

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

These are StarHub's Service Specific Terms & Conditions for our customers who subscribed for our HomeHub Plan, HomeHub Plus Plan or HomeHub+ Plan.

**I. Service Specific Terms & Conditions**

- I.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the Service that you have subscribed for or the value-added Services that you have purchased.
- I.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and other Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Services in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time. The provisions of StarHub's Personal Data Protection Policy would also apply to your relationship with us.
- I.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. Terminology**

Term	Description
Content	Refers to all information, text, sound, music, Software, photographs, videos, graphics, data, messages, links or other materials
Charges	Refers to all activation, connection, disconnection, reconnection, subscription, Fibre Link Access, 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 any equipment which we may provide, sell, lease or rent to you, maintain for you or which is otherwise needed for the provision of the Services
HomeHub Plan (includes HomeHub Plan, HomeHub Plus Plan and HomeHub+ Plan in these Service Specific Terms & Conditions unless otherwise specified)	Refers to any of our various HomeHub bundled subscription Services which entitles you to subscribe to a combination of the following Services under a single price plan:-  (a) our fibre broadband internet access service known as "Fibre Home Broadband Service";  (b) our television Services provided known as "StarHub TV HD Packs", "StarHub Entertainment Pass" and "StarHub TV+ Pass";  (c) Our mobile broadband Service known as "MaxMobile Service"; and  (d) Our fixed line Service known as "Digital Voice Home Service".

	<p>For the avoidance of doubt, HomeHub Plus Plan or HomeHub+ Plan does not include Digital Voice Home Service or MaxMobile Service unless specifically agreed in writing by StarHub.</p> <p>The Services described above shall each be referred to hereinafter as an <b>"Individual Service"</b>.</p>
Minimum Period of Service	Refers to such period as may be set out in the applicable Consumer General Terms & Conditions, Service Specific Terms & Conditions or in our tariff tables starting from the Commencement Date

### 3. Additional terms

3.1 Your HomeHub, HomeHub Plus Plan or HomeHub+ Plan is governed by these Service Specific Terms & Conditions which are in addition to:-

3.1.1 Service Specific Terms & Conditions that are applicable to each of the Services subscribed to under the HomeHub Plan, HomeHub Plus Plan or HomeHub+ Plan, including:-

#### HomeHub Plan

- (a) Fibre Home Broadband Services;
- (b) StarHub TV HD Packs;
- (c) MaxMobile Plans;
- (d) Digital Voice Home; and
- (e) any other signed agreement in relation to the HomeHub Plan,

#### HomeHub Plus Plan

- (a) Fibre Home Broadband Services;
- (b) StarHub Entertainment Pass;
- (c) MaxMobile Plans (if applicable);
- (d) Digital Voice Home (if you opt in);
- (e) Netflix Subscription; and
- (f) any other signed agreement in relation to the HomeHub Plus Plan,

#### HomeHub+ Plan (on top of a StarHub TV+ Pass subscription)

- (a) Fibre Home Broadband Services;
- (b) I set-top box rental for StarHub TV+ Service (where applicable);
- (c) Either Netflix Subscription or Max Subscription (with HBO Pak); and

(d) any other signed agreement in relation to the HomeHub+ Plan,

(collectively the "**Agreement**").

3.2 **Conflict or inconsistency:** In the event of any conflict, ambiguity or inconsistency between the Consumer General Terms & Conditions, these Service Specific Terms & Conditions and any other Service Specific Terms & Conditions, the following order of precedence shall apply:-

3.2.1 these Service Specific Terms & Conditions;

3.2.2 any other Service Specific Terms & Conditions; and

3.3.3 the Consumer General Terms & Conditions.

#### 4. Eligibility

4.1 **Residential use only:** Unless otherwise permitted by us in writing, the HomeHub Plan is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.

4.2 **Outstanding accounts:** At the time of application, you must not have any outstanding accounts with us that are due and owing to us.

