

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

These are StarHub's Service Specific Terms & Conditions for all customers who have subscribed for or who have purchased our television services via the Network, including Fibre TV, Smart TV, HDTV, and TV-related Value-Added Services and promotions (collectively, the "**Services**" or "**TV Services**"). These TV Services shall include the cabling, construction and connection services required to access the TV Services.

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I. TERMS & CONDITIONS

- I.1 In addition to the Service Specific Terms & Conditions, there may be other applicable Service Specific Terms & Conditions which would apply specifically to the TV Service that you have subscribed for, the Value-Added Services that you have purchased, and promotional offers on these TV Services and value-added Services.
- I.2 **Terms & Conditions:** These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and the other applicable Service Specific Terms & Conditions form the terms of the contract between you, the consumer, and StarHub (collectively the "**Terms & Conditions**"). You agree to use the TV 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.

- 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. GENERAL PROVISIONS ON USAGE

- 2.1 **Personal, residential and non-transferable use:** Unless otherwise agreed in writing, TV Services are provided to residential customers only, solely for their private viewing. You may only receive and use the TV Services at the Service Address and in the Territory, for personal, non-transferable and residential use. Any use of the TV Services for commercial or business purposes or any other non-residential use, whether by you or another person, is a breach of these Service Specific Terms & Conditions, whether or not such use is at the Service Address or in the Territory.
- 2.2 **No outstanding balances:** Unless otherwise specified, you will only be eligible for the TV Services and promotional offers relating to TV if you do not have any outstanding balances due to us.
- 2.3 **No public exhibition of TV Services:** You must not exhibit in public or collect any fees for the exhibition of any channels or programmes received as part of the TV Services.
- 2.4 **Private exhibition of TV Services:** Channels or programmes received may only be privately exhibited if fees are not collected, and must be exhibited in their entirety without any interruptions including all titles, credits, logos and copyright notices. You must not alter, reproduce, edit, supplement, omit or circumvent any channel or programme received as part of the TV Services, including the insertion of crawlers or advertisements immediately before, during or after the exhibition or broadcast of the channel or programme.
- 2.5 **Agent:** If you are entering into these Service Specific Terms & Conditions an agent (for example, a management corporation acting for subsidiary proprietors, or an employer acting for employees), you warrant that the supply of TV Services is to residential properties only.
- 2.6 **Request for change of Particulars:** Subject to our confirmation and the standard administrative fees, you may request for us to change your TV Services. In the event of such a change, your subscription fees payable and the particulars of the TV Services subscribed for will be amended accordingly, and payments made shall be according to the revised subscription fees.
- 2.7 **Upgrading or downgrading existing subscription:** If you wish to upgrade or downgrade your existing subscription for channels ("**Existing Channels**"), we may, at our discretion, agree to or decline your request. An administrative fee may be incurred each time you change your channel combination.
- 2.7.1 **Upgrading:** If we agree to your request for upgrading with immediate effect, the prevailing additional Charges will apply concurrently.
- 2.7.2 **Downgrading:** We may allow your request to downgrade if you have subscribed for the Existing Channels for at least 1 continuous month preceding the downgrade. If approved, downgrading will take effect at the start of the next billing cycle after we receive your notice to downgrade.
- 2.8 **Mode of Delivery**
- 2.8.1 **Fibre TV**
- (i) Fibre TV Services will be delivered via the Next Generation Nationwide Broadband Network operated by third party network providers or on our own fibre infrastructure.
- (ii) In order to enjoy the Fibre TV Services, please ensure that you have an Optical Network Terminal (the "**ONT**").

- (iii) The provision of our Fibre TV Services is subject to the availability of bandwidth in the broadband services. This is subject to limitations in the fibre optic network operated by third party network providers or technical limitations of the supporting Equipment.
- 2.9 **Repair, maintenance or upgrade of the TV Services:** We may, at any time and without notice to you, temporarily suspend the TV Services for operational reasons such as repair, maintenance, upgrade or improvement of the TV Services or because of an emergency. We will restore the TV Service as soon as reasonably practicable. We may also modify the TV Services to keep up with the prevailing demands and technological developments, at our discretion and without notice to you.
- 2.10 **Limitations:** During your use of the TV Services, you may encounter Content which may be deemed offensive, indecent, or objectionable. You agree to use the TV Services at your sole risk and that we will not have any liability to you for the type of Content that you may access, including Content that you may find offensive, indecent, or objectionable. Where appropriate, we may deploy available Multimedia over Coax Alliance (“MoCA”) technology for the provision of Internet Protocol television. Should the use of MoCA cause interference to other networks, we may have to cease the provision of MoCA to resolve any interference issues caused. If you encounter any issues relating to MoCA, please contact us at <https://www.starhub.com/personal/forms/onlinefeedback.html>.
- 2.11 **Alteration of Content:** The Content accessed through the TV Services may be altered with technology and/or rules. Together with our licensors, we have put in place certain rules which may limit or restrict your usage of Content to protect the access of digital information (the “Usage Rules”). You agree to comply with these Usage Rules. The Usage Rules may be controlled and monitored by us for compliance purposes, and we reserve the right to enforce the Usage Rules without notice to you.
- 2.12 **Promotions:** Unless otherwise specified, all promotions and value-added services offered in connection with the TV Services are non-exchangeable for cash, credit, or benefits-in-kind, and are strictly non-refundable and non-transferable, and cannot be used to offset any outstanding balance and/or your previous month's subscription for the TV Services. For promotional offers of the TV Services, special terms and conditions may apply.
- 2.13 **Equipment:** Where TV Services are delivered via Equipment:-
- 2.13.1 the TV Service will only be made available to certain Premises as we may decide;
- 2.13.2 an Equipment deposit of \$250 is chargeable for both the set-top box and, where applicable, the ONT (for StarHub TV on Fibre Service without StarHub Fibre Broadband) if you are not a Singapore citizen or permanent resident and if you hold a work permit or student pass; and
- 2.13.3 there will be a maximum limit on the number of set-top boxes that may be rented for each subscription of the StarHub TV Fibre Service. You will be notified of this maximum limit by us from time to time. If the number of set-top boxes that you require exceeds this maximum limit, you may still procure such additional set-top boxes by entering into an additional subscription for the Fibre TV Service.
- 2.14 **Charges / Activation fee:** In addition to the stipulated Charges (for example, in our applicable brochures, marketing materials or otherwise), a one-time activation fee of \$32.70 (or such other amount as we may prescribe from time to time) will apply.

