management corporation acting for subsidiary proprietors, or an employer acting for employees), you warrant that the supply of TV Services is to residential properties only.
- 2.6 **Request for change of Particulars:** Subject to our confirmation and the standard administrative fees, you may request for us to change your TV Services. In the event of such a change, your subscription fees payable and the particulars of the TV Services subscribed for will be amended accordingly, and payments made shall be according to the revised subscription fees.
- 2.7 **Upgrading or downgrading existing subscription:** If you wish to upgrade or downgrade your existing subscription for channels ("**Existing Channels**"), we may, at our discretion, agree to or decline your request. An administrative fee may be incurred each time you change your channel combination.
- 2.7.1 **Upgrading:** If we agree to your request for upgrading with immediate effect, the prevailing additional Charges will apply concurrently.
- 2.7.2 **Downgrading:** We may allow your request to downgrade if you have subscribed for the Existing Channels for at least 1 continuous month preceding the downgrade. If approved, downgrading will take effect at the start of the next billing cycle after we receive your notice to downgrade.
- 2.8 **Mode of Delivery**
- 2.8.1 **Cable TV**
- (i) Cable TV Services will be delivered via our nation-wide hybrid fibre co-axial network (the "**Cable TV Network**").
- (ii) For Cable TV Services to be delivered via the Cable TV Network, your Premises must first be connected to the Cable TV Network.

**2.8.2 Fibre TV**

- (i) Fibre TV Services will be delivered via the Next Generation Nationwide Broadband Network operated by third party network providers or on our own fibre infrastructure.
- (ii) In order to enjoy the Fibre TV Services, please ensure that you have an Optical Network Terminal (the "**ONT**").
- (iii) The provision of our Fibre TV Services is subject to the availability of bandwidth in the broadband services. This is subject to limitations in the fibre optic network operated by third party network providers or technical limitations of the supporting Equipment.

**2.8.3 Changing from Cable TV Service to Fibre TV Service:** If you wish to change from a Cable TV Service to a Fibre TV Service, please notify us accordingly. This will be considered as an upgrade of your existing subscription.

**2.9 Repair, maintenance or upgrade of the TV Services:** We may, at any time and without notice to you, temporarily suspend the TV Services for operational reasons such as repair, maintenance, upgrade or improvement of the TV Services or because of an emergency. We will restore the TV Service as soon as reasonably practicable. We may also modify the TV Services to keep up with the prevailing demands and technological developments, at our discretion and without notice to you.

**2.10 Limitations:** During your use of the TV Services, you may encounter Content which may be deemed offensive, indecent, or objectionable. You agree to use the TV Services at your sole risk and that we will not have any liability to you for the type of Content that you may access, including Content that you may find offensive, indecent, or objectionable.

**2.11 Alteration of Content:** The Content accessed through the TV Services may be altered with technology and/or rules. Together with our licensors, we have put in place certain rules which may limit or restrict your usage of Content to protect the access of digital information (the "**Usage Rules**"). You agree to comply with these Usage Rules. The Usage Rules may be controlled and monitored by us for compliance purposes, and we reserve the right to enforce the Usage Rules without notice to you.

**2.12 Promotions:** Unless otherwise specified, all promotions and value-added services offered in connection with the TV Services are non-exchangeable for cash, credit, or benefits-in-kind, and are strictly non-refundable and non-transferable, and cannot be used to offset any outstanding balance and/or your previous month's subscription for the TV Services. For promotional offers of the TV Services, special terms and conditions may apply.

**2.13 Equipment:** Where TV Services are delivered via Equipment:-

- 2.13.1 the TV Service will only be made available to certain Premises as we may decide;
- 2.13.2 an Equipment deposit of \$250 is chargeable for both the set-top box and, where applicable, the ONT (for StarHub TV on Fibre Service without StarHub Fibre Broadband) if you are not a Singapore citizen or permanent resident and if you hold a work permit or student pass; and
- 2.13.3 there will be a maximum limit on the number of set-top boxes that may be rented for each subscription of the StarHub TV Fibre Service. You will be notified of this maximum limit by us from time to time. If the number of set-top boxes that you require exceeds this maximum

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limit, you may still procure such additional set-top boxes by entering into an additional subscription for the Fibre TV Service.

