

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS
PREPAID MOBILE SERVICES**

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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 pre-paid mobile voice, mobile data, roaming Services and/or other mobile value-added Services, promotions or otherwise (collectively, the "**Prepaid Mobile Services**") under any of the plans described below (each a "**Prepaid Plan**").
- I.2 These Service Specific Terms & Conditions for Prepaid 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 Prepaid 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 the Prepaid 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 Prepaid 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.

3. DATA PROTECTION POLICY

- 3.1 **StarHub Data Protection Policy.** By subscribing to the Prepaid Mobile Services, you agree that we are entitled to collect, use or disclose any information or data disclosed by you in using the Prepaid Mobile Services in accordance with our General Consumer Terms and StarHub Data Protection Policy. You are entitled to withdraw such consent in the procedure as prescribed by us under the StarHub Data Protection Policy from time to time.

SECTION A: ELIGIBILITY

1. Eligibility:

You can subscribe for the Services if you are at least 15 years old. We may refuse to provide Prepaid Mobile Services at our discretion.

2. How to sign-up:

- 2.1 You can sign-up for the Prepaid Mobile Services via any StarHub Authorised Reseller or 7-Eleven store with your original document ID to sign up.
- 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 during 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 and recall and release the mobile number you have selected.
- 2.3 You will need to verify your account with a valid identification ("**ID**") when signing up for your Prepaid plan.
- 2.4 If you do not successfully verify your account with a valid ID and activate the service within 21 days from the date of signing up for your Prepaid Plan, we reserve the right to terminate your Prepaid 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 Prepaid 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 Prepaid 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 prepaid number; (ii) the non-StarHub mobile line is registered under the same full name and ID as the Prepaid 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 will automatically terminate.

2.5.4 If your Port-In Service request is rejected by StarHub due to any outstanding issues with the Donor, you must 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 Prepaid 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: PREPAID MOBILE SERVICES

I Prepaid Mobile Services

I.1 Prepaid Plan is a SIM only mobile plan provided by StarHub Mobile. Mobile Services are provided on a pre-payment basis. Your activation and continued use of any Prepaid Plan constitutes acceptance of these Terms & Conditions as amended from time to time.

I.2 Under IMDA regulations, an individual can sign up a maximum of 10 lines across various telco operators. Your Prepaid Plan will count towards the total number of lines registered under your identification number (i.e. NRIC number or FIN).

I.3 The Prepaid Mobile Services will start on the day the SIM card is activated and will continue for the calendar month of activation.

I.4 The Prepaid Mobile Services will not be automatically renewed for successive periods of 1 calendar month each (**“renewal cycle”**) unless auto renewal is turned on via the StarHub App or unless terminated in accordance with these terms & conditions.

I.5 The Prepaid 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 Monthly Plans

We currently offer SIM-only Prepaid Plans, each consisting of the following components:

	Prepaid S @ \$10.00	Prepaid M @ \$15.00	Prepaid L @ \$30.00
Local Data	80GB	250GB	350GB
Local outgoing minutes	500	1000	5000

Local SMS	200	500	1000
Incoming local calls and SMS	Free	Free	Free
IDD Mins	Up to 100 IDD mins for 6 Destinations (Bangladesh/ China/ India/ Indonesia/ Malaysia/ Philippines)	Up to 500 IDD mins for 6 Destinations (Bangladesh/ China/ India/ Indonesia/ Malaysia/ Philippines)	Up to 1000 IDD mins for 6 Destinations (Bangladesh/ China/ India/ Indonesia/ Malaysia/ Philippines)
Roaming Data	1GB (Malaysia)	3GB Roaming Data to 6 Destinations (Bangladesh/ China/ India/ Indonesia/ Malaysia/ Philippines)	8GB Roaming Data to 6 Destinations (Bangladesh/ China/ India/ Indonesia/ Malaysia/ Philippines)
Caller Number Display	Free	Free	Free

Charging of Prepaid Plan

Item	Amount
Local data	chargeable per block of 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 block of 1024 KB

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

Add Ons	Description
Local Data, SMS and Local Talktime	Refer to clause 3.1
Roaming	Refer to clause 3.2
International Calls	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 On to 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. You will need to select one of the payment options available on the App.
- 3.1.4 All Local Data, SMS and Local Talktime Add Ons will immediately and automatically expire at the end of the current billing cycle without prior notice to you. Any unused balance of Local Data, SMS and Local Talktime pack will also be immediately and automatically forfeited without prior notice to you.

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. Any incoming SMS that you may receive while overseas is free.
- 3.2.2 The roaming 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:

Data Only:

Package – Asia Pacific	Price	Bundled Data	Validity
DataTravel APAC 1GB	\$6	1GB	3 days
DataTravel APAC 2GB	\$16	2GB	30 days
DataTravel APAC 3GB	\$20	3GB	30 days
Covered destinations: 20			
Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar*, New Zealand, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam			

Package – Global	Price	Bundled Data	Validity
DataTravel Global 2GB	\$40	2GB	30 days
DataTravel Global 3GB	\$50	3GB	30 days