2.15 **Fibre Link Access fee:** Additionally, a monthly Fibre Link Access fee applies for customers who subscribe to our TV Services or Entertainment Pass on a standalone basis. For TV Services, the Fibre Link Access fee is \$16.35/month and \$15.28/month for Entertainment Pass. StarHub reserves the right to prescribe the rates for the Fibre Link Access fee at any time and without prior notice. If you subscribe to our TV Services or Entertainment Pass (as the case may be) on a standalone basis and subsequently subscribe to a StarHub Fibre Broadband Service registered under the same billing account and Service Address, the Fibre Link Access fee will not be applicable and will only be reflected on your bill in the next billing cycle. If you terminate the StarHub Fibre Broadband Service which you have subscribed for together with your TV Service or Entertainment Pass (as the case may be) that is registered under the same billing account and Service Address, the Fibre Link Access fee will apply and be reflected on your bill in the next billing cycle. In addition, other Charges may apply to you, including, but not limited to activation fees, installation fees for Equipment, delivery fees and PC connection fees.

2.16 Set-top box

2.16.1 **Rental:** If you wish to subscribe for TV Services, you must rent a set-top box from us.

2.16.2 **Eligibility:** Set-top box rental is available to new and existing StarHub TV residential customers who:-

- (a) are subscribing to StarHub Entertainment Passes on and after 1 April 2019;
- (b) were subscribing to 3 Basic Groups before 1 April 2019;
- (c) are not commercial customers; and
- (d) for our customers using the Fibre TV set-top box, are staying in residential homes that are connected to Next Generation Nationwide Broadband Network.

2.16.3 **Charges:** Our prescribed Charge(s) for rental and installation will apply:-

- (a) **Additional set-top boxes:** For each additional set-top box you require, you will have to obtain the additional Equipment needed to support it at your own costs. Our technicians will advise you accordingly.
- (b) **Installation fee:** An installation fee of \$54.50 per trip (or such other rate as we may prescribe from time to time) will apply for the installation of the first set-top box. An installation fee of \$16.35 (or such other rate as we may prescribe from time to time) will apply for each set-top box installed on the same trip at the same service address.
- (c) **Monthly rental fees¹:** We have set out below the rental fees applicable to Fibre TV set-top box:-

| | Type of set-top box | Rental fee for the set-top box as main outlet |
|-----|----------------------|---|
| (i) | Fibre TV set-top box | \$6.54/month* |

* for any TV Service subscribed before 1 April 2019, an additional screen charge of \$10.90 per set-top box applies to 2nd set-top box onwards.

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

* for any StarHub Entertainment Passes subscribed on or after 1 April 2019, an additional set-top box rental at \$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.

2.16.4 Swapping of set-top boxes

- (a) **Eligibility:** Set-top box swap is available to active residential StarHub TV customers who are subscribing to at least 3 Basic Tiers or StarHub Entertainment Pass. These customers must not be commercial customers.
- (b) **Installation only:** Swapping of Fibre TV set-top boxes are strictly by installation only.
- (c) **Non-return of Equipment or Accessories:** At the point of swapping your set-top box, Charges will apply for any remote controls and/or any Accessories that are not returned to us.

2.17 Period of Service

2.17.1 Minimum Period of Service:

Unless otherwise stated at the time of applicable of the Services, the minimum period of a Service is as follows:-

- (a) for any TV Service subscribed before 1 April 2019, if you are an individual, you have to adhere to a minimum period of Service of 3 months. For corporations or business entities, the minimum period of Service is 6 months.
- (b) for any Fibre TV Service subscribed on or after 1 April 2019, the following StarHub Entertainment Passes are available to you:-
 - (i) with no commitment; or
 - (ii) with a minimum contractual subscription period of 12 or 24 continuous months.