- 2.14 **Charges / Activation fee:** In addition to the stipulated Charges (for example, in our applicable brochures, marketing materials or otherwise), a one-time activation fee of \$32.10 (or such other amount as we may prescribe from time to time) will apply.
- 2.15 **Fibre Link Access fee:** Additionally, a Fibre Link Access fee of \$16.05/month (or such other rate as we may prescribe from time to time) applies for customers who subscribe to our TV Services on a standalone basis. If you subscribe to our TV Services on a standalone basis and subsequently subscribe to a StarHub Fibre Broadband Service registered under the same billing account and Service Address, the Fibre Link Access fee will not be applicable and will only be reflected on your bill in the next billing cycle. If you terminate the StarHub Fibre Broadband Service which you have subscribed for together with your TV Service that is registered under the same billing account and Service Address, the Fibre Link Access fee will apply and be reflected on your bill in the next billing cycle. In addition, other Charges may apply to you, including, but not limited to activation fees, installation fees for Equipment, delivery fees and PC connection fees.
- 2.16 **Set-top box**
- 2.16.1 **Rental:** If you wish to subscribe for TV Services, you must rent a set-top box from us. Set-up boxes have to be installed within 7 days from the date of signing up for a TV Service.
- 2.16.2 **Eligibility:** Set-top box rental is available to new and existing StarHub TV residential customers who:-
- (a) are subscribing to 3 Basic Groups;
  - (b) are not commercial customers;
  - (c) are staying in residential homes that are connected to StarHub's Network with reverse signal for 2-way connectivity for HubStation /HubStation HD/HubStation Interactive set-top box; and
  - (d) for our customers using the Fibre TV set-top box, are staying in residential homes that are connected to Next Generation Nationwide Broadband Network.
- 2.16.3 **Charges:** Our prescribed Charge(s) for rental and installation will apply:-
- (a) **Additional set-top boxes:** For each additional set-top box you require, you will have to obtain the additional Equipment needed to support it at your own costs. Our technicians will advise you accordingly.
  - (b) **HD-enabled set-top box:** If you wish to sign up for our HD Services, you must rent the HD enabled set-top box from us and must pay us our prescribed Charge(s) for such rental.
  - (c) **Installation fee:** An installation fee of \$53.50 per trip (or such other rate as we may prescribe from time to time) will apply for the installation of the first set-top box. An installation fee of \$16.05 (or such other rate as we may prescribe from time to time) will apply for each set-top box installed on the same trip at the same service address.
  - (d) **PC connection fee:** A PC connection fee of \$53.50 will apply for each PC Connection to a HubStation HD, HubStation, or HD Interactive set-top box.

- (e) **Delivery fee:** A fee of \$12.84 per trip will apply for the delivery of set-top box(es) without installation (not applicable to Remote Controls/ Smart Cards/ Accessories).
- (f) **Monthly rental fees<sup>1</sup>:** We have set out below the rental fees applicable to each set-top box:-

	Type of set-top box	Rental fee for the set- top box as main outlet	Rental fee for the set- top box as additional outlet
(i)	Digital set-top box	\$4.28/month	\$14.98/month
(ii)	HubStation	\$8.56/month	\$19.26/month
(iii)	HubStation HD	\$14.98/month	\$25.68/month
(iv)	HD Interactive set-top box	\$6.42/month	\$17.12/month
(v)	Fibre TV set-top box	\$6.42/month	\$17.12/month

#### 2.16.4 Swapping of set-top boxes

- (a) **Eligibility:** Set-top box swap is available to active residential StarHub TV customers who are subscribing to at least 3 Basic Tiers. These customers must not be commercial customers.
- (b) **Installation only:** Swapping of Fibre TV set-top boxes are strictly by installation only.
- (c) **Non-return of Equipment or Accessories:** At the point of swapping your set-top box, Charges will apply for any remote controls and/or any Accessories that are not returned to us.

#### 2.17 Period of Service

2.17.1 **Minimum Period of Service:** If you are an individual, you have to adhere to a minimum period of Service of 3 months. For corporations or business entities, the minimum period of Service is 6 months. The minimum periods of service above or such other periods as we may determine from time to time shall each be known as a ("**Minimum Period of Service**").

2.17.2 **Commencement of Service:** The TV Services will commence on the following dates, whichever falls later:-

- (a) the date of successful on-site installation of the Equipment by us, if you request for our installation of Equipment;
- (b) the date you sign up for the TV Service and collect the Equipment, if you self-install the Equipment; or
- (c) such other date as may be stated in the application form, work order, or otherwise approved by us in writing.

#### 2.18 Termination

Each Service will continue until terminated according to the provisions of these Service Specific Terms & Conditions.

<sup>1</sup> StarHub reserves the right to prescribe the rates for the fees at any time and without prior notice.

2.18.1 **Manner of termination:** Without prejudice to our rights to damages for any breaches by you, each or all of the TV Services may be terminated in the following manner unless otherwise agreed in writing by you and us:-

- (a) if you are an individual, by you giving us prior notice at least 7 working days; or
- (b) if you are a corporation or business entity, by you giving us prior notice at least 1 month.

2.18.2 **Giving notice that ends during the Minimum Period of Service:** If you give us notice of termination that ends during your applicable Minimum Period of Service:-

- (a) an early termination Charge will be imposed on you; and
- (b) Clause 2.17.3 below will apply.

2.18.3 **Effects of Termination.** In addition:-

- (a) if your Cable TV or Fibre TV Service is terminated, your StarHub TV Go value-added Service will be simultaneously and automatically terminated without further notice or liability to you by us; and
- (b) if your StarHub TV Go value-added service is terminated, your access to the Content that you had subscribed to under your Cable TV Services subscription or Fibre TV Services subscription will cease to be available on any of the StarHub Go networks and platforms.

## 2.19 **What these words mean in these Service Specific Terms & Conditions**

This clause sets out how certain words and phrases are used in these Service Specific Terms & Conditions.

- "Accessories"** : Refers to the accessories that may be packaged with the Equipment including power adapter, power cord, smart card, RCA cable, component cable, HDMI cable and/or ethernet cable
- "Basic Tiers"** : Refers to the minimum subscription plan for customers
- "Charges"** : Refers to all activation, connection, disconnection, reconnection, subscription, installation, service call, transactional, rental administrative charges and other fees and charges to be paid by you for or relating to the Services or the Equipment. The Charges will be in accordance with the rates in our prevailing rate tables available on our website or at our customer service centre
- "Equipment"** : Refers to the set-top box (including the set-top box for Cable TV or Fibre TV), remote control and related Accessories provided by us under these Service Specific Terms & Conditions and which you use to obtain or access the Services

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- "Network"** : Refers to the Next Generation Nationwide Broadband Network or our own fibre infrastructure through which we provide the Services to you
- "Premises"** : Refers to the property or individual unit (in a multi-unit or multi-storey building/apartment block) bearing the Service Address, which is owned or occupied by you and connected to the Network
- "Service Address"** : Refers to the address of the Premises at which we agree to provide the Service
- "Software"** : Refers to any software programme, application and firmware including any upgrades provided to you as part of the Services or which allows you to access the Services
- "Territory"** : Refers to the Republic of Singapore

### 3. ADDITIONAL SERVICES

#### 3.1 Live TV and Catch-Up TV

3.1.1 **Additional Services:** From time to time, we may notify you of additional Services such as Live TV and Catch-Up TV.