4.3 **Personal identification documentation:** In order for us to process your application, you will need to produce the relevant personal identification documentation described below:-

Residency Status	Additional terms and conditions	Relevant documentation
Singaporean & Permanent Resident	-	<ul style="list-style-type: none"> <li>• NRIC; or</li> <li>• Singapore photo-driving licence, with proof of billing address</li> </ul>
		Proof of billing address <sup>(1)</sup> if address on blue NRIC is a foreign address

PI, P2, Q1, Employment Pass, S Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass	<ul style="list-style-type: none"> <li>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass must have a minimum validity period of 6 months</li> <li>If the validity period of your Employment Pass / Diplomat Pass / Entrepass / S Pass / Training Visit Pass is less than 6 months, a letter from your employer indicating intent of renewal is required. The letter must be from a manager of your company</li> </ul>	<p>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass</p> <ul style="list-style-type: none"> <li>If your Employment Pass / Diplomat Pass / Entrepass / S Pass Training Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on your Employment Pass/ Diplomat Pass / Entrepass / S Pass / Training Visit Pass</li> </ul>
Work Permit, Student Pass	<ul style="list-style-type: none"> <li>Your Work Permit or Student Pass must have a minimum validity period of 6 months</li> <li>If the validity period of your Work Permit is less than 6 months, a letter from the employer indicating intent of renewal is required. The letter must be from a manager of your company</li> <li>If the validity period of your Student Pass is less than 6 months, a letter from the principal of your school indicating your continual studies is required</li> </ul>	<p>Your Work Permit or Student Pass</p> <ul style="list-style-type: none"> <li>If your Work Permit / Student Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on your Work Permit / Student Pass</li> </ul>
Dependant Pass, Long Term Social Visit Pass	<ul style="list-style-type: none"> <li>Your Dependant Pass or Long Term Social Visit Pass must have a minimum validity period of 6 months</li> <li>If the validity period of your Dependant Pass or Long Term Social Visit Pass is less than 6 months, a letter of extension from the Ministry of Manpower will be required</li> </ul>	<p>Your Dependant Pass or Long Term Social Visit Pass</p> <ul style="list-style-type: none"> <li>If your Dependent Pass / Long Term Social Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on the Dependant Pass/Long Term Social Visit Pass</li> </ul>

**Notes:**

(1) List of documents that are accepted by us as Proof of your Billing Address include:-

- Legal tenancy agreement (valid for at least 6-month)
- Insurance policy statement (except for travel insurance)
- Bank or Credit card statement\*
- Singtel/M1/telecommunications bill statement\*

- Singapore Power bill statement\*
- Original CPF statement or printed from Internet\*
- Title deed
- TV/Radio License from Singapore Broadcasting Authority
- Form B or IR8A (Income Tax) sent to customer's residential/company address
- Letter from company (signed by managerial position and above) indicating the company owned/leased/rented properties/customer's residential address
- Letter from School (signed by principal) indicating the customer's residential address

\*All proof of local billing address must be dated within three months from date of application.

## 5. The Service

### 5.1 Provision of Services

- 5.1.1 We will provide the Services under the HomeHub Plan to you under a single billing account at a single Service Address, in accordance with the particulars set out in the relevant service agreement or work order, unless this Agreement is terminated in accordance with these Service Specific Terms & Conditions.
- 5.1.2 Unless otherwise permitted by us in writing, the Services under the HomeHub Plan will be provided to you at the Service Address and you may access and use the Services from and at the Service Address for residential use only.
- 5.1.3 Unless otherwise permitted by us in writing, any use of the Services for commercial or business purpose or any other non-residential use, whether by you or any other persons at the Service Address is a breach of this Agreement.

### 5.2 Charges

- 5.2.1 **Installation fees:** Standard fees will be chargeable by us for installing and activating the Services to any Equipment obtained by you for access to the Services at the Service Address.
- 5.2.2 **Changes to service particulars:** You may request for us to change, from time to time, the service particulars set out in the relevant service agreement or work order, subject to our confirmation and payment of a standard administrative fee chargeable by us. In the event of such change, the subscription fees payable and the service particulars will be amended accordingly. For the avoidance of doubt, you will continue to be liable for the payment of such revised subscription fees pursuant to Clause 8 below.
- 5.2.3 **GST:** Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of GST. Prices will be adjusted according to the prevailing GST rates.

