

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

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**I. SECTIONS**

- I.1 These are StarHub's Service Specific Terms & Conditions for customers who have subscribed for or who have purchased our Star Plans via the StarHub App ("**App**") (collectively, the "**Mobile Services**").
- I.2 These Service Specific Terms & Conditions for post-paid Mobile Services are divided into the following sections:-
  - (i) Section A: Eligibility
  - (ii) Section B: Mobile Services
  - (iii) Section C: Wallet
  - (iv) Section D: Delivery of SIM Card
  - (v) Section E: Prices and Payment
  - (vi) Section F: Suspension, Cancellation and Termination
- I.3 For the avoidance of doubt, only the Section(s) relating to the Mobile Services which you have subscribed for or used or purchased would apply to your relationship with us.
- I.4 Unless otherwise specified, all promotions set out herein are valid and available at the rates stated until such date as determined by us.

**2. SERVICE SPECIFIC TERMS & CONDITIONS**

- 2.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to then Mobile Services that you have subscribed for.
- 2.2 **The Terms & Conditions:** These Service Specific Terms & Conditions, together with the

Consumer General Terms & Conditions (save in respect of Section 1 and 2 of the Consumer General Terms & Conditions), and other Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Mobile Services in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time. The provisions of StarHub's Personal Data Protection Policy would also apply to your relationship with StarHub.

- 2.3 **Capitalised terms:** Unless the context otherwise requires, capitalised terms not defined in these Service Specific Terms & Conditions have their meanings set out in the Consumer General Terms & Conditions.

## **SECTION A: ELIGIBILITY**

1. **Eligibility:** You can subscribe for the Services as a new sign-up if you are at least 15 years old. We may refuse to provide Mobile Services at our discretion.
2. **How to sign-up:**
  - 2.1 You can sign-up for the Mobile Services via the App.
  - 2.2 You must follow our sign-up process and provide all correct information and supporting identification documentation (including but not limited to NRIC, foreign passport and employment pass) as requested in the sign-up process. In the event of any non-submission or non-approval of identification documentation, we reserve the rights to decline your request, recall and release the mobile number you have selected.
  - 2.3 You will need to verify your account with a valid identification ("ID") within 30 working days from the date of signing up for your Star plan. You will be triggered via the App to update your account with a valid ID for verification.
  - 2.4 If you do not successfully verify your account with a valid ID within the shorter of 30 days from the date of signing up for your Star plan or 14 days from the date of delivery of the SIM card, we reserve the right to terminate your Star plan immediately without further notice and liability. No refunds will be given to you under any circumstances.
  - 2.5 If you wish to retain your active non-StarHub postpaid mobile number, you can request for Port-In Service.
    - 2.5.1 "Port-In Service" is a service provided by StarHub which allows you to port-in your line from your current mobile service provider ("Donor") to a Star plan. When you select the option to port-in, you consent to the release of your information to a third party central number port service provider and/or the Donor for the purpose of activating the Port-In Service.
    - 2.5.2 For your Port-In Service request to be successful, you must ensure the following conditions are fulfilled: (i) the non-StarHub mobile line to be ported-in is an active postpaid number. Prepaid mobile lines are not supported; (ii) the non-StarHub mobile line is registered under the same full name and ID as the Star plan you have registered with us, and (iv) you have paid all outstanding charges (if any) to the Donor prior to the commencement of the Port-In Service.
    - 2.5.3 Upon commencement of the Port-In Service, which is upon successful SIM card delivery and successful SIM card activation, your existing contract with the Donor shall automatically terminate.

2.5.4 If your Port-In Service request is rejected by StarHub due to any outstanding issues with the Donor, you shall resolve these outstanding issues with the Donor directly. If you fail to resolve any outstanding issues with the Donor, your Port-In Service request will be unsuccessful. However, you can continue to enjoy the Services on the new Star plan mobile number that has been allocated to you. There will be no refund of fees for any reason related to unsuccessful Port-In Service request.

## SECTION B: MOBILE SERVICES

### I. Mobile Services:

- I.1 The Mobile Services are provided on a post-paid basis and based on a SIM-only plan. Unless otherwise agreed by us, you can sign up a maximum of 12 lines under your name or account.
- I.2 The Mobile Services start on the day the SIM card is activated and will continue for the calendar month of activation.
- I.3 The Mobile Services will be automatically renewed for successive periods of 1 calendar month each ("**renewal cycle**") unless terminated in accordance with these terms & conditions.
- I.4 The Mobile Services consist of a base plan and extras or optional services, if subscribed by you. We reserve the right to decline requests, cancel or amend orders at our sole and absolute discretion.