3.1.2 **Content – Live TV Services:** In relation to Live TV Services, you will only be able to access Content that you have already subscribed to under your Cable TV or Fibre TV Service.

3.1.3 **Content – Catch-Up TV Services:** We will determine the Content available on the Catch-Up TV Service, such Content being available for viewing only during the timeframe specified by us.

#### 3.2 HD Service

HD Services are only available on Fibre TV Services. If you use our Cable TV Services, you will require a HD-enabled set-top box to access our HD Services.

#### 3.3 Smart TV value-added Service

If you have a HD Interactive set-top box or Fibre TV set-top box, our Smart TV Service will enable you to store additional recorded programmes on a compatible digital video storage device (the "**Digital Video Storage Device**"). Please note that you will have to purchase the Digital Video Storage Device from us before using the Smart TV value-added Service.

3.3.1 **Availability:** The Smart TV value-added Service is only available to new and existing residential customers who subscribe for our Cable TV Services or Fibre TV Services.

3.3.2 **Subscription:** You will have to pay a monthly subscription fee per Service Address and per billing account that you have. All Charges of the Smart TV value-added service will be billed to your StarHub TV account.

##### 3.3.3 Pairing

(a) **HD interactive set-top box (Model No.: CISCO 4586DVB):** Recordings on your Digital Video Storage Device may only be viewed with the HD Interactive set-top box that it is paired with. In the event that a Digital Video Storage Device is utilised with another HD Interactive set-top box that it was not previously paired with, the contents of the compatible Digital Video Storage Device may be erased.

(b) **New HD interactive set-top box (Model No.: SAMSUNG GX-SH530CF) or Fibre TV set-top box:** Recordings on your Digital Video Storage Device may be viewed on any of your HD interactive or Fibre TV set-top boxes under the same TV subscription account at the same Service Address.

3.3.4 **Defects:** We will not be responsible for any defect in any Digital Video Storage Device sold to you or for any loss of recordings on your Digital Video Storage Device due to such defect. Any Digital Video Storage Device will be covered under the relevant manufacturer's warranty only. Your sole and exclusive remedy for such defects shall be according to the terms of the manufacturer's warranty. We will not be responsible for any Equipment sold or any related hardware or Software comprised therein, or any loss or damage caused by or as a result of



the use of such Equipment (including the Digital Video Storage Device), hardware or Software, whether in conjunction with any Services or not.

- 3.3.5 **No exchange or discounts:** The Digital Video Storage Device that you have purchased is not exchangeable for cash or any benefit-in-kind and is non-refundable. Unless otherwise specified by us, our in-house promotions and discounts are not applicable to the Smart TV value-added service.
- 3.3.6 **Change of TV platform:** In the event that you change your TV viewing platform from Cable TV to Fibre TV, your recordings made on the Digital Video Storage Device will be erased upon pairing the Digital Video Storage Device to the Fibre TV set-top box. We will not be responsible for any loss of recordings as a result of this change.

### 3.4 TV Apps Service

Our TV Apps Service allows access to various applications (including our applications and those of third parties) ("**Apps**") via our set-top box. Through these Apps you may request for and access certain information, products, social media accounts, Content or other services ("**Third Party Information**"). This Third Party Information may be provided by us and/or third parties. Our Consumer General Terms & Conditions, which you confirm you have read and agree to, explains our position on such Third Party Information. You further agree to comply with the terms and conditions below applicable to the access and use of such Third Party Information.

- 3.4.1 **Eligibility:** The Service will be provided only if you are a subscriber to the StarHub TV Services and have a set-top box duly issued and authorized by us.
- 3.4.2 **Responsibility for use of Apps:** You are responsible for the use of the Service through your account(s) and for any Apps or Third Party Information or other services accessed, procured, displayed or published through the Service. In this regard, you are liable for all Charges, transaction charges, fees, and other costs incurred through the use of the Service under your account or imposed by us, whether or not such Apps or Third Party Information was accessed by you.
- 3.4.3 **Access to third-party information through the Service**
- (a) **Publication of social media account Content:** We are not responsible for or liable to you or any third party for any access, use and display of social media accounts through the Service, including any publication, communication, exhibition or distribution of the social media account Content.
  - (b) **Third Party Information:** You may, through the Service, obtain or rely on certain Apps, information, products or services which are of a financial nature and supplied by third parties. We do not provide the Apps or Third Party Information and do not represent or warrant the accuracy, correctness, completeness or timeliness of such Third Party Information.
  - (c) **Not an offer:** None of the Apps nor Third Party Information or other services available through the Service constitute a recommendation, or an offer to sell or a solicitation of an offer to purchase any investment, or provide any investment advice or service. Independent advice should be sought before making any investment decision using the Apps, Third Party Information or other services that you may obtain through the Service.