### 5.3 Billing

- 5.3.1 **Recurring subscription fees:** You are liable to pay a recurring subscription fee for the HomeHub Plan at the prescribed rate(s). You will be billed in advance for your subscription fees at monthly intervals or such intervals as may be approved by us, unless you elect to prepay your subscription fees. You will be subject to a standard late payment fee if payment is not made by the relevant due date.
- 5.3.2 **Change in payment method:** Any change in your method of payment will only be effected upon approval by the relevant financial institution of your application for the new method of payment.

## 6. Equipment and Software

- 6.1 **Set-top boxes:** There is a maximum limit of set-top boxes that may be rented for each subscription of the StarHub Entertainment Pass or StarHub TV+ Pass. If the number of set-top boxes that you require exceeds the maximum limit, you may still procure them by entering into an additional subscription for the additional set-top boxes. For any StarHub Entertainment Passes subscribed on or after 1 April 2019, an additional set-top box rental at our monthly prevailing rates \$15.18/month will apply for every additional set-top box that you subscribe for on top of the free set-top box rental which is included in the StarHub Entertainment Passes subscription. For StarHub TV+ Service, there is a maximum limit of 4 set-top boxes (across all available models) per subscription. Except for the one set-top box rental bundled with the HomeHub+ Plan (where applicable), each additional set-top box is provided for a monthly rental fee at our prevailing rate based on the applicable model selected.
- 6.2 **Liability:** 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, hardware or Software, whether in conjunction with the Services or not.

## 7. Minimum Period of Service

Unless we agree in writing, the minimum period of service for the HomeHub Plan is 24 months from the Commencement Date as determined in accordance with Clause 8 below (the "**Minimum Period of Service**"). After the Minimum Period of Service for the HomeHub Plan, the subscription to each individual Service under the HomeHub Plan will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

## 8. Duration of Service

This Agreement will commence from the date on which the last individual Service comprising the HomeHub Plan is fully installed and activated (the "**Commencement Date**"). Prior to the Commencement Date, each active individual Service will be charged to you at the prevailing rates (or such other rate as may be prescribed by us) applicable for the individual Service.

## 9. Termination

- 9.1 **Implications:** In the event you terminate the HomeHub Plan, each individual Service that is not terminated will continue to be in effect and we will continue to charge you at the prevailing rates for the individual Service at the time of termination. A Fibre Link Access fee of \$15.28/month (or such other rate as we may prescribe from time to time) applies if you terminate the StarHub Fibre Broadband Service which you have subscribed for together with your Entertainment Pass that is registered under the same billing account and Service Address.
- 9.2 **Mutual termination:** Without prejudice to the rights either party may have against the other under this Agreement for any antecedent breach of this Agreement and subject to the provisions of this Clause 9, your subscription to the HomeHub Plan and this Agreement may be terminated in the following manner unless otherwise agreed in writing by you and us:-
- 9.2.1 by you giving us prior notice of at least 1 month before the next billing cycle; or
- 9.2.2 by us giving you prior notice of 1 month if you are an individual.

9.3 **Termination during the Minimum Period of Service:** In the event of any termination of the Agreement during the Minimum Period of Service:-

9.3.1 early termination Charges will be imposed on you; and

9.3.2 Clause 9.7 below will apply.

9.4 **Compensation:** If this Agreement is terminated pursuant to any of the events stated in Clause 9.5 below, you will compensate us for any damages or losses we may suffer because of the early termination, including the sums referred to in Clause 9.3 above.

9.5 **Events of termination:** In the event of any of the following:-

9.5.1 your death;

9.5.2 the requirements of any relevant regulatory authority result in us having to stop providing the Network connection, or to provide the Network connection in a manner which is unacceptable to us;

9.5.3 if the Premises or the building within which the Premises is located is or has been disconnected from the Network for any reason whatsoever; or

9.5.4 for any reason beyond our control (including loss of any licence, way-leave or easement, requirements of any governmental or regulatory authority or orders by the court and failure to deliver by a third party supplier) we are unable to provide any of the Services or the Network connection,

we may suspend or terminate all, any or part of the HomeHub Plan or Services or terminate this Agreement with 7 working days' notice (for Clause 9.5.3 above) or with immediate effect (for Clauses 9.5.1, 9.5.2 and 9.5.3 above) without compensation and without prejudice to our rights to damages for any antecedent breach by you of this Agreement.

