

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
FREQUENTLY CALLED COUNTRIES FOR RESIDENTIAL CUSTOMERS**

These are StarHub's Service Specific Terms & Conditions for our residential customers or individuals who subscribed for or registered to use our frequently called counties plan (the "**FCC**").

1. Service Specific Terms & Conditions

- 1.1 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.
- 1.2 **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.
- 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. Eligibility

The following residential subscribers may apply for our FCC:-

- 2.1 our mobile subscribers;
- 2.2 our telephone (PSTN/ISDN) subscribers;
- 2.3 StarHub registered SingTel telephone (fixed line) subscribers;
- 2.4 StarHub registered SingTel mobile subscribers;
- 2.5 StarHub registered MI mobile subscribers; and
- 2.6 StarHub registered International Calling Card subscribers.

3. The FCC

3.1 Discounts

- 3.1.1 **Discount rate:** FCC offers 8% discount (or such other rate as may be prescribed by us) on StarHub IDD 008 calls from Singapore for up to 8 nominated overseas countries, at all times of the day, 7 days a week.
- 3.1.2 **International Calling Card subscribers:** For registered StarHub International Calling Card subscribers, the 8% discount (or such other discount rate as may be prescribed by us) also applies to StarHub Direct calls from overseas to Singapore for available countries.
- 3.1.3 **Ineligible calls:** IDD 018 and 1635 Operator Assisted calls are not eligible for any discount under FCC.

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- 3.1.4 **Withholding of discount:** We reserve the right, at any time and in our sole discretion, to withhold any discount under FCC from you when such calls also qualify for discounts under any other promotion, scheme or special deal implemented or offered by us from time to time.
- 3.2 **Nominated overseas countries:** We will advise each subscriber as to the number of countries that can be nominated under FCC subject to a maximum of 8 countries.
- 3.3 **Maximum number of plans:** You can only register for 1 FCC and where you have more than one account with us, such FCC can only be applied to 1 of your accounts.
- 3.4 **Subscription for the FCC**
 - 3.4.1 **Fees:** We reserve the right to charge a subscription fee for FCC.
 - 3.4.2 **Commencement date:** New subscribers of FCC will only start to enjoy the discount 7 days after sending the FCC application to us. In this regard, you are advised to call our Customer Care at 1633 to check on the status of your FCC application.
 - 3.4.3 **Our rights:** We reserve the right to reject any FCC application for any reason whatsoever.
- 3.5 **Changes to the FCC**
 - 3.5.1 **Administration fee:** The administration fee for any change or addition to the list of FCC countries by you is \$5 per country (or such other amount as may be prescribed by us).
 - 3.5.2 **Status of change:** You are advised to call our Customer Care at 1633 to check on the status of the change of your nominated countries and when the discount on these newly-nominated countries will take effect.
- 3.6 **Additional terms:** Our prevailing Service Specific Terms & Conditions relating to the Services which you have subscribed for or used or purchased will apply in addition to these terms and conditions.
- 4. **Termination**
 - 4.1 **Written notice:** You may terminate your FCC through a written notice of not less than 7 working days to us.
 - 4.2 **No refunds:** Upon termination, you shall not be entitled to receive any refund for any fee or amount paid.
 - 4.3 **Discounts:** You shall be entitled to receive the discount due to you under the FCC up to the day prior to the effective termination date.
 - 4.4 **Our right:** We may suspend or terminate your FCC at any time at our sole discretion.