- (d) **Indemnity:** You will indemnify us, our Affiliates, employees, directors and agents in full against all claims, damages, losses, liabilities, costs, expenses, demands and actions resulting from all use of the social media accounts through the Service and for all Content contained therein.
- (e) **Changes, suspension or termination:** We may at any time, change, withdraw, suspend or terminate, without prior notice to you, any of the Apps, Third Party Information, Content or services which are provided on the Service.

#### 3.4.4 Customer Service Queries

- (a) **Queries:** Any queries, faults, defects or issues arising in relation to the Apps, Third Party Information or other services that you access or procure through the Services should be directed to the relevant third party provider of such Apps, Third Party Information or other services, and not to us.
- (b) **Support in relation to the Service only:** You may call our Customer Service hotline at 1633 only in relation to the Service. Our Customer Service personnel will have no obligation to provide service or support in relation to the Third Party Information or other services that are accessed or procured through the Service.
- (c) **Apps not supported:** You understand that certain Apps are not supported by the Service.

3.4.5 **Dissatisfaction with Service:** If you are dissatisfied with Service or with any of these Terms & Conditions, your sole and exclusive remedy is to discontinue access to the Service, or to terminate the Service.

### 3.5 Video-on-Demand Services

3.5.1 **The Service:** Video-on-Demand ("**VOD**") Services are available via Cable TV and Fibre TV (each a "**VOD Platform**"). In relation to the VOD Services:-

- (a) there will be no cancellation, refund or exchange for the rental of selected videos;
- (b) each video will be available to you only for viewing via the specific VOD Platform through which you purchased the video;
- (c) each video will be available to you for viewing only during the prescribed viewing period (each a "**Viewing Period**"), before the Content expiry date;
- (d) each Viewing Period shall be 48 hours for movies and single episodes of TV series, and 30 days for entire series of shows, or such periods as we may determine from time to time; and
- (e) we reserve the right to reject any request by you to rent or purchase any video.

3.5.2 **Eligibility:** The StarHub VOD Service is available to active StarHub TV residential customers who:-

- (a) are subscribing to a minimum of 3 Basic Tiers, StarHub d'Lite or StarHub TV Lite; and
- (b) are using the HubStation/HubStation HD/HD Interactive set-top box/Fibre TV set-top box.

- 3.5.3 **Availability:** The VOD Service is not available to (i) commercial customers, (ii) bulk tier customers, or (iii) customers whose accounts are being suspended by us.
- 3.5.4 **Charges:** You will be charged for each on-demand title purchase made on the HubStation/HubStation HD/HD Interactive set-top box/Fibre TV set-top box.
- 3.5.5 **Limited licence:** Every rental of a video on a VOD Platform only provides you with a limited licence, and is not a sale of such video. Every purchase of an On-Demand title only provides you with a limited license. We are not selling title to the video. We will provide you with only a non-exclusive, non-transferable, and limited licence to view the On-Demand title for the stipulated viewing period. Such viewing shall be solely for your personal, non-commercial viewing, and no right, title or interest in such On-Demand title shall be deemed transferred to you as a result of the rental or purchase of an On-Demand title. The VOD service provided to you through the VOD Platforms shall be subject to such other usage, rental or licence conditions as we may notify you from time to time.
- 3.5.6 **No refunds:** We will not refund any payments made for On-Demand purchases.
- 3.5.7 **No discounts:** Hub Club discounts and employee discounts will not apply to On-Demand purchases.

## 4. PROMOTIONAL PACKS

### 4.1 StarHub TV HD Packs

Under this promotion, you will receive a TV subscription discount of up to \$10.70 per month (or such other rate as may be prescribed by us), subject to the amount payable by you for your CATV subscription. This discount will be credited to your account monthly for 12 continuous months. Thereafter, normal billing resumes. Should the Service be suspended, the promotional discounts will not be given during the suspension period. Please take note that the Basic HD Upsize subscription discount is limited to \$4.28 per month (or such other rate as may be prescribed by us). This promotion is valid till a date determined by us.

4.1.1 **Eligibility:** This promotion is available to you if you:-

- (a) are a new StarHub TV residential customer, subscribing for a new StarHub TV subscription plan with a minimum of 3 Basic Tiers; or
- (b) are an existing StarHub TV residential customer with monthly subscription to a minimum of 3 Basic Tiers, and do not have any other promotional contract; and
- (c) are not a commercial or bulk subscription customer, nor a StarHub employee on the StarHub employee plan.

The 3 Basic Tiers referred to in the above do not include subscriptions to Pay-Per-View, main set-top box and additional set-top box(es).

4.1.2 **Minimum Period of Service:** We require a minimum contractual period of 12 continuous months to our TV subscription Plans. If you terminate the Service before the 12 months is up, an early termination Charge will be incurred based on the remaining contractual period multiplied by the monthly subscription rate of the plan/channel(s) to be terminated. Any period of suspension will not be counted towards the minimum contractual period.

4.1.3 **Channel Listing:** Please check our TV Channel Listing for updated channel line-ups and availability. HD Channels in Basic HD Upsize are available depending on the corresponding channels available in standard definition through your Basic Tier subscription.

4.1.4 **HD channels:** HD channels can only be viewed with subscription of the Fibre TV set-top box, HD Interactive set-top box, or the HubStation HD DVR set-top box. Subscriptions for set-top boxes are not included with the HD Packs.

4.1.5 **Limitations on Use:** This promotion **shall not** be used for the following purposes:-

- (a) to offset existing subscription Charges or outstanding balances due to us; or
- (b) together with other in-house promotions or discounts, unless specified by us.