9.6 **Contacting us:** You may immediately contact our customer service, either by calling our customer service line or visiting any of our customer service centres to tell us why such suspension or termination should not occur. We will consider each case and where we deem appropriate, will not proceed with the suspension or termination of your account or take any other appropriate action.

9.7 **Events upon termination:** If this Agreement is terminated:-

9.7.1 all sums due, accruing due or payable to us in respect of the HomeHub Plan and the Equipment up to the date of termination (including late payment Charges) will, upon the termination, become immediately due and payable to us; and/or

9.7.2 we will be entitled to charge you at our standard prescribed rates for acquiring a replacement for any Equipment which is returned to us in a damaged or defective condition.

10. **Limitations**

10.1 **Termination point:** For HomeHub with Fibre Home Broadband, StarHub Fibre TV and/or StarHub TV+, your Service Address must be fibre-ready and have a termination point within your property. If the termination point is not installed, you may contact the relevant network infrastructure operator for the installation of a termination point at your Service Address.

10.2 **Warranties:** We expressly disclaim all warranties of any kind, whether express or implied, including implied warranties of merchantability, satisfactory quality, fitness for a particular purpose and non-

infringement to the fullest extent allowed by law. No advice or information whether oral or written, obtained by you from us or through the Services will create any warranty not expressly made in this Agreement.

- 10.3 **Remedy:** If you are dissatisfied with any of the Services or with the Content, products or services available on or through any of the Services or with any of the terms and conditions of this Agreement, your sole and exclusive remedy is to discontinue accessing and using the Services or terminate the Services according to this Agreement.

## 11. Additional Charges

- 11.1 **Fees:** All new Services are subject to one-time registration, activation and installation fees.

- 11.2 **Fee table:** Without prejudice to the foregoing, the following standard fees<sup>1</sup> (or such other amount as may be prescribed by us) are applicable in respect of the Services under the HomeHub Plan:-

Description	Fee (All prices are inclusive of GST)
Service Activation	StarHub TV Service activation: \$54.50
	Fibre Home Broadband Service activation: \$61.04
	StarHub Digital Voice Home Activation (which is available under HomeHub Plan and if selected as an option under HomeHub Plus Plan): \$21.80
	StarHub MaxMobile (which is available under HomeHub Plan and if applicable under HomeHub Plus Plan) one-time registration fee: \$10.90
	StarHub MaxMobile (which is available under HomeHub Plan and if applicable under HomeHub Plus Plan) SIM activation fee: \$38.15
Equipment Installation	Fibre Home Broadband: \$91.68
	StarHub TV/StarHub TV+ Service installation: \$54.50
	Set-top Box Installation: \$54.50 for first set-top box and \$16.35 for subsequent set-top box on same trip at the same Service Address
Equipment Deposit (applicable to Long Term Social Visit Pass and foreign passport holders)	Fibre Home Broadband: \$250 per Optical Network Terminal or Voice-enabled Optical Network Terminal
	StarHub TV/StarHub TV+ service: \$250 per main set-top box
Loss or Damage of Equipment	Fibre Home Broadband <ul style="list-style-type: none"> <li>\$239.80 per Optical Network Terminal</li> </ul>

