

## STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

### PREMIER LEAGUE

These are StarHub's Service Specific Terms & Conditions for our customers who subscribed for any of our Premier League subscriptions.

#### 1. Service Specific Terms & Conditions

- 1.1 In addition to these Service Specific Terms & Conditions, there may be other Service Specific Terms & Conditions which would apply specifically to the Service that you have subscribed for or the Promotions that you have purchased.
- 1.2 The Terms & Conditions: These Service Specific Terms & Conditions, together with 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 the 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 us.
- 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.
- 1.4 All prices stated are inclusive of GST unless otherwise stated. Prices will be adjusted according to the prevailing GST rates.

#### 2. Premier+ Subscription

##### 2.1 Service Eligibility: Premier+ is available as:

- 2.1.1 An add-on subscription for a new or existing StarHub TV+ or HomeHub+ service; or
- 2.1.2 A standalone subscription for new customers without any existing StarHub service(s), or existing StarHub Broadband or Mobile post-paid customers without an existing StarHub TV+ or HomeHub+ service.

##### 2.2 Pricing

| Subscription Type                                               | Premier+<br>(Monthly Pass) | Premier+<br>(Annual Pass) |
|-----------------------------------------------------------------|----------------------------|---------------------------|
| StarHub Exclusive Price <sup>(1)</sup><br>(with prevailing GST) | \$25.46/month              | \$238.00 one-time         |
| Usual Monthly Subscription<br>(with prevailing GST)             | \$40.74/month              | \$380.00 one-time         |

##### Notes:

- (1) For StarHub Exclusive Price, please refer to Clause 2.6.

##### 2.3 Premier+ (Monthly Pass)

- 2.3.1 Premier+ is a monthly recurring subscription. The subscription charges in respect of Premier+ will be billed monthly and charged to your StarHub bill.
- 2.3.2 If you choose to terminate Premier+ within one (1) month from your Service Start Date, you

will be charged for the full subscription fee for the relevant billing cycle excluding any promotional pricing or discount that may have applied to your subscription and no refund or pro-ration will be provided. If you terminate Premier+ at any time after one (1) month from the Service Start Date, you will be charged the pro-rated subscription fees applicable to your subscription (including any applicable promotional or discounted pricing) for the billing cycle in which the termination takes place, calculated up to the effective date of termination.

- 2.3.3 Premier+ is a continuing subscription service and is not tied to the duration of any Premier League season. You will continue to be charged even after the Premier League season has ended. If you choose to terminate Premier+ after the end of the Premier League season, any associated promotions or discounts or other benefits applicable to your subscription may cease to apply. If you subsequently re-subscribe to Premier+ at the start of the next Premier League season or otherwise, you may not be eligible for the same promotional pricing, discounts or benefits previously enjoyed, and the prevailing subscription fees, charges and terms at the time of re-subscription will apply.
- 2.3.4 If you add on any other StarHub service(s) during the course of subscribing for Premier+, the minimum period of service and associated early termination charges in respect of such StarHub service(s) will apply.

## 2.4 **Premier+ (Annual Pass)**

- 2.4.1 Premier+ (Annual Pass) is a one-time subscription which will be valid for 12 months from your sign-up date. You will be billed immediately after successful sign-up and charged to your StarHub bill. If you sign up before 1 July 2026, your Premier+ (Annual Pass) will end on 30 June 2027 instead.
- 2.4.2 If you subscribe to Premier+ (Annual Pass), the one-time subscription fee is non-refundable, even if you terminate, suspend or withdraw from the Hub Premier channels included in the Premier+ (Annual Pass) before the end of the 12-month validity period, for any reason.

## 2.5 **Complimentary Starter+**

- 2.5.1 If you are subscribed to Premier+ as a standalone subscription, you will enjoy complimentary access to Starter+ Pass for the duration that your Premier+ subscription remains active. The usual subscription fee for Starter+ Pass is \$5.08 (inclusive of prevailing GST) per month.

## 2.6 **StarHub Exclusive Price**

- 2.6.1 Eligibility: Customers who sign up for an eligible StarHub service or already have a subscription for an eligible StarHub service.
- 2.6.2 An “eligible StarHub service” refers to an active subscription of one or more of the following services, where the applicable recurring subscription fee is at least \$15 per month (inclusive of prevailing GST), excluding any value-added services, complimentary services, third-party subscriptions, Internet TV packs, one-time charges and promotional credits:
  - a. StarHub Broadband service;
  - b. StarHub Post-paid Mobile service with a base plan subscription fee of minimum \$15/month. For avoidance of doubt, the Welcome Plan, 5G Senior, 5G Data Only or Tourist plans are not eligible StarHub services;
  - c. StarHub TV+ service with at least one of the following passes: Entertainment+, Asian+, Malay+, Indian+, Filipino+, Sports+ and HBO Pak as an add-on. For the avoidance of doubt, Starter+ Pass is not an eligible StarHub service.
  - d. StarHub TV on Fibre service where Premier+ is subscribed to under StarHub TV+ as a separate subscription; and

- e. StarHub Bundles (HomeHub Plus / HomeHub+ / HubBundle);

StarHub reserves the right to determine and amend the services that qualify as eligible StarHub services from time to time.