Covered destinations: 81	Includes: Destinations listed in Asia Pacific Albania, Argentina, Austria, Bahrain, Belarus, Belgium, Bolivia, Bosnia and Herzegovina, Brazil, Bulgaria, Canada, Chile, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Iran, Ireland, Israel, Italy, Jersey, Jordan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Montenegro, Netherlands, Norway, Oman, Palestine, Paraguay, Peru, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey, UAE, UK, Ukraine, Uruguay, USA
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Package – Everywhere	Price	Bundled Data	Validity
DataTravel Everywhere IGB	\$80	IGB	30 days
Covered destinations: 195	Includes: Destinations listed in Global Anguilla (Caribbean), Antigua and Barbuda (Caribbean), Aruba (Caribbean), Azerbaijan, Barbados (Caribbean), Bermuda (Caribbean), Bonaire, Sint Eustatius and Saba, British Virgin Islands (Caribbean), Colombia, Congo (Democratic Republic), Costa Rica, Curacao, Dominica (Caribbean), Ecuador, Egypt, El Salvador, Faroe Islands, Fiji, Gabon, Ghana, Greenland, Grenada (Caribbean), Guam, Guatemala, Guernsey, Guinea Bissau, Guyana, Haiti (Caribbean), Honduras, Jamaica (Caribbean), Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Macedonia, Madagascar, Malawi, Mongolia, Montserrat (Caribbean), Mozambique, Nauru, Nepal, Nicaragua, Niger, Nigeria, Panama, Papua New Guinea, Puerto Rico, Rwanda, Samoa, Seychelles, South Africa, St Kitts and Nevis (Caribbean), St Lucia(Caribbean), St Vincent (Caribbean), Tajikistan, Tanzania,		

	Timor Leste, Tonga, Turks and Caicos (Caribbean), Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Zambia Afghanistan, Algeria, Angola, Armenia, Bahamas, Benin, Bhutan, Botswana, Burkina Faso, Cameroon, Cape Verde, Cayman Islands (Caribbean), Central African Republic, Chad, Congo, Cote d'Ivoire (Ivory Coast), Cyprus, Dominican Republic, French Guiana, French Polynesia, Gambia, Georgia, Guadeloupe, Guinea, Iraq, Isle of Man, Lebanon, Lesotho, Liberia, Maldives, Mali, Martinique, Mauritius, Republic of Moldova, Morocco, New Caledonia, Northern Mariana Island, Saint Barthélemy, Saint Martin, Senegal, Sierra Leone, Slovakia, Solomon Islands, Suriname, Swaziland, Tunisia, Zimbabwe
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Voice and SMS Only:

Package – Asia Pacific	Price	Bundled Mins	Bundled SMS	Validity
VoiceTravel APAC	\$6	10	10	3 days
	\$20	50	50	30 days
Covered destinations: 20	Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar*, New Zealand, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand, Vietnam			

Package – UK/USA	Price	Bundled Mins	Bundled SMS	Validity
VoiceTravel APAC	\$40	50	50	30 days
Covered destinations: 2	UK, USA			

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 Each Roaming Add On will be valid for 3, 7 or 30 days from date of activation, depending on the Roaming Add On that you choose.
- 3.2.8 If you have any remaining data/voice/SMS entitlements in an existing Roaming Add On, and you purchase a new Roaming Add On, the validity of the entire bundle of Roaming Add On entitlements will be extended by 3 or 7 days from the expiry date, depending on your choice of Roaming Add On.

- 3.2.9 If a purchased 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 prior notice to you. 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 International Calls

- 3.3.1 For the purpose of these Terms & Conditions, “IDD” refers to International Direct Dialling calls.
- 3.3.2 You can purchase IDD Add On packs at any time via the App.
- 3.3.3 The IDD Add On pack comes with \$5 credit per pack for usage to all supported destinations or 200 minutes to India & Bangladesh.
- 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 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 Plan

- 4.1 If you wish to change your Prepaid Plan you can do so via the App. The change request must be requested at least 1 hour prior to the expiry of the current renewal cycle for existing Prepaid Plan .
- 4.2 Any change to a new Prepaid Plan the request will take effect at the start of the next renewal cycle.
- 4.3 If multiple change requests are submitted, we will only implement the most recent change request submitted to us.
- 4.4 Any free or plan entitlements from the previous Prepaid Plan will be forfeited. Any surplus amounts already paid in respect to the previous Prepaid Plan cannot be transferred to or used to settle any Subscription Charges payable under the new Prepaid Plan and are not refundable.

5. Usage Alerts

- 5.1 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.
- 5.2 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 Prepaid Plan.

SECTION C: WALLET

- 1 Each Prepaid Plan will have one wallet. Wallet credits ("**StarHub Dollars**") must be utilised prior to the termination of the associated Prepaid Plan. Any unused StarHub Dollars that remain prior to the termination of the Prepaid Plan will be forfeited, and there will be no refunds given.
- 2 StarHub Dollars usage: Subject to these Terms & Conditions, StarHub Dollars (if any) can be used for the following:
 - i. Monthly Prepaid Plan renewal fees
 - ii. Add On fees
 - iii. Transfer to another Prepaid Plan
- 3 StarHub Dollars 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 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.
- 5 StarHub may change the terms and conditions at our discretion without prior notice.

SECTION D: 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 Prepaid Plan and Add Ons.
- 4 Once you subscribe for and receive any of our Prepaid Mobile Services, you must pay for the Prepaid 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 will 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 will 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 E: 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 Prepaid 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 Prepaid Plan or perform any port- in requests until resumption of your Prepaid 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.

- 1.5 Any entitlement balance (including roaming packs) from your Prepaid 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 Prepaid Mobile Services or line to avoid a renewal purchase, you can do so via the App. The cancellation or termination request 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 Prepaid 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 Prepaid 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 Prepaid Plan mobile line is in active state (i.e. not cancelled, terminated or suspended); and
 - (ii) your Prepaid 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 will be liable to pay Prepaid Plan subscription charges. No refunds will be given under any circumstances. You can continue to enjoy all the Services that you have paid for.