### 4.2 StarHub TV Combo Packs

4.2.1 **Eligibility:** This promotional pack is available to you if you:-

- (a) are a new StarHub TV customer subscribing for a minimum of 3 Basic Tiers, **or** an existing StarHub TV customer with a monthly subscription of a minimum of 3 Basic Tiers without any other promotional contract;
- (b) are not a commercial or bulk subscription customer; and
- (c) are not a StarHub employee on the StarHub employee plan.

The requirement for Basic Tiers in the above does not include subscriptions to Pay-Per-View, main set-top box and additional set-top box(es).

4.2.2 **Combo Packs:** The following CATV Combo Packs are available for purchase at the prevailing prices:-

- (a) Yu Le Combo Pack **or** Qiang Dang Yu Le Combo Pack;
- (b) Box Office Combo Pack **or** Supreme Box Office Combo Pack;
- (c) Idaman Combo Pack;
- (d) Thangam Combo Pack **or** Thangam Migai Combo Pack;
- (e) Manoranjan Combo Pack; and
- (f) Ultimate Pinoy Combo Pack.

4.2.3 **Overlapping packs:** As the Yu Le Combo Pack and Qiang Dang Yu Le Combo Pack are overlapping, you must select only either one of the Packs at a time. Likewise, as the Box Office Combo Pack and Supreme Box Office Combo Pack are overlapping, and you must select only either one of the Packs at a time. Each of these sets will be termed a "**Set of Overlapping Packs**" for the purposes of this Clause 4.2.3.

4.2.4 **Minimum Period of Service:** A minimum contractual period of 12 continuous months is required for this promotion. The 12-month contract will apply from the date the Combo Pack is activated and the discounted rate will commence from that date. For each Set of Overlapping Packs, the commencement date of the 12-month contract will apply from the date of purchase of either of the applicable Packs, whichever falls earlier.

4.2.5 **Early Termination Charge:** An early termination Charge will be calculated based on the remaining contractual period multiplied by the monthly subscription rate of the plan/channel(s) to be terminated. Any period of suspension will not be counted towards the minimum contractual period.

4.2.6 **Upgrading or downgrading of packs:** Early termination Charges will not apply and the 12-month period will be deemed continued, if you are upgrading or downgrading within each Set of Overlapping Packs.

4.2.7 **TV subscription discount:** You will receive a TV subscription discount for up to \$10.70 per month and \$4.28 for Basic HD Upsize (or such other amounts as may be prescribed by us). This discount will be credited to your account monthly for 12 continuous months. Thereafter, prevailing rates will resume. Should the Services be suspended, promotional discounts will not be given during the suspension period.

4.2.8 **Limitations on use of promotions:** The subscription discounts cannot be used to offset any outstanding balances and/or previous month's subscription.

4.2.9 **HD channels:** HD channels can only be viewed with a subscription of the Fibre TV set-top box, HD Interactive set-top box, or the HubStation HD DVR set-top box. Fees for set-top boxes are not included together in the bills for Combo Packs. HD Channels in Basic HD Upsize are available depending on the corresponding channels available in standard definition through your Basic Tier subscription.

4.2.10 **Validity:** Promotions are valid till a date determined by us.

### 4.3 StarHub TV Add-On Packs/Groups

4.3.1 **Packs/Groups Add-Ons:** The following Add-On Packs/Groups are available for purchase at the respective promotional rates (or such other rate as we may prescribe from time to time):-

- (a) Yu Le Pack (\$22.90/month) **or** Qiang Dang Yu Le Pack (\$28.90/month);
- (b) Box Office Pack (\$21.90/month) **or** Supreme Box Office Pack (\$25.00/month);
- (c) Thangam Pack (\$16.90/month) **or** Thangam Migai Pack (\$21.90/month);
- (d) Idaman Pack (\$19.90/month);
- (e) Ultimate Pinoy Pack (29.90/month);
- (f) Manoranjan Pack (\$25.90/month); and/or
- (g) Cricket Group (\$19.26/month).

As the Add-On Packs in Clauses 4.1.1(a), 4.1.1(b), and 4.1.1(c) above are overlapping, you may subscribe only to either of the mentioned packs, but not both, at any point in time. For example, you may subscribe for either the Ye Le Pack or the Qiang Dang Yu Le Pack, but not both. However, you may subscribe concurrently to the Yu Le Pack, Box Office Pack, and the Thangam Pack.

4.3.2 **Eligibility:** Add-On Packs/Groups are available to you if you:-

- (a) are a new StarHub TV residential customer, subscribing for a new StarHub TV subscription plan with a minimum of 3 Basic Tiers; or
- (b) are an existing StarHub TV residential customer with monthly subscription to a minimum of 3 Basic Tiers, and do not have any other promotional contract; and
- (c) are not a commercial customer.

The 3 Basic Tiers referred to in the above do not include subscriptions to Pay-Per-View, main set-top box and additional set-top box(es).

4.3.3 **Existing Channels:** Please note that if the Add-On Packs/Groups you have selected contain channel(s) that is/are part of your current subscription, the current subscription Charge for the channel(s) will be replaced with the monthly subscription Charge of the new selected Add-On Pack/Group. Any existing promotion which you might be enjoying on the channel(s) will be forfeited immediately.

4.3.4 **Minimum Period of Service:** A 12-month contract ("**Minimum Period of Service**") will apply from the date the Add-On Pack is activated, and the promotional rates will commence from that date. If you have upgraded or downgraded within:-

- (a) the Yu Le Pack and the Qiang Dang Ye Le Pack;
- (b) the Box Office Pack and the Supreme Box Office Pack; or
- (c) the Thangam Pack and the Thangam Migai Pack,

the commencement date of the Minimum Period of Service will apply from the date of purchase of either of the Add-On Packs described in each of Clause 4.1.4(a), 4.1.4(b) or 4.1.4(c), whichever is earlier.