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



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	<ul style="list-style-type: none"> <li>• \$261.60 per Voice-enabled Optical Network Terminal</li> <li>• \$87.20 per activation of each Optical Network Terminal</li> <li>• \$6.54 per Fibre Patch Cord (3m)</li> <li>• \$6.54 per Network LAN Cable (3m)</li> <li>• \$8.63 Fibre Power Adaptor</li> </ul>
	<p>StarHub TV</p> <ul style="list-style-type: none"> <li>• \$327.00 per Fibre TV set-top box</li> <li>• \$16.35 per remote control</li> <li>• \$16.35 per power adapter</li> <li>• \$32.70 per Fibre TV set-top box for minor damage</li> </ul>
	<p>StarHub TV+ Pass</p> <ul style="list-style-type: none"> <li>• \$203.74 per StarHub TV+ Box</li> <li>• \$407.48 per StarHub TV+ Pro</li> <li>• \$16.35 per remote control</li> <li>• \$16.35 per power adapter</li> <li>• \$30.56 per StarHub TV+ Box for minor damage</li> <li>• \$61.12 per StarHub TV+ Pro for minor damage</li> </ul>
Delivery	\$13.08 per trip to the same Service Address (not applicable to Accessories / Equipment Swap)
Third Party Charges	Any charges arising from service provided by NetLink Trust or Nucleus Connect will be quoted by the respective company
Service Call	\$13.08 Transport Charge (Mandatory)
	\$41.42 Service Charge (If the problem is due to our equipment or network, the Service Charge will be waived.)
StarHub Fibre Home Broadband Specific Charges	Equipment Collection Fee: \$13.08 for each visit to your premises
	Voluntary Suspension Fee: \$32.70 per month
StarHub Fibre Home Broadband & StarHub Fibre TV Charges	<p>Fibre Service Cancellation (if before ready-for-service date)</p> <ul style="list-style-type: none"> <li>• \$239.80 for High-Rise premises</li> <li>• \$490.50 for Landed premises</li> </ul>

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	<p><b>Terminal Point Installation*</b></p> <ul style="list-style-type: none"> <li>• \$182.03 for High-Rise premises</li> <li>• \$333.54 for Landed premises</li> </ul>
	<p>*Please note that for the repair of any existing Terminal Point (i.e. a Terminal Point that is damaged or faulty), you will have to engage NetLink Trust. The applicable charges for such repair will be quoted by NetLink Trust onsite.</p>
	<p><b>12 month Service Early Termination Charge: up to \$392.40</b> (charged on a pro-rated basis, based on the number of unfulfilled months in the 12 month Minimum Period of Service)</p> <p>Do note that the 12 month Service Early Termination Charge is not applicable for new sign-ups or re-contracts with effect from 28 March 2019.</p>
	<p><b>Extra Fibre Cabling: \$35.97 per additional 5 meters after initial 15 meters</b></p>
	<p><b>Relocation Fee (Per request to change residential Service Address): \$122.24</b></p>
	<p><b>Installation of Data Point(s): \$109.00 per point</b></p>
	<p><b>IP Switch for additional set-top box: \$37.69</b></p>
	<p><b>Fibre Access Link fee: \$16.35/month</b> This fee applies if StarHub Fibre Broadband Service is terminated.</p>
StarHub Digital Voice Specific Changes (Digital Voice is available under HomeHub Plan and if selected as an option under HomeHub Plus Plan)	<p><b>Disconnection Fee: \$32.70</b></p>
	<p><b>Number Change Fee: \$32.70</b></p>
	<p><b>Telephone Wiring: \$65.40</b></p>
	<p><b>Golden Number Selection: \$422.92 per number</b></p>
	<p><b>Silver Number Selection: \$95.92 per number</b></p>
Late payment	<p><b>\$5.45 for every 30 days of outstanding payment</b></p>