### 2.1 Base Plans

We currently offer Star Plus and Star Multi plans, each consisting of the following components (each, a "Star Plan"):

	<b>Star Plus Plan @ \$29.99 (Usual Price: \$32.99)</b>	<b>Star Multi Plan @ \$39.99 (Usual Price: 42.99)</b>
Local Data	100GB	150GB
Local outgoing minutes	1000	5000
Local & International SMS	100	200
IDD outgoing minutes (for selected destinations)	200	400
Roaming Data (for selected destinations)	-	2GB
Incoming local calls and SMS	Free	Free
Caller Number Display	Free	Free

### 2.2 Charging of the Star Plan:

<b>Item</b>	<b>Amount</b>
Local data	chargeable per 1024 KB
Local outgoing minutes	chargeable per minute
Local & International SMS	chargeable per SMS
IDD outgoing minutes (for selected destinations)	chargeable per minute
Roaming Data (for selected destinations)	chargeable per 1024 KB

- 2.3 **Subscription Charges:** There will be monthly recurring subscription fees payable under the Star Plan ("**Subscription Charges**").
- 2.4 Payment for the Subscription Charges for the first month is made at point of sign up.

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

3. **Add ons:** In addition to the Star Plan above, you can subscribe to extra services as may be offered by us from time to time as part of the Services ("**Add ons**"). These Add ons are set out below and described in detail in the clauses that follow:

<b>Add ons</b>	<b>Description</b>
Local Data, SMS and Local Talktime	Refer to clause 3.1
Roaming	Refer to clause 3.2
IDD Talktime Credit	Refer to clause 3.3

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

3.1.1 You can sign up for Local Data, SMS and Talktime add onto instantly top up your local mobile data, SMS and local talktime at any time via the App.

3.1.2 You can sign up for Local Data, SMS and Talktime add on multiple times up to a maximum of 5 packs per transaction. However each sign-up will be valid and aligned to your current renewal cycle.

3.1.3 Payment for Local Data, SMS and Local Talktime add on is made at the point of purchase.

3.1.4 You will need to select one of the payment options available on the App.

3.1.5 All Local Data, SMS and Local Talktime add ons will immediately and automatically expire at the end of the current cycle without notice. Any unused balance of Local Data, SMS and Local Talktime pack will also be immediately and automatically forfeited without notice.

3.2 **Roaming Add ons :**

3.2.1 You can sign up for Roaming Add ons if you intend to use data, outgoing and incoming voice calls and outgoing SMS overseas. Incoming SMS that you may get overseas is free.

3.2.2 The Services can only be used in selected supported destinations as may be determined by us from time to time. Below is the current list of destinations for Roaming Add on:

<b>APAC Roaming Pack (18 destinations)</b>	<b>Global Roaming Pack (19 destinations)</b>	<b>China &amp; Bangladesh Roaming Data (2 destinations)</b>	<b>Global Roaming Data (42 destinations)</b>
<b>1GB roaming data &amp; 10 mins roaming call &amp; 10 roaming SMS at \$7, valid for 3 days</b>	<b>2GB roaming data &amp; 20 mins roaming call &amp; 20 roaming SMS at \$25, valid for 7 days</b>	<b>1GB roaming data at \$5, valid for 3 days</b>	<b>2GB roaming data at \$20, valid for 7 days</b>
Australia	Albania	Bangladesh	Argentina
Brunei	Austria	China	Bahrain
Cambodia	Canada		Belarus
Hong Kong	Czech Republic		Belgium
India	France		Bolivia
Indonesia	Germany		Bosnia & Herzegovina
Japan	Greece		Brazil
Macau	Ireland		Bulgaria

Malaysia	Italy		Chile
New Zealand	Malta		Croatia
Pakistan	Netherlands		Denmark
Philippines	Oman		Estonia
South Korea	Portugal		Finland
Sri Lanka	Romania		Gibraltar
Taiwan	Saudi Arabia		Guernsey
Thailand	Turkey		Hungary
Vietnam	UAE		Iceland
Myanmar	UK		Iran
	USA		Israel
			Jersey
			Jordan
			Latvia
			Liechtenstein
			Lithuania
			Luxembourg
			Mexico
			Montenegro
			Norway
			Palestine
			Paraguay
			Peru
			Poland
			Qatar
			Russia
			Serbia
			Slovak
			Slovenia
			Spain
			Sweden
			Switzerland
			Ukraine
			Uruguay

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

- 3.2.3 Payment of Roaming Add on is made at point of purchase.
- 3.2.4 You will need to select one of the payment options available on the App.
- 3.2.5 You can sign up for Roaming Add on multiple times up to a maximum of 5 packs per transaction and hold up to 5 inactive Roaming Add on at any point in time.
- 3.2.6 Roaming Add on will be activated when its first usage has been detected by our overseas roaming partner's network.
- 3.2.7 Roaming Add on will be valid for 3 or 7 days (depending on your choice of Roaming add on) from date of activation.
- 3.2.8 If you have data/voice/SMS remaining in Roaming add on, and you purchase a new Roaming add on, the entire bundle of Roaming add on will have an extension of validity to 3 or 7 days (depending on your choice of Roaming Add on) from the expiry date.