The minimum periods of service above or such other periods as we may determine from time to time shall each be known as a ("**Minimum Period of Service**").

2.17.2 Commencement of Service: The TV Services will commence on the following dates, whichever falls later:-

- (a) the date of successful on-site installation of the Equipment by us, if you request for our installation of Equipment;
- (b) the date you sign up for the TV Service and collect the Equipment, if you self-install the Equipment; or
- (c) such other date as may be stated in the application form, work order, or otherwise approved by us in writing.

- 2.17.3 Upon expiry of the Minimum Period of Service, the Services will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

2.18 Termination

Each Service will continue until terminated according to the provisions of these Service Specific Terms & Conditions.

- 2.18.1 **Manner of termination:** Without prejudice to our rights to damages for any breaches by you, each or all of the TV Services may be terminated in the following manner unless otherwise agreed in writing by you and us:-

- (a) if you are an individual, by you giving us prior notice at least 7 working days; or
- (b) if you are a corporation or business entity, by you giving us prior notice at least 1 month.

- 2.18.2 **Giving notice that ends during the Minimum Period of Service:** If you give us notice of termination that ends during your applicable Minimum Period of Service:-

- (a) an early termination Charge will be imposed on you; and
- (b) Clause 2.18.3 below will apply.

- 2.18.3 **Effects of Termination.** In addition:-

- (a) if your Fibre TV Service is terminated, your StarHub TV Go Value-Added Service will be simultaneously and automatically terminated without further notice or liability to you by us; and
- (b) if your StarHub TV Go Value-Added service is terminated, your access to the Content that you had subscribed to under your Fibre TV Services subscription will cease to be available on any of the StarHub TV+ networks and platforms.

2.19 What these words mean in these Service Specific Terms & Conditions

This clause sets out how certain words and phrases are used in these Service Specific Terms & Conditions.

- "Accessories"** : Refers to the accessories that may be packaged with the Equipment including power adapter, power cord, RCA cable, HDMI cable and/or ethernet cable
- "Basic Tiers"** : Refers to the minimum subscription plan for customers. Do note that the Basic Tiers are no longer available for new or re-contract subscriptions with effect from 1 April 2019
- "Charges"** : Refers to all activation, connection, disconnection, reconnection, subscription, installation, service call, transactional, rental administrative charges and other fees and charges to be paid by you for

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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 the set-top box (including the set-top box for Fibre TV), remote control and related Accessories provided by us under these Service Specific Terms & Conditions and which you use to obtain or access the Services
- "Network"** : Refers to the Next Generation Nationwide Broadband Network or our own fibre infrastructure through which we provide the Services to you
- "Premises"** : Refers to the property or individual unit (in a multi-unit or multi-storey building/apartment block) bearing the Service Address, which is owned or occupied by you and connected to the Network
- "Service Address"** : Refers to the address of the Premises at which we agree to provide the Service
- "Software"** : Refers to any software programme, application and firmware including any upgrades provided to you as part of the Services or which allows you to access the Services
- "Territory"** : Refers to the Republic of Singapore

3. ADDITIONAL SERVICES

3.1 Live TV and Catch-Up TV

3.1.1 **Additional Services:** From time to time, we may notify you of additional Services such as Live TV and Catch-Up TV.

3.1.2 **Content – Live TV Services:** In relation to Live TV Services, you will only be able to access Content that you have already subscribed to under your Fibre TV Service.

3.1.3 **Content – Catch-Up TV Services:** We will determine the Content available on the Catch-Up TV Service, such Content being available for viewing only during the timeframe specified by us.

3.2 Smart TV Value-Added Service

If you have a Fibre TV set-top box, our Smart TV Service will enable you to store additional recorded programmes on a compatible digital video storage device (the "**Digital Video Storage Device**"). Please note that you will have to purchase the Digital Video Storage Device from our recommended retailers before using the Smart TV Value-Added Service.

3.2.1 **Availability:** The Smart TV Value-Added Service is only available to new and existing residential customers who subscribe for our Fibre TV Services.

3.2.2 **Subscription:** You will have to pay a monthly subscription fee per Service Address and per billing account that you have. All Charges of the Smart TV Value-Added Service will be billed to your StarHub TV account.

3.2.3 **Pairing of Fibre TV set-top box:** Recordings on your Digital Video Storage Device may be viewed on any of your Fibre TV set-top boxes under the same TV subscription account at the same Service Address.

3.2.4 **Defects:** We will not be responsible for any defect in any Digital Video Storage Device sold to you or for any loss of recordings on your Digital Video Storage Device due to such defect. Any Digital Video Storage Device will be covered under the relevant manufacturer's warranty only. Your sole and exclusive remedy for such defects shall be according to the terms of the manufacturer's warranty. 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 (including the Digital Video Storage Device), hardware or Software, whether in conjunction with any Services or not.

3.2.5 **No exchange or discounts:** The Digital Video Storage Device that you have purchased is not exchangeable for cash or any benefit-in-kind and is non-refundable. Unless otherwise specified by us, our in-house promotions and discounts are not applicable to the Smart TV Value-Added Service.