- 11.3 **Set-top Box Rental:** A set-top box is required for the StarHub TV Service and optional for the StarHub TV+ Service. Prevailing rental charges apply.
- 11.4 **Excess data usage:** The MaxMobile 21Mbps (1GB) under the HomeHub Plan (or if applicable under the HomeHub Plus Plan) comes with 1GB of bundled data. Any excess data usage by you will be charged at \$8.72 per GB (or such other rate as may be prescribed by us). Your monthly bill is capped at \$171.14 (or such other rate as may be prescribed by us).
- 11.5 **Wireless Router:** You will need a Wireless Router for your Home Fibre Broadband Service.
- 11.6 **Waiving the Charges:** We may, at our discretion, waive all or any applicable Charges, as part of any ongoing promotion or otherwise.
12. **Additional terms for Netflix Subscription (applicable under both HomeHub Plus Plan and HomeHub+ Plan)**
- 12.1 **Netflix Subscription**
- 12.1.1 You acknowledge that StarHub may send your email address to Netflix for the purposes of activation of your Netflix account.
- 12.1.2 Your Netflix entitlement is as follows: (i) one (1) Netflix Standard Plan for all HomeHub Plus/HomeHub+/HomeHub+ UltraSpeed 5Gbps/HomeHub+ UltraSpeed 10Gbps Plans or (ii) one Netflix Premium Plan for New HomeHub+ 2G/HomeHub+ UltraSpeed Plans.
- 12.1.3 You may opt for an upgrade to the Netflix Premium Plan (where applicable) for an additional monthly recurring fee that is equivalent to the prevailing price difference between the 2 plans. You acknowledge that the charges for Netflix Premium Plan is solely determined by Netflix.
- 12.1.4 You may activate your Netflix subscription once your HomeHub Plus Plan/HomeHub+ Plan starts. Your HomeHub Plus Plan/HomeHub+ Plan starts when StarHub TV/StarHub TV+, Broadband and Digital Voice (if selected as an option) have been installed. For recontract customers who already have StarHub TV and Broadband installed (without any further installation or delivery for fulfilment of the HomeHub Plus Plan/HomeHub+ Plan), your HomeHub Plus Plan/HomeHub+ Plan starts immediately.
- 12.1.5 By activating your Netflix subscription, you accept and agree to Netflix's Privacy Statement available at <https://help.netflix.com/legal/privacy> and Netflix's Terms of Use at <https://help.netflix.com/legal/termsofuse>.
- 12.1.6 Once your HomeHub Plus Plan/HomeHub+ Plan starts, you will get an email and/or SMS to activate the Netflix subscription. You may activate your Netflix subscription either through your StarHub set-top box or by downloading and logging in to the StarHub App.
- 12.1.7 When you link your existing Netflix account to your HomeHub Plus Plan/HomeHub+ Plan, Netflix will stop billing you on the method of payment (e.g. credit card or StarHub bill-on-behalf) associated to your Netflix account from the next billing cycle. No refunds or credits are applicable in respect of any partial membership period through the end of your billing period.
- 12.1.8 Once your new or any existing Netflix account is linked with your HomeHub Plus Plan/HomeHub+ Plan, you acknowledge that you cannot terminate the Netflix subscription as an individual service out of the HomeHub Plus Plan/HomeHub+ Plan. Should you wish to terminate the Netflix subscription, you will have to terminate the HomeHub Plus Plan/HomeHub+ Plan.
- 12.1.9 If you choose to terminate the HomeHub Plus Plan/HomeHub+ Plan, an early termination Charge (ETC) will apply if your HomeHub Plus Plan/HomeHub+ Plan is terminated during the minimum contractual subscription period. You shall pay the ETC stated in your HomeHub Plus

Plan/HomeHub+ Plan subscription contract.

- 12.1.10 For Netflix accounts which are currently using StarHub billing and collection on behalf as a method of payment and which are subsequently activated as part of your HomeHub Plus Plan/HomeHub+ Plan, StarHub will not be making any refunds or credits for any partial membership periods through the end of your billing period.
- 12.1.11 If you have associated your existing Netflix account with a prior method of payment with Netflix, in the event your HomeHub Plus Plan/HomeHub+ Plan is terminated for any reasons, Netflix may, at its sole discretion, resume the Netflix subscription based on that prior method of payment that it has on file for that account. If you no longer require Netflix subscription, please contact Netflix Customer Services directly to cancel your subscription at <https://help.netflix.com/en/>.
- 12.1.12 In the event you terminate StarHub's billing and collection on behalf service for Netflix subscriptions, StarHub will not make any refunds to you for your payment of the Netflix subscription charges.
- 12.1.13 If your HomeHub Plus Plan/HomeHub+ Plan is transferred to another person or terminated, the Netflix subscription associated with this Plan will be terminated immediately. To continue watching Netflix, you will have to subscribe to Netflix directly via <https://www.netflix.com/signup>
- 12.1.14 If your existing Netflix subscription is billed through Apple billing, you will need to cancel your Netflix subscription by following the steps in this link: <https://help.netflix.com/en/node/27460> to avoid duplicate charging.