4.3.5 **Promotional Rates continue to apply:** The promotional rates for the Add-On Packs/Groups will automatically continue to apply after the end of the Minimum Period of Service.

4.3.6 **Early Termination Charges<sup>2</sup>:** Early termination Charges will apply if you terminate any Add-On Pack within the Minimum Period of Service. The maximum early termination Charges applicable for each Add-On Pack are set out below:-

- (a) Yu Le Pack - up to \$274.80;
- (b) Qiang Dang Yu Le Pack - up to \$274.80;
- (c) Box Office Pack - up to \$262.80;
- (d) Supreme Box Office Pack - up to \$262.80;
- (e) Idaman Pack - up to \$238.80;
- (f) Thangam Pack - up to \$202.80;
- (g) Thangam Migai Pack - up to \$202.80;
- (h) Ultimate Pinoy Pack – up to \$358.80;
- (i) Manoranjan Pack - up to \$310.80; and
- (j) Cricket Group - up to \$231.12,

(collectively, the "**Early Termination Charges**").

The actual amount of Early Termination Charges payable will be pro-rated and charged based on the number of unfulfilled months remaining in the Minimum Period of Service.

4.3.7 **Non-applicability of Early Termination Charges:** If you are upgrading or downgrading within a set of Upgradable Packs, the Early Termination Charges will not apply and the Minimum Period of Service will be deemed continued.

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<sup>2</sup> StarHub reserves the right to prescribe the rates for the Charges at any time and without prior notice.

4.3.8 **Re-subscription:** If you have unsubscribed from an Add-On Pack/Group after the Minimum Period of Service but wish to re-subscribe, you will have to start a new 12-month contract.

4.3.9 **No other discounts:** These Add-On Packs/Groups are not available with other discounts, promotions, special packages or external offers, unless specified by us.

#### 4.4 **50% OFF Selected Add-On Packs**

Under the promotion, customers will enjoy the promotional rate of 50% off per month for the promotional Add-On Pack (Qiang Dang Yu Le Pack / Supreme Box Office Pack / Idaman Pack / Thangam Migai Pack / Manoranjan Pack) during the first 6 months of the minimum contractual period of 12 continuous months (“**Minimum Period of Service**”). Thereafter, you will be charged the full price per month as listed below.

- (a) Qiang Dang Yu Le Pack (\$28.90/month)
- (b) Supreme Box Office Pack (\$28.90/month)
- (c) Idaman Pack (\$19.90/month)
- (d) Thangam Migai Pack (\$21.90/month)
- (e) Manoranjan Pack (\$25.90/month)

##### 4.4.1 **Applicability**

- (a) This Promotion is available for new and existing StarHub TV residential customers who sign up or re-contract for the TV Services (as the case may be) during the promotional period.
- (b) A minimum monthly subscription to 3 Basic Tiers is required and this does not include subscription to Pay-Per-View, main set-top box and additional set-top box(es).

##### 4.4.2. **Eligibility**

- (a) This Promotion is not available to any customer who has any outstanding bills with StarHub.
- (b) This Promotion is not applicable to commercial or bulk subscription customer.

##### 4.4.3. **Minimum Period of Service and Early Termination Charges**

- (a) **Minimum contractual subscription period:** A minimum contractual period of 12 continuous months is required for this promotion. The 12-month contract will apply from the date the selected Add-On Pack is activated and the discounted rate will commence from that date.
- (b) **Early Termination Charge:** We require a minimum contractual period of 12 continuous months to our Add-On Packs. If you terminate the Service before the 12 months is up, an early termination Charge will be incurred based on the remaining contractual period multiplied by the monthly subscription rate of the Add-On Packs to be terminated. Any period of suspension will not be counted towards the minimum contractual period.

4.4.4 **No refund nor exchange:** This promotion is strictly:-



- (a) non-exchangeable for cash or kind;
- (b) non-refundable;
- (c) non-transferable; and
- (d) not to be used to offset existing subscription Charges or outstanding balances that are due to us.

4.4.5 **Not valid with other promotions:** This Service is not valid with any other promotions, discounts and/or any other existing value-added Service promotions that we may offer.

4.4.6 **GST:** All prices stated are inclusive of 7% GST. Prices will be adjusted according to the prevailing GST rates.

4.4.7 **Validity:** Promotions are valid from 4 August 2018 to 14 September 2018.

4.4.8 **Disputes:** In the event of a dispute, your entitlement to sign up for this plan is subject to the sole discretion and final determination by us.

#### 4.5 Free 3 months on Selected Add-On Packs

Under the promotion, customers will enjoy free subscription for the promotional Add-On Pack (Qiang Dang Yu Le Pack / Supreme Box Office Pack) during the first 3 months of the minimum contractual period of 12 continuous months (“**Minimum Period of Service**”). Thereafter, you will be charged the full price per month as listed below.

- (a) Qiang Dang Yu Le Pack (\$28.90/month)
- (b) Supreme Box Office Pack (\$28.90/month)

##### 4.5.1 Applicability

- (a) This Promotion is available for new and existing StarHub TV residential customers who sign up or re-contract for the TV Services (as the case may be) during the promotional period.
- (b) A minimum monthly subscription to 3 Basic Tiers is required and this does not include subscription to Pay-Per-View, main set-top box and additional set-top box(es).