3.2.6 **Supported Capacity:** Only 1 terabyte (TB) or 2 terabyte (TB) storage capacities for the Digital Video Storage Device are supported.

3.3 TV Apps Service

Our TV Apps Service allows access to various applications (including our applications and those of third parties) ("**Apps**") via our set-top box. Through these Apps you may request for and access certain

information, products, social media accounts, Content or other services ("**Third Party Information**"). This Third Party Information may be provided by us and/or third parties. Our Consumer General Terms & Conditions, which you confirm you have read and agree to, explains our position on such Third Party Information. You further agree to comply with the terms and conditions below applicable to the access and use of such Third Party Information.

3.3.1 **Eligibility:** The Service will be provided only if you are a subscriber to the StarHub TV Services and have a set-top box duly issued and authorized by us.

3.3.2 **Responsibility for use of Apps:** You are responsible for the use of the Service through your account(s) and for any Apps or Third Party Information or other services accessed, procured, displayed or published through the Service. In this regard, you are liable for all Charges, transaction charges, fees, and other costs incurred through the use of the Service under your account or imposed by us, whether or not such Apps or Third Party Information was accessed by you.

3.3.3 Access to third-party information through the Service

- (a) **Publication of social media account Content:** We are not responsible for or liable to you or any third party for any access, use and display of social media accounts through the Service, including any publication, communication, exhibition or distribution of the social media account Content.
- (b) **Third Party Information:** You may, through the Service, obtain or rely on certain Apps, information, products or services which are of a financial nature and supplied by third parties. We do not provide the Apps or Third Party Information and do not represent or warrant the accuracy, correctness, completeness or timeliness of such Third Party Information.
- (c) **Not an offer:** None of the Apps nor Third Party Information or other services available through the Service constitute a recommendation, or an offer to sell or a solicitation of an offer to purchase any investment, or provide any investment advice or service. Independent advice should be sought before making any investment decision using the Apps, Third Party Information or other services that you may obtain through the Service.
- (d) **Indemnity:** You will indemnify us, our Affiliates, employees, directors and agents in full against all claims, damages, losses, liabilities, costs, expenses, demands and actions resulting from all use of the social media accounts through the Service and for all Content contained therein.
- (e) **Changes, suspension or termination:** We may at any time, change, withdraw, suspend or terminate, without prior notice to you, any of the Apps, Third Party Information, Content or services which are provided on the Service.

3.3.4 Customer Service Queries

- (a) **Queries:** Any queries, faults, defects or issues arising in relation to the Apps, Third Party Information or other services that you access or procure through the Services should be directed to the relevant third party provider of such Apps, Third Party Information or other services, and not to us.

- (b) **Support in relation to the Service only:** You may call our Customer Service hotline at 1633 only in relation to the Service. Our Customer Service personnel will have no obligation to provide service or support in relation to the Third Party Information or other services that are accessed or procured through the Service.
- (c) **Apps not supported:** You understand that certain Apps are not supported by the Service.

3.3.5 **Dissatisfaction with Service:** If you are dissatisfied with Service or with any of these Terms & Conditions, your sole and exclusive remedy is to discontinue access to the Service, or to terminate the Service.

3.4 Video-on-Demand Services

3.4.1 **The Service:** Video-on-Demand ("**VOD**") Services are available via Fibre TV (each a "**VOD Platform**"). In relation to the VOD Services:-

- (a) there will be no cancellation, refund or exchange for the rental of selected videos;
- (b) each video will be available to you only for viewing via the specific VOD Platform through which you purchased the video;
- (c) each video will be available to you for viewing only during the prescribed viewing period (each a "**Viewing Period**"), before the Content expiry date;
- (d) each Viewing Period shall be 48 hours for movies and single episodes of TV series, and 30 days for entire series of shows, or such periods as we may determine from time to time; and
- (e) we reserve the right to reject any request by you to rent or purchase any video.

3.4.2 **Eligibility:** The StarHub VOD Service is available to active StarHub TV residential customers who:-

- (a) are subscribing to a minimum of 3 Basic Tiers or StarHub Entertainment Pass; and
- (b) are using the Fibre TV set-top box.

3.4.3 **Availability:** The VOD Service is not available to (i) commercial customers, (ii) bulk tier customers, or (iii) customers whose accounts are being suspended by us.

3.4.4 **Charges:** You will be charged for each on-demand title purchase made on the Fibre TV set-top box.

3.4.5 **Limited licence:** Every rental of a video on a VOD Platform only provides you with a limited licence, and is not a sale of such video. Every purchase of an On-Demand title only provides you with a limited license. We are not selling title to the video. We will provide you with only a non-exclusive, non-transferable, and limited licence to view the On-Demand title for the stipulated viewing period. Such viewing shall be solely for your personal, non-commercial viewing, and no right, title or interest in such On-Demand title shall be deemed transferred to you as a result of the rental or purchase of an On-Demand title. The VOD service provided to you through the VOD Platforms shall be subject to such other usage, rental or licence conditions as we may notify you from time to time.

3.4.6 **No refunds:** We will not refund any payments made for On-Demand purchases.