## 2.7 Promotions and Offers

The following promotions or offers (each, a “**Promotion**”) are available for purchase:

| Promotion or Offer                 | Customer Eligibility                                                                           | Premier+<br>(Monthly Pass)<br>with GST                                                                              | Premier+<br>(Annual Pass)<br>with GST |
|------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Early Bird Price <sup>(II)</sup>   | New customers without any existing StarHub service(s) and signed up on or before 30 June 2022. | \$35.64/month                                                                                                       | -                                     |
| Pioneer Generation Exclusive Offer | Applicable to new sign-ups for Singapore citizens born on or before 31 December 1949.          | <u>With StarHub Exclusive Price</u><br>\$12.73/month<br><br><u>Without StarHub Exclusive Price</u><br>\$20.37/month | -                                     |
| Premier League for Young Fans      | Applicable to new sign-ups for customers aged between 18 to 25 years old                       | <u>With StarHub Exclusive Price</u><br>\$12.73/month<br><br><u>Without StarHub Exclusive Price</u><br>\$20.37/month | -                                     |

### Notes:

(II)

- Customers who subscribe to Premier+ (Monthly Pass) under the Early Bird Price and subsequently terminate their Premier+ subscription will no longer be eligible for the Early Bird Price upon re-subscription.
- Where an Early Bird Price subscriber subsequently becomes eligible for the StarHub Exclusive Price, the applicable subscription fee will be adjusted to the StarHub Exclusive Price from the next billing cycle following activation of the eligible StarHub service.
- If the customer subsequently ceases to qualify for the StarHub Exclusive Price, including by terminating the eligible StarHub service, the customer will no longer be entitled to the Early Bird Price or the StarHub Exclusive Price, and the prevailing subscription fee for Premier+ will apply.

- 2.7.1 These Promotions are only available until such date as we may determine and may be amended or rescinded at any time, in our sole and absolute discretion.
- 2.7.2 These Promotions cannot be used to offset existing subscription charges or outstanding balances due to StarHub.
- 2.7.3 These Promotions are non-exchangeable for cash or kind, non-refundable and non-transferable.
- 2.7.4 Unless we specify otherwise, these Promotions are not available with other discounts, promotions, special packages or external offers.

### 3. Subscription Requirements

3.1 **Residential use only:** Unless otherwise permitted by us in writing, Premier+ is only available to residential customers for residential use and is not available to businesses or bulk subscription customers.

3.2 **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.

3.3 **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                                                               | -                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>• NRIC; or</li><li>• Singapore photo-driving licence, with proof of billing address</li></ul> <p>Proof of billing address<sup>(iii)</sup> if address on blue NRIC is a foreign address</p>                                                                                                                                                                                                                                                                         |
| PI, P2, Q1, Employment Pass, S Pass, PEP, TEP/TVP, EntrePass, Diplomat Pass, Non-Diplomat Pass | <ul style="list-style-type: none"><li>• Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass must have a minimum validity period of 6 months</li><li>• If the validity period of your Employment Pass / Diplomat Pass / 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</li></ul> | <p>Your Employment Pass, Diplomat Pass, Entrepass, S Pass or Training Visit Pass</p> <ul style="list-style-type: none"><li>• If your Employment Pass / Diplomat Pass / Entrepass / S Pass Training Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li><li>• Proof of billing address<sup>(iii)</sup> is required if there is no local address present on your Employment Pass / Diplomat Pass / Entrepass / S Pass / Training Visit Pass</li></ul> |
| Work Permit, Student Pass                                                                      | <ul style="list-style-type: none"><li>• Your Work Permit or Student Pass must have a minimum validity period of 6 months</li><li>• 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</li></ul>                                                                                                              | <p>Your Work Permit or Student Pass</p> <ul style="list-style-type: none"><li>• If your Work Permit / Student Pass does not carry your photograph, please produce a passport with at least 6 months validity</li><li>• Proof of billing address<sup>(i)</sup> is required if there is no local address present on your Work Permit / Student Pass</li></ul>                                                                                                                                              |

|                                             |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             | <ul style="list-style-type: none"> <li>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</li> </ul>                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                               |
| Dependant Pass, Long Term Social Visit Pass | <ul style="list-style-type: none"> <li>Your Dependant Pass or Long Term Social Visit Pass must have a minimum validity period of 6 months</li> <li>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</li> </ul> | <p>Your Dependant Pass or Long Term Social Visit Pass</p> <ul style="list-style-type: none"> <li>If your Dependent Pass / Long Term Social Visit Pass does not carry your photograph, please produce a passport with at least 6 months validity</li> <li>Proof of billing address<sup>(1)</sup> is required if there is no local address present on the Dependant Pass/Long Term Social Visit Pass</li> </ul> |

**Notes:**

(III) 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.

#### **4. Access, Viewing and Restrictions of Use**

- 4.1 You may access the programmes on Premier+ via the StarHub TV+ app (which can be downloaded from the Apple App Store and Google Play Store) or [www.starhubtvplus.com](http://www.starhubtvplus.com) by logging in with your Hub ID. You agree that your use of the Hub ID is subject to the applicable Service Specific Terms & Conditions.
- 4.2 The quality of the display of Premier+ content may vary from device to device, and is subject to a number of factors, including but not limited to your location, the bandwidth available through and/or speed of your Internet connection. HD, Ultra HD and HDR availability is subject to your Internet service and device capabilities.
- 4.3 For each Premier+ subscription, you can register up to 5 devices and will be able to view the content concurrently on up to 2 devices.

- 4.4 If you are viewing Premier+ content on your set-top box, you understand that such viewing is only permitted at the service address under which your account is registered at.
- 4.5 You may only access Premier+ content in Singapore.
- 4.6 You agree to access Premier+ content in accordance with all applicable laws, rules and regulations including restrictions on the use of the content set out therein.
- 4.7 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 Premier+.
- 4.8 You may, through Premier+, 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.
- 4.9 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.