##### 4.5.2 Eligibility

- (a) This Promotion is not available to any customer who has any outstanding bills with StarHub.
- (b) This Promotion is not applicable to commercial or bulk subscription customer.

##### 4.5.3 Minimum Period of Service and Early Termination Charges

- (a) **Minimum contractual subscription period:** A minimum contractual period of 12 continuous months is required for this promotion. The 12-month contract will apply from the date the selected Add-On Pack is activated and the discounted rate will commence from that date.

- (b) **Early Termination Charge:** We require a minimum contractual period of 12 continuous months to our Add-On Packs. If you terminate the Service before the 12 months is up, an early termination Charge will be incurred based on the remaining contractual period multiplied by the monthly subscription rate of the Add-On Packs to be terminated. Any period of suspension will not be counted towards the minimum contractual period.
- 4.5.4 **No refund nor exchange:** This promotion is strictly:-
- (a) non-exchangeable for cash or kind;
  - (b) non-refundable;
  - (c) non-transferable; and
  - (d) not to be used to offset existing subscription Charges or outstanding balances that are due to us.
- 4.5.5 **Not valid with other promotions:** This Service is not valid with any other promotions, discounts and/or any other existing value-added Service promotions that we may offer.
- 4.5.6 **GST:** All prices stated are inclusive of 7% GST. Prices will be adjusted according to the prevailing GST rates.
- 4.5.7 **Validity:** Promotions are valid from 20 December 2018 to 22 February 2019 (Qiang Dang Yu Le Pack) or from 5 January 2019 to 22 February 2019 (Supreme Box Office Pack).
- 4.5.8 **Disputes:** In the event of a dispute, your entitlement to sign up for this plan is subject to the sole discretion and final determination by us.

## 5. STARHUB TV D'LITE

### 5.1 Eligibility

5.1.1 **Eligible customers:** StarHub TV d'Lite is available to you if you are:-

- (a) a new residential customer subscribing to a new television plan; or
- (b) an existing residential customer whose commitments for all existing StarHub TV plans and/or Add-On Packs have expired.

For the avoidance of doubt, StarHub TV d'Lite will not be available to you if you are a HomeHub, commercial or bulk customer.

5.1.2 **Dual Subscription:** You may not subscribe to both StarHub TV Basic HD and StarHub TV d'Lite at the same time.

5.1.3 **Cable or Fibre Platform:** StarHub TV d'Lite Packs may be delivered via our cable or fibre TV platforms, as we may decide. To receive the StarHub TV d'Lite pack via our fibre TV platform, you must first subscribe to our Fibre Broadband Services. If you subscribe to the StarHub TV d'Lite pack without a StarHub Fibre Broadband Service, a Fibre Link Access fee of \$16.05/month (or such other rate as may be prescribed by us) applies.

### 5.2 Content

5.2.1 **StarHub TV d'Lite packs:** If you fulfil the eligibility criteria above, the following StarHub TV d'Lite packs are available for subscription at the following prices (or such other amount as may be prescribed by us):-

- (a) Chinese d'Lite Pack (\$19.90/month);
- (b) Malay d'Lite Pack (\$19.90/month);
- (c) Tamil d'Lite Pack (\$19.90/month);
- (d) Sports d'Lite Pack (\$19.90/month);
- (e) Movies d'Lite Pack (\$24.90/month);
- (f) Hindi d'Lite Pack (\$29.90/month);
- (g) Pinoy d'Lite Pack (\$29.90/month); and
- (h) Cricket d'Lite Pack (\$19.90/month).

5.2.2 **Minimum subscription:** You must subscribe to at least to one StarHub TV d'Lite pack. You may subscribe to more than one pack at any one time.

5.2.3 **Benefits:** StarHub TV d'Lite also includes:-

- (a) access to our free view channels;

- (b) free rental of a HD Interactive or Fibre TV set-top box rental (as applicable) if you commit to a 12-month service contract;
- (c) ability to purchase pay-per-view programming and video-on-demand programmes;
- (d) ability to subscribe to Smart TV and utilisation of any billing-on-behalf content offerings; and
- (e) continued access to cross-carriage content if you are currently subscribing to any such content.

However, you will not be able to subscribe to any buy-through or add-on channels.

### 5.3 Duration of Services

5.3.1 **Minimum Period of Service:** StarHub TV D'Lite is subject to the Minimum Period of Service set out in the StarHub TV Service Specific Terms & Conditions.

5.3.2 **12-Month Service Contract:** If you subscribe to StarHub TV d'Lite pack with a 12-month service contract:-

- (a) you will have to pay an early termination Charge if you terminate the Service within the 12-month period. This Charge is calculated at a rate of S\$238.80 (or such other rate as may be prescribed by us) divided by 12 and multiplied by the actual remaining contract period; and
- (b) you must re-contract for StarHub TV d'Lite upon the expiry of the 12-month service contract to continue enjoying the waiver of the set-top box rental fee. If you do not re-contract, you will have to pay the prevailing monthly rental fee for the set-top box starting from the 13<sup>th</sup> month.

If you subscribe to StarHub TV d'Lite without a 12-month service contract, you must pay the prevailing monthly rental fee for the set-top box for the duration of your subscription.

### 5.4 Subscription

5.4.1 **Upgrade to StarHub TV Basic HD:** You may upgrade to a StarHub TV Basic HD subscription on a 24-month service contract at any time, whether or not you have committed to a 12-month service contract for StarHub TV d'Lite.