3.5 Free installation of data point

- 3.5.1 **The Promotion:** For a limited period of time (as may be determined by us), free installation of data point is available for customers at the point of sales when signing up for a new contract or re-contract for selected Fibre TV plans.
- 3.5.2 **Quantity:** During the Promotion, the maximum quantity of free data point(s) that the customer is entitled to utilize must not exceed the quantity of Fibre TV set-top boxes stated in the sales order.
- 3.5.3 **Applicability:** The free installation service is only applicable to the interior of your Premises and the maximum height for the installation of data point shall not be more than 2 metres.
- 3.5.4 **Scope:**
- 3.6.4.1 We will use standard surface trunking to install the data point.
- 3.6.6.2 We will assess and recommend the routing of the trunking within your Premises and with your agreement, we will carry out the installation works.
- 3.5.5 **Approval:** You acknowledge and agree that drilling of walls may be required due to physical obstructions and interior wall features.
- 3.5.6 **No Refunds:** Any unused free data points which you are entitled to are strictly non-refundable and cannot be used to offset any outstanding balance for the TV Services.
- 3.5.7 **Entitlement to Decline Service:** If we determine that any conditions or circumstances relating to the Premises which are necessary or desirable for us to provide the installation service to you, we shall be entitled (at our discretion) to decline to carry out the installation service.

4. PROMOTIONAL PACKS

4.1 StarHub TV HD Packs

Under this promotion, you will receive a TV subscription discount of up to \$10.90 per month (or such other rate as may be prescribed by us), subject to the amount payable by you for your StarHub TV subscription. This discount will be credited to your account for the time period specified at the time of the promotion. Thereafter, normal billing resumes. Should the Service be suspended, the promotional discounts will not be given during the suspension period. Please take note that the Basic HD Upsize subscription discount is limited to \$4.36 per month (or such other rate as may be prescribed by us). This promotion is valid till a date determined by us.

4.1.1 **Eligibility:** This promotion is available to you if you:-

- (a) are a new StarHub TV residential customer, subscribing for a new StarHub TV subscription plan with a minimum of 3 Basic Tiers; or
- (b) are an existing StarHub TV residential customer with monthly subscription to a minimum of 3 Basic Tiers, and do not have any other promotional contract; and
- (c) are not a commercial or bulk subscription customer, nor a StarHub employee on the StarHub employee plan.

The 3 Basic Tiers referred to in the above do not include subscriptions to Pay-Per-View, main set-top box and additional set-top box(es).

4.1.2 **Minimum Period of Service:** We require a minimum contractual period of 12 continuous months to our TV subscription Plans. If you terminate the Service before the 12 months is up, an early termination Charge will be incurred based on the remaining contractual period multiplied by the monthly subscription rate of the plan/channel(s) to be terminated. Any period of suspension will not be counted towards the minimum contractual period. Upon expiry of the Minimum Period of Service, the Services will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

4.1.3 **Channel Listing:** Please check our TV Channel Listing for updated channel line-ups and availability. HD Channels in Basic HD Upsize are available depending on the corresponding channels available in standard definition through your Basic Tier subscription.

4.1.4 **HD channels:** HD channels can be viewed with subscription of the Fibre TV set-top box. Subscriptions for set-top boxes are not included with the HD Packs.

4.1.4 **Limitations on Use:** This promotion **shall not** be used for the following purposes:-

- (a) to offset existing subscription Charges or outstanding balances due to us; or
- (b) together with other in-house promotions or discounts, unless specified by us.

4.2 StarHub TV Combo Packs

4.2.1 **Eligibility:** This promotional pack is available to you if you:-

- (a) are a new StarHub TV customer subscribing for a minimum of 3 Basic Tiers, **or** an existing StarHub TV customer with a monthly subscription of a minimum of 3 Basic Tiers without any other promotional contract;
- (b) are not a commercial or bulk subscription customer; and
- (c) are not a StarHub employee on the StarHub employee plan.

The requirement for Basic Tiers in the above does not include subscriptions to Pay-Per-View, main set-top box and additional set-top box(es).

4.2.2 **Combo Packs:** The following StarHub TV Combo Packs are available for purchase at the prevailing prices:-

- (a) Yu Le Combo Pack **or** Qiang Dang Yu Le Combo Pack;
- (b) Box Office Combo Pack **or** Supreme Box Office Combo Pack;
- (c) Idaman Combo Pack;
- (d) Thangam Combo Pack **or** Thangam Migai Combo Pack;
- (e) Manoranjan Combo Pack; and
- (f) Ultimate Pinoy Combo Pack.

4.2.3 **Overlapping packs:** As the Yu Le Combo Pack and Qiang Dang Yu Le Combo Pack are over-lapping, you must select only either one of the Packs at a time. Likewise, as the Box Office Combo Pack and Supreme Box Office Combo Pack are overlapping, and you must select only either one of the Packs at a time. Each of these sets will be termed a "**Set of Overlapping Packs**" for the purposes of this Clause 4.2.3.