3.2.9 If your Roaming Add on is not activated within 90 days from its date of purchase, it will be immediately and automatically forfeited from your account without notice. No refunds will be made to you in such an event.

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

### **3.3 IDD Talktime Credit:**

3.3.1 IDD means International Direct Dialing calls.

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

3.3.3 The IDD pack comes with \$5 credit per pack for usage. You can sign up for a new \$5 pack to instantly top up your IDD credits at any time via the App.

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

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

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

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

### **4 Change of the Star Plan:**

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

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

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

4.4 Any free or plan entitlements from the previous Star plan will be forfeited.

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

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

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

## **SECTION C: WALLET**

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

#### **SECTION D: DELIVERY OF SIM CARD**

- 1 Payment for delivery fees (if any) and delivery schedule is made at point of sign up.
- 2 Delivery is to address within Singapore only. We reserve the rights to restrict delivery to selected postal codes.
- 3 Reschedule of delivery must be done before 1959hr on the day before delivery and we reserve the right to charge a Reschedule Fee.
- 4 In event of failed delivery, you have to reschedule another delivery and we reserve the right to charge a Reschedule Fee.
- 5 Reschedule of appointment needs to be completed within 30 days of order submission. If you fail to reschedule appointment within 30 days from order submission, we reserve the right to terminate your order with further notice and liability. No refunds will be given to you under any circumstances.
- 6 You need to present your original document ID and OTP during delivery.
- 7 In the event if you are unable to be present during delivery, you should
  - i. Reschedule the delivery; or
  - ii. Appoint a proxy to receive on behalf and present the following:
    - OTP
    - Letter of authorisation from subscriber
    - Subscriber's original document ID
    - Proxy's original document ID

#### **SECTION E: PRICES AND PAYMENT**

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



Your bonus credits and StarHub dollars (if any) will be deducted first and the balance amount will be deducted from your credit card/debit card.

- 17 In the event that refunds are approved and refunded to you, the processing period for refunds will take up to 14 working days. We reserve the right to determine the method of refunds.

## **SECTION F: SUSPENSION, CANCELLATION AND TERMINATION**

- I Suspension
  - I.1 When your line or account is suspended, you will not be able to use any data, make/receive any outgoing/incoming calls or minutes or outgoing/incoming SMS. In order to resume the Mobile Services, you must make payment as soon as possible. We reserve the right to charge a one-time Reconnection Fee to resume your full service.
  - I.2 You will not be able to purchase or remove any Add ons, change your Star plan or perform any port-in requests until resumption of your Mobile Services.
  - I.3 Upon successful payment, your plan renewal will be based on your payment date and time.
  - I.4 Where you have obtained your mobile number from us, you may even lose your right to continue to use such mobile number even after you have made payment. Mobile numbers are not owned by you and we reserve the right to take back and release the mobile number you have obtained from us in the event of your non-payment or delayed payment.
  - I.5 Any entitlement balance (including roaming packs) from your Star plan, Add ons or bonus will be forfeited. No refunds will be given under any circumstances.
- 2 Cancellation or termination
  - 2.1 If you wish to cancel or terminate the Mobile Services or line to avoid a renewal purchase, you can do so via the App and cancellation has to be requested at least 1 hour prior to the renewal date and time of the Services or line. Any cancellation or termination of the Services or line will only take effect on the last day of the month of your current renewal cycle.
  - 2.2 You continue to enjoy all the Services that have been paid for in the current month up to the last day. No refunds will be given under any circumstances.
  - 2.3 Any entitlement balance (including roaming Add on) and wallet balances from your Star plan, Add ons or bonus will be forfeited. No refunds will be given under any circumstances.
- 3 Port-Out Service
  - 3.1 “Port-Out Service” is a service provided by StarHub which allows you to port your Star plan mobile line to another telecommunications provider. If you wish to request for Port-out Service, you must ensure the following conditions are fulfilled:
    - (i) your Star plan mobile line is in active state (i.e. not cancelled, terminated or suspended); and
    - (ii) your Star plan mobile line has no pending/outstanding charges.
  - 3.2 In respect of clause 3.1 above, in the event that your Port-Out request to another telecommunications provider is unsuccessful (for any reason) before your next plan cycle and/or before your next subscription renewal date, StarHub will continue to charge you and you shall be liable to pay Star plan subscription charges. No refunds will be given under any circumstances. You can continue to enjoy all the Services that you have paid for.