5.4.2 **Issuance of set-top box by default:** By default, A HD Interactive or Fibre TV set-top box will be issued to you for the StarHub TV d'Lite. If a particular brand of HD Interactive or Fibre TV set-top box is not available, an alternative set-top box will be issued to you at our sole discretion.

5.4.3 **Additional set-top box:** You may subscribe for an additional set-top box and if so, an additional outlet screen Charge and an additional set-top box rental at the prevailing rates will apply.

5.4.4 **Hub Club Membership:** If you subscribe to StarHub TV d'Lite, you will be eligible for Hub Club membership, but will not be eligible for Hub Club discounts.

5.4.5 **Availability:** StarHub TV d'Lite will remain available until otherwise determined by us.

## 6. STARHUB TV LITE

### 6.1 StarHub TV Lite plan

6.1.1 **The Plan:** StarHub TV Lite plan is available on Cable and consists of the following (which are valid till 31 December 2015):-

- (a) 10% off all VOD titles & KaraOK! Day Pass;
- (b) access to FreeView Channels;
- (c) free HD Interactive (CISCO) set-top box rental; and
- (d) access to StarHub TV Anywhere (selected channels only).

HD Interactive (CISCO) set-top boxes will be issued by default upon your subscription for the StarHub TV Lite plan on Cable. In the event that such HD Interactive (CISCO) set-top boxes are not available, an alternative set-top box which we will decide on will be issued to you.

6.1.2 **Eligibility:** The StarHub TV Lite plan is available to new and existing standalone Home Broadband customers who:-

- (a) use the Cable platform (the StarHub TV Lite plan is only available on the Cable platform and is not available on the Fibre platform);
- (b) are not subscribed to any StarHub TV Services; and
- (c) do not have any outstanding balance due under any Services.

Additionally, you will not be able to subscribe for the plan if you are a customer using a retail set-top box or if you are a commercial or bulk customer.

6.1.3 **Limit on subscriptions:** You are limited to one StarHub TV Lite plan subscription per Service Address. Please note that your StarHub TV Lite plan subscription must be registered under the same Service Address as your Home Broadband subscription.

6.1.4 **Service early termination Charge:** A Service early termination Charge of \$64.20 (or such other amount as may be prescribed by us) will apply for any termination of this plan within the first 3 months of subscription.

6.1.5 **Upgrades:** Once you have subscribed for the StarHub TV Lite plan, you may choose to upgrade to a StarHub TV plan of at least 3 basic groups at any point in time. A Service early termination Charge will not be imposed on you if you upgrade to the standard StarHub TV price plan within the 3 month minimum service period.

6.1.6 **Charges for the plan:** Upon termination of your Broadband Service, a StarHub TV Lite plan Charge of \$16.05 (inclusive of GST), or such other amount as may be prescribed by us, will be charged.

6.1.7 **Additional set-top boxes:** Subscriptions for additional set-top boxes are allowed, but an additional outlet screen Charge and the prevailing set-top box rental Charge will apply for every additional set-top box that you subscribe for.

- 6.1.8 **Hub Club membership and discount:** The StarHub TV Lite plan is not eligible for Hub Club membership or Hub Club discount.
- 6.1.9 **No employee discount:** The StarHub TV Lite plan is not eligible for employee discount.
- 6.1.10 **No discounts:** The StarHub TV Lite plan is not applicable with other in-house promotions, special packages and external offers, unless specified by us.
- 6.1.11 **Terms & Conditions:** The Broadband Service Specific Terms & Conditions will apply.
- 6.1.12 **Disputes:** In the event of a dispute, your entitlement to sign up for this plan is subject to the sole discretion and final determination by us.
- 6.2 **StarHub TV Lite Add-On Channels**
  - 6.2.1 **Eligibility:** You can only subscribe to Add-On channels if you are a StarHub Lite TV customer with no outstanding bill due to us.
  - 6.2.2 **No Hub Club discounts:** StarHub TV Lite Add-On Channels will not be eligible for Hub Club discounts.
  - 6.2.3 **No other discounts:** StarHub TV Lite Add-On Channels are not available with other in-house promotions, special packages and external offers, unless specified by us.
  - 6.2.4 **Terms & Conditions:** The existing StarHub TV Lite on Cable terms and conditions apply.
  - 6.2.5 **Disputes:** In the event of a dispute, your entitlement is subject to the sole discretion and final determination by us.

**7. STARHUB TV GO VALUE-ADDED SERVICE**

- 7.1 **Price:** The StarHub TV Go value-added Service is provided at a Charge of \$5.35/month (or such other rate as may be prescribed by us).
- 7.2 **Promotional rate:** If you sign up for the StarHub TV Go value-added Service prior to 31 March 2019, you will be able to enjoy the StarHub TV Go value-added Service at a promotional rate of \$2/month for 12 months.
- 7.2 **No data Charges on streaming:** If you have subscribed for a StarHub post-paid mobile Service, you will be able to stream content on StarHub Go without incurring data Charges. All you have to do is to set your mobile data access point (APN) to SHWAP via your mobile device Network settings.
- 7.3 **Other data connections:** Please note that data Charges at the prevailing rates may apply if you access StarHub Go using other various forms of mobile data, including 2G, 3G or 4G/LTE connections.
- 7.4 **Termination:** If your StarHub TV Go value-added Service is terminated for any reason, your access to the Content subscribed to under your Cable TV or Fibre TV subscription will no longer be available on any of the StarHub Go networks and platforms.
- 7.5 **Additional details:** For more details, please visit [www.starhub/tv-whenever](http://www.starhub/tv-whenever).