4.2.4 **Minimum Period of Service:** A minimum contractual period of 12 continuous months is required for this promotion. The 12-month contract will apply from the date the Combo Pack is activated and the discounted rate will commence from that date. For each Set of Overlapping Packs, the commencement date of the 12-month contract will apply from the date of purchase of either of the applicable Packs, whichever falls earlier. Upon expiry of the Minimum Period of Service, the Services will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

4.2.5 **Early Termination Charge:** An early termination Charge will be calculated based on the remaining contractual period multiplied by the monthly subscription rate of the plan/channel(s) to be terminated. Any period of suspension will not be counted towards the minimum contractual period.

4.2.6 **Upgrading or downgrading of packs:** Early termination Charges will not apply and the 12-month period will be deemed continued, if you are upgrading or downgrading within each Set of Overlapping Packs.

4.2.7 **TV subscription discount:** You will receive a TV subscription discount for up to \$10.90 per month and \$4.36 for Basic HD Upsize (or such other amounts as may be prescribed by us). This discount will be credited to your account monthly for 12 continuous months. Thereafter, prevailing rates will resume. Should the Services be suspended, promotional discounts will not be given during the suspension period.

4.2.8 **Limitations on use of promotions:** The subscription discounts cannot be used to offset any outstanding balances and/or previous month's subscription.

4.2.9 **HD channels:** HD channels can be viewed with a subscription of the Fibre TV set-top box set-top box. Fees for set-top boxes are not included together in the bills for Combo Packs. HD Channels in Basic HD Upsize are available depending on the corresponding channels available in standard definition through your Basic Tier subscription.

4.2.10 **Validity:** Promotions are valid till a date determined by us.

4.3 StarHub TV Add-On Packs/Groups

4.3.1 **Packs/Groups Add-Ons:** The following Add-On Packs/Groups are available for purchase at the respective promotional rates (or such other rate as we may prescribe from time to time):-

- (a) Yu Le Pack (\$23.33/month) **or** Qiang Dang Yu Le Pack (\$29.44/month);
- (b) Box Office Pack (\$22.31/month) **or** Supreme Box Office Pack (\$25.47/month);
- (c) Thangam Pack (\$17.22/month) **or** Thangam Migai Pack (\$22.31/month);
- (d) Idaman Pack (\$20.27/month);
- (e) Ultimate Pinoy Pack (\$30.46/month); and/or
- (f) Manoranjan Pack (\$26.38/month).

As the Add-On Packs in Clauses 4.1.1(a), 4.1.1(b), and 4.1.1(c) above are overlapping, you may subscribe only to either of the mentioned packs, but not both, at any point in time. For example, you may subscribe for either the Ye Le Pack or the Qiang Dang Yu Le Pack, but not both. However, you may subscribe concurrently to the Yu Le Pack, Box Office Pack, and the Thangam Pack.

4.3.2 **Eligibility:** Add-On Packs/Groups are available to you if you:-

- (a) are a new StarHub TV residential customer, subscribing for a new StarHub TV subscription plan with a minimum of 3 Basic Tiers; or
- (b) are an existing StarHub TV residential customer with monthly subscription to a minimum of 3 Basic Tiers, and do not have any other promotional contract; and
- (c) are not a commercial customer.

The 3 Basic Tiers referred to in the above do not include subscriptions to Pay-Per-View, main set-top box and additional set-top box(es).

4.3.3 **Existing Channels:** Please note that if the Add-On Packs/Groups you have selected contain channel(s) that is/are part of your current subscription, the current subscription Charge for the channel(s) will be replaced with the monthly subscription Charge of the new selected Add-On Pack/Group. Any existing promotion which you might be enjoying on the channel(s) will be forfeited immediately.

4.3.4 **Minimum Period of Service:** A 12-month contract ("**Minimum Period of Service**") will apply from the date the Add-On Pack is activated, and the promotional rates will commence from that date. If you have upgraded or downgraded within:-

- (a) the Yu Le Pack and the Qiang Dang Ye Le Pack;
- (b) the Box Office Pack and the Supreme Box Office Pack; or
- (c) the Thangam Pack and the Thangam Migai Pack,

the commencement date of the Minimum Period of Service will apply from the date of purchase of either of the Add-On Packs described in each of Clause 4.3.4(a), 4.3.4(b) or 4.3.4(c), whichever is earlier. Upon expiry of the Minimum Period of Service, the Services will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

4.3.5 **Promotional Rates continue to apply:** The promotional rates for the Add-On Packs/Groups will automatically continue to apply after the end of the Minimum Period of Service.

4.3.6 **Early Termination Charges²:** Early termination Charges will apply if you terminate any Add-On Pack within the Minimum Period of Service. The maximum early termination Charges applicable for each Add-On Pack are set out below:-

- (a) Yu Le Pack - up to \$279.94;
- (b) Qiang Dang Yu Le Pack - up to \$279.94;
- (c) Box Office Pack - up to \$267.71;
- (d) Supreme Box Office Pack - up to \$267.71;
- (e) Idaman Pack - up to \$243.26;
- (f) Thangam Pack - up to \$206.59;
- (g) Thangam Migai Pack - up to \$206.59;
- (h) Ultimate Pinoy Pack – up to \$365.51; and
- (i) Manoranjan Pack - up to \$316.61,

(collectively, the "**Early Termination Charges**").

