

**Customer's Contact Information**

For Individual Customer	For Business Customer
Name as in NRIC/FIN/Passport (Dr/Mr/Miss/Ms/Mdm)* (max. 40 characters including spacing)	Name of Business/Company as in ACRA (max. 40 characters including spacing)
NRIC/FIN/Passport Number*: _____	Business Registration Number (BRN): _____

**Number From Existing Service Provider(s) to be retained**

Existing Mobile Number to be retained _____	
Name of existing Service Provider	<input type="checkbox"/> SingTel <input type="checkbox"/> M1 <input type="checkbox"/> Others (please specify): _____
New temporary^/Existing* StarHub Mobile Phone Number: _____	

**Customer Acknowledgement, Agreement & Signature**

I/We\* wish to sign up for Full Mobile Number Portability service with StarHub.

I/We\* understand that upon commencement of the Full Mobile Number Portability service with StarHub, all existing services associated with the existing mobile number provided by existing Service Provider(s) will be automatically terminated. I shall not hold StarHub responsible for any loss, penalty damage or inconvenience arising from the termination of service with the existing Service Provider(s).

I/We\* shall be responsible for all charges (such as equipment plan/ price plan/ contractual penalty, etc) for service signed up with StarHub until my existing mobile number(s) has/have been transferred.

I/We\* agree to the proper disposal of the SIM Card from the existing Service Provider(s).

I/We\* understand that there will be service interruptions to my/our\* existing mobile line during the Full Mobile Number Portability provisioning process^^.

I/We\* acknowledge that it would be necessary to exchange certain information regarding my/our existing and new mobile services subscriptions in order for the Full Mobile Number Portability service to be provisioned. I/We\* authorise StarHub to communicate with the existing Service Provider and disclose and receive such information as may be necessary in order to provide the Full Mobile Number Portability service.

I/We\* acknowledge and understand that I/WE\* have to pay for all outstanding charges imposed by my/our\* existing Service provider(s) for terminating the mobile service(s) prematurely or otherwise.

I/We\* confirm that I/WE\* have provided full and accurate information to StarHub. I/WE\* have read and agree to be bound by all the terms and conditions herein as well as StarHub's terms and conditions for info-communications Services# and such other terms and conditions as may be agreed or accepted by me/ us\*.

I/We\* acknowledge and agree that if StarHub suspends or terminates any or all the services that I/WE\* signed up with StarHub pursuant to and in accordance with StarHub's terms and conditions for Info-communications Services, StarHub is entitled return my/our\* existing Service Provider(or to the Service Provider which the porting originates from, as the case may be), and thereafter StarHub will not be able restore the usage of my/our\* existing mobile number for any reason or whatsoever.

\_\_\_\_\_  
Name of Authorised Officer

\_\_\_\_\_  
Designation of Authorised Officer

\_\_\_\_\_  
Signature of Applicant/Authorised Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Stamp (for business customer)  
(Applicable to Business Customer only)

\* Please delete where appropriate.

^ New temporary StarHub Mobile number is issued for processing purposes only.

^^ You will be notified by SMS when the Full Mobile Number Portability service is activated.

# You should read STARHUB TERMS AND CONDITIONS for Info-communications services before registering and using our Services. These TERMS AND CONDITIONS can be found at [www.starhub.com](http://www.starhub.com) or obtained by calling our Customer Care Consultant at 1633, by faxing your request to 6820 5000 or from our StarHub shops. Requested modification is subject to StarHub's approval. For business customers, these TERMS AND CONDITIONS can be found at [www.starhub.com/business](http://www.starhub.com/business) or obtained by calling our Business Hotline at 1800 888 8888.

**Undertaking Agreement (Use when applicant is not owner of number to be retained)**

For Individual Customer	For Business Customer
Name as in NRIC/FIN/Passport (Dr/Mr/Miss/Ms/Mdm)* (max. 40 characters including spacing)	Name of Business/Company as in ACRA (max. 40 characters including spacing)
Owner's NRIC/FIN/Passport Number*: _____	Business Registration Number (BRN): _____
<input type="checkbox"/> Agree to port over my SingTel/M1/Others (please specify): _____ mobile number: _____	<input type="checkbox"/> Agree to port over my SingTel/M1/Others (please specify): _____ mobile number: _____
To Applicant's StarHub Mobile Number: _____	To Applicant's StarHub Mobile Number: _____
<input type="checkbox"/> I acknowledge and understand that I have to pay for all outstanding charges imposed by my existing Service Provider for terminating the mobile service prematurely or otherwise.	<input type="checkbox"/> I/We acknowledge and understand that I/we have to pay for all outstanding charges imposed by my existing Service Provider for terminating the mobile service prematurely or otherwise.
_____ <b>Signature of Registered Subscriber/Date</b>	_____ <b>Name &amp; Signature of Authorised Officer/Company Stamp/Date</b>

For StarHub	
Processed by: (Sales Personnel)	Customer Service/Dealer Outlet Stamp:
Staff Name:	
Signature:	
Date:	
Received By/Date:	Processed By/Date:

**General Information**

**Applying for StarHub Services**

Please present the following documents with your application:

- Singapore Citizen or Permanent Resident – Original NRIC or Passport
- Foreigner or Non-Resident – Original Employment Pass (with at least 6 months' validity), Passport and proof of local billing address

**Business customers:**

- Company stamp on application form
- Copy of company's Business Profile (dated within 1 month for new customer/6 months for existing customer) from the Accounting and Corporate Regulatory Authorities of Singapore (ACRA)
- Copy of Authorised Officer's NRIC/FIN/Passport

**Your Addresses**

- For residential address, P. O. Boxes are not acceptable
- Please fill in your local billing and local residential addresses if they are not the same

**Your Account**

- Once your first application for any StarHub Service is accepted by StarHub, an account will be created for you or your firm/company. Subject to the applicable terms and conditions, you will then be able to apply for new StarHub Services, make changes to your existing Service by calling, faxing, e-mailing or writing in to StarHub.

**For After Sales Enquiries**

- Call our Customer Care Consultants at 1633 or +65 6820 1633 if you are calling from outside Singapore. For Business Hotline please call 1800 888 8888
- Fax us at 6720 5000
- Email us at customerservice@starhub.com or business@starhub.com (for business customers)
- Access our website at <http://www.starhub.com/business>

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