

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS HUBBING

These are StarHub's Service Specific Terms & Conditions for our customers who registered for our Hubbing promotion ("**Hubbing**").

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**

- 2.1 **Residential customers only:** Hubbing is available for residential customers only.
- 2.2 **Availability of Promotion:** This Promotion is valid for new subscriptions to the Fibre Home Broadband, StarHub TV, Digital Voice Home and MaxMobile Services.
- 2.3 **Transfer of existing Services:** If you have an existing Fibre Home Broadband, StarHub TV and/or Digital Voice Home Service and have fulfilled the minimum period of service under the contract for each individual Service, you may transfer the individual Service to the HomeHub Plan.
- 2.4 **Subscription to MaxMobile Service:** For the avoidance of doubt, you must subscribe to a new MaxMobile Service under the HomeHub Plan in order to enjoy this Promotion.
- 2.5 **Validity:** This Promotion is valid with a 24-month contract and is not valid with other offers or packages unless specified by us.

3. **Minimum period of service and Early Termination Charges**

- 3.1 **Commencement:** The Hubbing will commence after all 4 Services are fully installed and activated. Prior to the commencement of the Hubbing, prevailing charges will apply for each individual Service.
- 3.2 **Early Termination Charge:** An early termination charge (the "**Promotion Early Termination Charge**"), as set out below, will be imposed if you terminate your Dual Broadband Plan before the 24-month minimum period of service:-

Promotion Early Termination Charge											
1	2	3	4	5	6	7	8	9	10	11	12
\$749.00	\$717.97	\$686.58	\$655.38	\$624.17	\$592.96	\$561.75	\$530.54	\$499.33	\$468.13	\$436.92	\$405.71
13	14	15	16	17	18	19	20	21	22	23	24

\$374.50	\$343.29	\$312.08	\$280.88	\$249.67	\$218.46	\$187.25	\$156.04	\$124.83	\$93.63	\$62.42	\$31.21
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- 3.3 **Additional Early Termination Charge:** In addition to the Promotion Early Termination Charge, an additional early termination Charge will also apply if you terminate your Dual Broadband Plan within the first 12 months of your subscription (the "**Service Early Termination Charge**"). The Service Early Termination Charge will be calculated on a pro-rated basis, using the formula below:-

(Remaining number of unfulfilled days in the 12-month period / 365) x \$385.20

- 3.4 **Disconnection Fees:** An additional disconnection fee will also apply if you disconnect your new StarHub TV Service or Fibre Home Broadband Service within the first 3 months of subscription (the "**Disconnection Fee**").

Disconnection Fees	
StarHub TV Service	\$64.20
Fibre Home Broadband	\$32.10

4. Additional requirements and features

- 4.1 **Pre-Installations:** This Promotion is only applicable to residential premises which are fibre-ready and are certified with a Fibre Termination Point ("**FTP**").
- 4.2 **Free installation of FTP:** This Promotion includes a free installation of a FTP for up to the first 15-metres from point of entry to home for customers with no fibre point within their premises.

5. Additional Fees

- 5.1 **Waiver of fees:** The following fees will be waived up to a date specified by us in our sole discretion:-
- 5.1.1 **TV Services:** The activation and installation fees for new TV Services of \$32.10 and \$53.50 respectively (or such other rate as may be prescribed by us);
- 5.1.2 **Digital Voice Home Services:** The activation fee for Digital Home Voice Services;
- 5.1.3 **MaxMobile Service SIM activation:** The activation fee for the MaxMobile Service SIM; and
- 5.1.4 **StarHub TV Go Value-Added Service:** The StarHub TV Go value-added Service is provided at a Charge of \$5/month (or such other rate as may be prescribed by us). For our Entertainment Pass customers, this value-added Service is currently included in the Charges for StarHub Entertainment Pass. A promotional rate of \$2/month for 12 months is available to existing customers who have signed up StarHub TV Go value-added Service before 30 June 2019. Thereafter, standard rates will apply.
- 5.2 **MaxMobile Service registration:** A registration fee of \$10.70 (or such other amount as may be prescribed by us) applies for the MaxMobile Service.
- 5.3 **Fibre TV set-top box:** A Fibre TV Set-Top Box is required for the Service. Rental Charges for these Equipment will apply.

5.4 **Excess Data:** The MaxMobile 21Mbps (1GB) comes with 1GB bundled data. Any excess data usage will be charged at \$8.56 per GB (or such other rate as may be prescribed by us) with a total monthly bill cap of \$85.60 (or such other amount as may be prescribed by us).

6. **Free Premiums**

6.1 **HomeHub Vouchers:** Please refer to the HomeHub Service Specific Terms & Conditions.

6.2 **Hub Club membership:** In addition, if you are an existing subscriber or if you subscribe to a new StarHub mobile line, you will be entitled to be a HubClub member. As a Hub Club member, you will also enjoy:-

6.3.1 a handset upgrade every 12 months; and

6.3.2 up to 30% savings on your mobile service subscription fees.