The actual amount of Early Termination Charges payable will be pro-rated and charged based on the number of unfulfilled months remaining in the Minimum Period of Service.

² StarHub reserves the right to prescribe the rates for the Charges at any time and without prior notice.

- 4.3.7 **Non-applicability of Early Termination Charges:** If you are upgrading or downgrading within a set of Upgradable Packs, the Early Termination Charges will not apply and the Minimum Period of Service will be deemed continued.
- 4.3.8 **Re-subscription:** If you have unsubscribed from an Add-On Pack/Group after the Minimum Period of Service but wish to re-subscribe, you will have to start a new 12-month contract.
- 4.3.9 **No other discounts:** These Add-On Packs/Groups are not available with other discounts, promotions, special packages or external offers, unless specified by us.

5. STARHUB ENTERTAINMENT PASS (NO CONTRACT/12 MONTHS' CONTRACT/24 MONTHS' CONTRACT)

5.1 The following passes are available on Fibre and consists of the following :-

- (a) English Entertainment Pass;
- (b) Movies Pass;
- (c) Asian Entertainment Pass;
- (d) Malay Entertainment Pass;
- (e) Indian Entertainment Pass;
- (f) Filipino Entertainment Pass; and/or
- (g) Sports Pass.

5.2 The Entertainment Pass

StarHub Entertainment Pass with no contract is available at \$50.83/month and consists of the following:-

- (a) One (1) Entertainment Pass, free rental of a Fibre TV set-top box and StarHub TV Go VAS per subscription;
- (b) any additional pass is available at \$18.23/month per pass;
- (c) ability to purchase pay-per-view programming and video-on-demand programmes;
- (d) access to our free view channels; and
- (e) add-ons on the condition you are required to subscribe to at least one Entertainment Pass.

5.3 Eligibility

5.3.1 The StarHub Entertainment Pass is available to:-

- (a) residential customers;
- (b) customers on master-account bulk paying arrangements and/or;
- (c) a StarHub employee on the StarHub employee plan.

5.3.2 The StarHub Entertainment Pass is not available to commercial, corporate, hospital or hospitality customers.

5.3.3 **Fibre Platform:** StarHub TV Service will be delivered via our fibre TV platform. To receive the StarHub TV Service via our fibre TV platform, you must first subscribe to our Fibre Broadband Services. If you subscribe to the StarHub Entertainment Pass without a StarHub Fibre Broadband Service, a Fibre Link Access fee of \$15.28/month (or such other rate as may be prescribed by us) applies.

5.4 Description

5.4.1 If you fulfil the eligibility criteria above, the following StarHub Entertainment Pass are available to you:-

- (a) with no commitment (“No Contract”); or
- (b) with a minimum contractual subscription period of 12 continuous months; or
- (c) with a minimum contractual subscription period of 24 continuous months.

(collectively, the “StarHub Entertainment Pass”)

5.4.2 **StarHub Entertainment Pass (No Contract):** if you are a subscriber of the StarHub Entertainment Pass (No Contract), you are entitled to subscribe one Entertainment Pass, one free set-top box rental and free StarHub TV Go at \$50.83/month (or such other amount as may be prescribed by us).

5.4.3 **StarHub Entertainment Pass (12 Months' Contract):** If you subscribe to StarHub Entertainment Pass with a 12-month service contract, you are entitled to a \$10.19 discount off the monthly subscription of \$50.83/month. Upon expiry of the 12 months' contract period, your \$10.19 discount benefit will cease when you are no longer on the StarHub Entertainment Pass (12 Months' Contract) or when the StarHub Entertainment Pass (12 Months' Contract) is terminated, whichever is earlier.

5.4.4 **StarHub Entertainment Pass (24 Months' Contract):** If you subscribe to StarHub Entertainment Pass with a 24-month service contract, you are entitled to a \$20.37 discount off the monthly subscription of \$50.83/month. Upon expiry of the 24 months' contract period, your \$20.37 discount benefit will cease when you are no longer on the StarHub Entertainment Pass (24 Months' Contract) or when the StarHub Entertainment Pass (24 Months' Contract) is terminated, whichever is earlier.

5.5 Subscription

5.5.1 **Early Termination Charge for 12 Months' Contract:** You will have to pay an early termination Charge if you terminate the Service within the 12-month period. This Early Termination Charge will also apply in the event of a downgrade from 12 Months' Contract to No Contract. This Charge is calculated at a rate of \$487.75 (or such other rate as may be prescribed by us) divided by 12 and multiplied by the actual remaining contract period.

5.5.2 **Early Termination Charge for 24 Months' Contract:** you will have to pay an early termination Charge if you terminate the Service within the 24-month period. This Early Termination Charge will also apply in the event of a downgrade from 24 Months' Contract to 12 Months' Contract or No Contract. This Charge is calculated at a rate of \$731.18 (or such other rate as may be prescribed by us) divided by 24 and multiplied by the actual remaining contract period.

