

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

PREMIER PACK FOR STARHUB TV CUSTOMERS

1. Service Specific Terms & Conditions

- 1.1 These are StarHub's Service Specific Terms & Conditions for our StarHub TV customers who subscribed for our Premier Pack, and together with any other terms and conditions that you and we have agreed or accepted from time to time, they form the Agreement between you and StarHub.
- 1.2 The Terms & Conditions: These Service Specific Terms & Conditions, together with the Consumer General Terms & Conditions, and other Service Specific Terms & Conditions including the StarHub TV Terms & Conditions form the terms of the contract between you, the customer, and us, StarHub (collectively the "**Terms & Conditions**"). You agree to use the Service in accordance with the Terms & Conditions and our policies, guidelines, instructions, notices and directions as may be prescribed by us from time to time.
- 1.3 Capitalised terms: Unless the context otherwise requires, all definitions and expressions used in these Terms & Conditions shall have the same meaning as the definitions and expressions used in the Consumer General Terms & Conditions.

2. Premier Pack Terms & Conditions

- 2.1 StarHub will commence charging the monthly subscription charge from the Activation Date. "**Activation Date**" means the date on which your subscription for the Premier Pack is activated for access via your set-top box.
- 2.2 Premier Pack is a monthly recurring subscription. The subscription charges in respect of Premier Pack will be billed monthly and charged to your StarHub bills. Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of GST and adjusted according to the prevailing GST rates.
- 2.3 If you choose to terminate your subscription for Premier Pack within one (1) month from your Service Start Date, you will be charged for the full subscription charges (excluding any promotion or discount price) in respect of such billing cycle, without any pro-ration. If you terminate your subscription for Premier Pack at any time after one (1) month from your Service Start Date, you will be charged the pro-rated subscription fees in respect of such billing cycle in which termination takes place, up to the date of termination.
- 2.4 You will continue to be charged even after the Premier League season has ended unless you provide StarHub with a notice to terminate your subscription for Premier Pack.
- 2.5 We reserve the sole and absolute discretion to determine your entitlement to this subscription and may decline any application for a subscription to the Premier Pack for any reason whatsoever.
- 2.6 For new subscribers/customers of the Premier Pack who require us to install the set-top boxes at your Service Address, we will endeavour to install such set-top boxes at the Service Address in accordance with our standard installation lead-times.
- 2.7 If the Content is to be delivered or transmitted over StarHub's IPTV platform, your Service Address (at which the Content are to be received) must be connected to StarHub's Fibre network.
- 2.8 Access, View and Restriction of Use
 - 2.8.1 You may only access the Content in Singapore.
 - 2.8.2 You acknowledge that your right to view or to exhibit the Content is subject to the terms and conditions of the contract entered between StarHub and licensor for the rights to the Content.

- 2.8.3 You agree to access the Content in accordance with all applicable laws, rules and regulations including restrictions on the use of the content set out therein.
 - 2.8.4 You agree not to archive, reproduce, distribute, modify, display, perform, publish, license, create derivative works from, offer for sale, or use content and information contained on or obtained from or through the subscription of Premier Pack.
 - 2.8.5 You may, through Premier Pack, obtain or rely on certain apps, information, products or services which are 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.
- 2.9 Customers with StarHub TV Go Value-Added Service will be able to access live streaming of Hub Premier channels via the StarHub TV+ app.
 - 2.10 Unless otherwise specified, all promotions and plans set out herein are valid and available at the rates stated until such date as determined by us. We may from time to time suspend, terminate or change any of these Service Specific Terms & Conditions and/or the Services (whether in whole or in part) (including pricing and promotions) at our sole and absolute discretion, at any time, without prior notice and without any liability to you. All amendments shall be posted on our website and shall take effect from the date that they are so posted. Your continued use of the Services will be taken as acceptance thereof.
 - 2.11 StarHub reserves the right to suspend or terminate the Service provided to you if we determine that any use, whether by you or another person, is a breach of these Service Specific Terms & Conditions.

3. Premier Pack Subscription

- 3.1 Premier Pack is an add-on subscription package for the following StarHub TV plans:
 - 3.1.1 StarHub TV – 3 of 7 Basic Tiers (standalone or part of HomeHub bundle)
 - 3.1.2 StarHub Entertainment Pass (standalone or part of HomeHub bundle)
- 3.2 Customers on StarHub Variety Pass are not eligible to subscribe Premier Pack as an add-on.
- 3.3 Customers may subscribe for Premier Pack through My Account or the StarHub App.

4. Eligibility

- 4.1 **Residential use only:** Unless otherwise permitted by us in writing, Premier Pack is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.
- 4.2 **Outstanding accounts:** At the time of application, you must not have any outstanding accounts with us that are due and owing to us. StarHub reserves the sole and absolute discretion to determine your entitlement to this subscription and may reject any application.
- 4.3 **Personal identification documentation:** In order for us to process your application, you will need to produce the relevant personal identification documentation described below:-

Residency Status	Additional terms and conditions	Relevant documentation
Singaporean & Permanent Resident	-	• NRIC; or • Singapore photo-driving licence, with proof of billing address Proof of billing address⁽¹⁾ if address on blue NRIC is a foreign address
PI, P2, Q1, Employment Pass, S Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass	• Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass must have a minimum validity period of 6 months • If the validity period of your Employment Pass / DiplomatPass / Entrepass / S Pass / Training Visit Pass is less than 6 months, a letter from your employer indicating intent of renewal is required. The letter must be from a manager of your company	Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass • If your Employment Pass / Diplomat Pass / Entrepass / S Pass Training Visit Pass does not carry / have your photograph, please produce a passport with at least 6 months validity • Proof of billing address⁽¹⁾ is required if there is no local address present on your Employment Pass/ Diplomat Pass / Entrepass / S Pass / Training Visit Pass
Work Permit, Student Pass	• Your Work Permit or Student Pass must have a minimum validity period of 6 months • If the validity period of your Work Permit is less than 6 months, a letter from the employer indicating intent of renewal is required. The letter must be from a manager of your company • If the validity period of your Student Pass is less than 6 months, a letter from the principal of your school indicating your continual studies is required	Your Work Permit or Student Pass • If your Work Permit / Student Pass does not carry your photograph, please produce a passport with at least 6 months validity • Proof of billing address⁽¹⁾ is required if there is no local address present on your Work Permit / Student Pass

Dependant Pass, Long Term Social Visit Pass	• Your Dependant Pass or Long Term Social Visit Pass must have a minimum validity period of 6 months • If the validity period of your Dependant Pass or Long Term Social Visit Pass is less than 6 months, a letter of extension from the Ministry of Manpower will be required	Your Dependant Pass or Long Term Social Visit Pass • If your Dependent Pass / Long Term Social Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity • Proof of billing address⁽¹⁾ is required if there is no local address present on the Dependant Pass/Long Term Social Visit Pass
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Notes:

(1) List of documents that are accepted by us as Proof of your Billing Address include:-

- Legal tenancy agreement (valid for at least 6-month)
- Insurance policy statement (except for travel insurance)
- Bank or Credit card statement*
- Singtel/M1/telecommunications bill statement*
- Singapore Power bill statement*
- Original CPF statement or printed from Internet*
- Title deed
- TV/Radio License from Singapore Broadcasting Authority
- Form B or IR8A (Income Tax) sent to customer's residential/company address
- Letter from company (signed by managerial position and above) indicating the company owned/leased/rented properties/customer's residential address
- Letter from School (signed by principal) indicating the customer's residential address

*All proof of local billing address must be dated within three months from date of application.