### 13. Additional terms for HomeHub+ Plan

- 13.1 **StarHub TV+ Pass(es):** You will need to select a minimum of 1 out of 6 available StarHub TV+ Passes which will be charged separately at its prevailing rate.
  - 13.1.1 The following passes are available for subscription at the respective fees (or such other fee as we may prescribe from time to time):-
    - (a) Entertainment+ (\$30.56/month)
    - (b) Asian+(\$30.56/month);
    - (c) Malay+(\$15.28/month);
    - (d) Indian+(\$18.28/month);
    - (e) Filipino+ (\$15.28/month); and/or
    - (f) Sports+ (\$25.46/month).
  - 13.1.2 Horse Racing channels are only available to Singapore Pools Account (Horse Racing) holders via the Horse Racing app on the StarHub TV+ Box or StarHub TV+ Pro.
- 13.2 **Commencement of Service:** The HomeHub+ Plan will commence after all StarHub TV+, Home Broadband and Digital Voice Home (if you opt in) Services are fully installed and activated.
- 13.3 **Charges:** Prior to the commencement of the HomeHub+ Plan, the Charges<sup>2</sup> set out below will apply for each active individual Service.

	StarHub TV+
13.3.1	Minimum of 1 out of 6 available StarHub TV+ Passes will be charged separately at its prevailing rate

13.3.2	Prevailing charges will apply for set-top boxes (where applicable) and additional TV+ subscriptions
13.3.3	StarHub TV Go Value-Added Service (VAS): \$0
	<b>Home Broadband</b>
13.3.4	1000Mbps Fibre Broadband: \$50.83 per month
13.3.5	2000Mbps Fibre Broadband: \$64.08 per month
13.3.6	UltraSpeed 5Gbps Fibre Broadband: \$68.53 per month
13.3.7	UltraSpeed 10Gbps Fibre Broadband: \$121.01 per month
	<b>Digital Voice Home</b>
13.3.8	Optional add-on at \$2.14 per month
13.3.9	IDD usage and value-added services subscription(s) are applicable

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

- 14.1 **Modifications:** You may subscribe to additional StarHub TV+ Passes at any point in time. However, you are only allowed to unsubscribe your Pass(es) once in a calendar month as long as you maintain at least one Pass at any time in your subscription, provided that it is not in the same calendar month as your initial sign-up or re-contract of the Service.
- 14.2 **Channels available with StarHub TV+ set-top boxes:** Free-to-air channels (if applicable) are available for customers who rent a set-top box under the StarHub TV+ subscription using to obtain or access the Service.
- 14.3 **Additional provisioning:** The lead time for additional provisioning performed by third party network providers of Next Generation Nationwide Broadband Network is at least 2 working days to activate an existing fibre connection (or a longer lead time if installation and activation of a fibre termination point is required) before Free-to-air and StarHub TV+ channels (if applicable) can be viewed via our set-top box.
- 14.4 **StarHub TV Go Value-Added Service:** The StarHub TV Go Value-Added Service (VAS) is complimentary for HomeHub+ customers. If you are a StarHub post-paid mobile customer, you will be able to stream via the StarHub TV+ app without incurring data charges if you set your mobile data access point (APN) to SHWAP under network settings of your mobile device. However, data charges at the prevailing rates may apply if you access the StarHub TV+ app using any other means of mobile data connections including 4G, LTE or 5G(NSA/SA) connections.
- 14.5 **FreeView:** FreeView is available on a complimentary basis to you as a StarHub TV+ customer, for the time being. Charges may be applicable for certain channels upon expiry of the complimentary period, without notice to you.
- 14.6 **Additional Terms and Conditions imposed by Third Parties:** Other device and location access restrictions apply. You acknowledge and accept that your access to third-party apps or websites, as part of add-ons under the HomeHub+ Plan, is subject to the respective third-party's terms and conditions of use and their privacy policies. Please refer to the StarHub TV+ Service Specific Terms and Conditions at [www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/consumer.html](http://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/consumer.html).