5.5.3 **Modifications and Minimum Period of Service:** Once you have subscribed for the StarHub Entertainment Pass No Contract plan or StarHub Entertainment Pass 12 Months' Contract plan, you may choose to upgrade to a higher available tier plan at any point in time. Once you have subscribed to more than one Entertainment Pass in your StarHub Entertainment Pass 12 Month's Contract plan

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or 24 Months' Contract plan, you may change to other Entertainment Pass or downgrade within the Entertainment Pass, as long as you maintain one Entertainment Pass at any time during the Minimum Period of Service, the Early Termination Charges will not apply. Upon expiry of the Minimum Period of Service, the Services will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

- 5.5.4 **Additional set-top box:** You may subscribe for an additional set-top box on top of the free set-top box rental which is included in the StarHub Entertainment Pass and if so, an additional set-top box rental at \$15.18/month will apply for every additional set-top box that you subscribe for.
- 5.5.5 **Suspension of Services:** In the event you request for a suspension of the Services, a suspension Charge of \$16.35/month applies. The period of suspension does not count towards the Minimum Period. Please also note that the Services can only be suspended by you for a maximum duration of 6 consecutive months.
- 5.5.6 **Availability:** StarHub Entertainment Pass will remain available until otherwise determined by us.
- 5.5.7 **No discounts:** The StarHub Entertainment Pass is not applicable with other in-house promotions, special packages and external offers, unless specified by us.

6. STARHUB VARIETY PASS

6.1 Eligibility

6.1.1 **Eligible customers:** StarHub Variety Pass is available to you if you are:-

- (a) a new residential customer subscribing to a new television plan; or
- (b) an existing residential customer whose commitments for all existing StarHub TV plans and/or Add-On Packs have expired.

For the avoidance of doubt, StarHub Variety Pass will not be available to you if you are a HomeHub, commercial or bulk customer.

6.1.2 **Exclusivity:** The StarHub Variety Pass is mutually exclusive from the StarHub Entertainment Pass and other StarHub TV plans. The set-top box offered with the StarHub Variety Pass can only be used to access the content entitlement under the StarHub Variety Pass.

6.1.3 **Fibre Platform:** StarHub Variety Pass will be delivered via our fibre TV platform. To receive the StarHub Variety Pass pack via our fibre TV platform, you must first subscribe to our Fibre Broadband Services. If you subscribe to the StarHub Variety Pass without a StarHub Fibre Broadband Service, a Fibre Link Access fee of \$15.28/month (or such other rate as may be prescribed by us) applies.

6.2 Content

6.2.1 **StarHub Variety Pass:** If you fulfil the eligibility criteria above, the StarHub Variety Pass is available for subscription at \$20.27 (or such other amount as may be prescribed by us).

6.2.2 **Benefits:** StarHub Variety Pass also includes:-

- (a) access to our free view channels;
- (b) free rental of a Fibre TV set-top box and StarHub TV Go VAS per subscription;
- (c) ability to purchase pay-per-view programming and video-on-demand programmes;
- (d) ability to subscribe to Smart TV and utilisation of any billing-on-behalf content offerings; and

However, you will not be able to subscribe to any buy-through or add-on channels.

6.3 Duration of Services

6.3.1 **Minimum Period of Service:** StarHub Variety Pass is subject to the Minimum Period of Service set out in the StarHub TV Service Specific Terms & Conditions. Upon expiry of the Minimum Period of Service, the Services will automatically continue based on our prevailing rates without any notice to you, until terminated in accordance with these Service Specific Terms and Conditions.

6.3.2 **12-Month Service Contract:** If you subscribe to StarHub Variety Pass with a 12-month service contract you will have to pay an early termination Charge if you terminate the Service within the 12-

month period. This Charge is calculated at a rate of S\$243.26 (or such other rate as may be prescribed by us) divided by 12 and multiplied by the actual remaining contract period.

6.4 Subscription

6.4.1 Issuance of set-top box by default: By default, a Fibre TV set-top box will be issued to you for the StarHub Variety Pass. The exact brand or model of Fibre TV set-top box issued will be decided at our sole discretion.

6.4.2 Additional set-top box: You may subscribe for an additional set-top box and if so, an additional set-top box rental at the prevailing rates will apply.

6.4.3 Availability: StarHub Variety Pass is no longer available for new or re-contract subscriptions with effect from 10 September 2020.

7. STARHUB TV GO VALUE-ADDED SERVICE

- 7.1 **Price:** The StarHub TV Go Value-Added Service is provided at a Charge of \$5.45/month (or such other rate as may be prescribed by us). It is complimentary for StarHub Entertainment Pass and Variety Pass customers.
- 7.2 **No data Charges on streaming:** If you have subscribed for a StarHub post-paid mobile Service, you will be able to stream content on the StarHub TV+ app without incurring data Charges. All you have to do is to set your mobile data access point (APN) to SHWAP via your mobile device Network settings.
- 7.3 **Other data connections:** Please note that data Charges at the prevailing rates may apply if you access the StarHub TV+ app using other various forms of mobile data, including 2G, 3G,4G, LTE or 5G (NSA/SA)connections.
- 7.4 **Termination:** If your StarHub TV Go Value-Added Service is terminated for any reason, your access to the Content subscribed to under your Fibre TV subscription will no longer be available on any of the StarHub TV+ networks and platforms.