

TERMS & CONDITIONS – ULTRASPEED

Description:

UltraSpeed (“UltraSpeed”) service provides fibre broadband service at 2Gbps. UltraSpeed includes 10GPON trial service which enables access to 10GPON services. The service and access is on a trial, “as is” and “as available” basis. During this period, speed will be up to 10X the speed of 1Gbps.

Eligibility and Duration:

Customers who sign up to UltraSpeed Plan can enjoy the 10GPON Trial by default subject to StarHub’s discretion in determining the start date to roll out the 10GPON Trial. The 10GPON Trial is valid until 31 December 2023. Notwithstanding the foregoing, StarHub reserves the right to, without any prior notice, modify, suspend or cease the 10GPON Trial (in whole or in part) immediately and at any time. without further liability to the customer. StarHub shall arrange an appointment with the customer to collect the ONT and associated accessories. Any remaining early termination charges and extra costs for on-site appointments will not apply.

If you do not wish to participate in the 10GPON Trial, you shall be responsible for disabling the relevant functions on your device (if any).

Use:

In order for you to enjoy our 10GPON Trial, you must:

- Use equipment that is approved by StarHub for the 10GPON Trial (“Approved Equipment”)
- Install any necessary software updates on the Approved Equipment; and
- Be using any UltraSpeed Plans

StarHub’s prevailing General Terms and Conditions and applicable Service Specific Terms and Conditions (available at <http://www.starhub.com>) shall apply. StarHub may amend the applicable Terms and Conditions from time to time, without prior notice.