

## 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 bundles.

#### I. Service Specific Terms & Conditions

- I.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.
- I.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.
- I.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.
- I.4 All prices stated are inclusive of GST unless otherwise stated. Prices will be adjusted according to the prevailing GST rates.

#### 2. Premier+ Subscription

##### Pricing

| Promotional Period  | Premier+<br>(Standalone service)  | Premier+<br>(With eligible<br>StarHub service(s)) –<br>StarHub<br>Exclusive Price <sup>(1)</sup>  |
|---|---|---|
| Early Bird Price <sup>(II)</sup><br>(with prevailing GST)           | <u>Till 31 December 2022</u><br>\$34.99/month<br><br><u>From 1 January 2023</u><br>\$35.32/month<br><br><u>From 1 January 2024</u><br>\$35.64/month | <u>Till 31 December 2022</u><br>\$19.99/month<br><br><u>From 1 January 2023</u><br>\$20.18/month<br><br><u>From 1 January 2024</u><br>\$20.36/month |
| Usual Monthly Subscription <sup>(II)</sup><br>(with prevailing GST) | <u>Till 31 December 2022</u><br>\$39.99/month<br><br><u>From 1 January 2023</u><br>\$40.36/month<br><br><u>From 1 January 2024</u><br>\$40.74/month | <u>Till 31 December 2022</u><br>\$24.99/month<br><br><u>From 1 January 2023</u><br>\$25.22/month<br><br><u>From 1 January 2024</u><br>\$25.46/month |

Notes:

- (1) StarHub Exclusive Price refers to the monthly subscription fee of \$24.99/month (inclusive of 7% GST) applicable until 31 December 2022. Customers who sign up on or before 30 June 2022 enjoy a monthly subscription fee of \$19.99/month (inclusive of 7% GST).
- (II) Prices for Early Bird Price and Usual Monthly Subscription stated, are provided for references, inclusive of 7% GST till 31 December 2022, inclusive of 8% GST from 1 January 2023 till 31 December 2023 and inclusive of 9% GST from 1 January 2024 onwards.

**Promotion Bundles**

The following promotion bundles (each, a “**Promotion**”) are available for purchase:

| Promotion Bundle                                  | Customer Eligibility   | Premier+ Early Bird Price (with GST)  | Premier+ Usual Monthly Subscription (with GST)  |
|---|--|---|---|
| Premier+ (with complimentary Starter+)            | New customers without any existing StarHub service(s)  | <u>Till 31 December 2022</u><br>\$34.99/month<br><br><u>From 1 January 2023</u><br>\$35.32/month<br><br><u>From 1 January 2024</u><br>\$35.64/month | <u>Till 31 December 2022</u><br>\$39.99/month<br><br><u>From 1 January 2023</u><br>\$40.36/month<br><br><u>From 1 January 2024</u><br>\$40.74/month |
|   | Existing StarHub Broadband or Mobile post-paid customers without an existing StarHub TV or Entertainment service |   |   |
| Free 6 Months 1Gbps Fibre Broadband with Premier+ | New customers without any existing StarHub Broadband service   | <u>Till 31 December 2022</u><br>\$19.99/month   | <u>Till 31 December 2022</u><br>\$24.99/month   |
| Free 6 Months 2Gbps Fibre Broadband with Premier+ |  | <u>From 1 January 2023</u><br>\$20.18/month   | <u>From 1 January 2023</u><br>\$25.22/month   |
| Premier+ (StarHub TV+ Add-On)                     | New or existing StarHub TV+ customers  | <u>From 1 January 2024</u><br>\$20.36/month   | <u>From 1 January 2024</u><br>\$25.46/month   |
| Premier+ (HomeHub+ Add-On)                        | New or existing HomeHub+ 1G/2G bundle customers  |   |   |

**Promotion Terms & Conditions**

- 2.1 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.
- 2.2 These Promotions cannot be used to offset existing subscription charges or outstanding balances due to StarHub.
- 2.3 These Promotions are non-exchangeable for cash or kind, non-refundable and non-transferable.
- 2.4 Unless we specify otherwise, these Promotions are not available with other discounts, promotions, special packages or external offers.
- 2.5 Premier+ with complimentary Starter+ Promotion
  - 2.5.1 In respect of Premier+ with complimentary Starter+ Promotion, 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.

### **Premier+ (Standalone Service)**

1. Eligibility: Customers who do not have any existing StarHub services or have StarHub services which do not meet the eligibility criteria for StarHub Exclusive Price.
2. The Early Bird Price is only applicable for sign-ups on or before 30 June 2022. StarHub reserves the sole and absolute discretion to remove, amend or otherwise extend the Early Bird Price.
3. Once you unsubscribe for Premier+, you will not be eligible for the Early Bird Price if you subscribe for Premier+ again.
4. If you subsequently qualify for the StarHub Exclusive Price by signing up for at least 1 eligible StarHub service, the price for your Premier+ (Standalone Service) will be replaced by the StarHub Exclusive Price in the next billing cycle after the eligible StarHub service is fully activated. For the avoidance of doubt, the Early Bird Price in relation to the StarHub Exclusive Price only applies if you sign up for the eligible StarHub service on or before 30 June 2022.
5. If you subscribe for Premier+ based on the Early Bird Price and subsequently get upgraded to enjoy the StarHub Exclusive Price, any termination of your eligible StarHub service(s) means that you will subsequently no longer be entitled to enjoy the Promotions (including any Early Bird Price) anymore. You will be required to pay the prevailing monthly subscription rate for any subscription of Premier+.

### **Premier+ (with eligible StarHub service(s))**

1. Eligibility: Customers who sign up for an eligible StarHub service or already have a subscription for an eligible StarHub service.
2. An “eligible StarHub service” refers to an active subscription of one or more of the following. The minimum fee of \$15/month (inclusive of prevailing GST) is calculated excluding any subscriptions to value-added services, complimentary services, third-party subscriptions and Internet TV packs:
  - a. StarHub Broadband service with a base plan subscription fee of minimum \$15/month.
  - b. StarHub Post-paid Mobile service with a base plan subscription fee of minimum \$15/month. For avoidance of doubt, Welcome Plan is not eligible.
  - 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 avoidance of doubt, Starter+ Pass is not eligible.
  - d. StarHub TV on Fibre service with a base plan subscription fee of minimum \$15/month if you sign up for Premier+ under StarHub TV+ as a separate subscription.
  - e. StarHub Bundles (HomeHub Plus / HomeHub+ / HubBundle) with a base plan subscription fee of minimum \$15/month.
3. The Early Bird Price is only applicable for sign-ups on or before 30 June 2022. StarHub reserves the sole and absolute discretion to remove, amend or otherwise extend the Early Bird Price.
4. The Early Bird Price is valid for a period of 24 months from the date that Premier+ is activated or 6 August 2022, whichever is later. Thereafter, your Premier+ charges will revert automatically to the prevailing monthly subscription rate.

### **3. Eligibility**

- 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 Armed Forces Identity Card (SAF I1B) for Regular &amp; NSF ONLY; or</li> <li>● Singapore photo-driving licence, with proof of billing address</li> </ul>  |
| 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>(1)</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> <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> | <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>(1)</sup> is required if there is no local address present on your Work Permit / Student Pass</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> | Your Dependant Pass or Long Term Social Visit Pass <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:**

(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/MI/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. Premier+ Terms and Conditions**

- 4.1 If you sign up for Premier+ before 6 August 2022, your service start date will be 6 August 2022. If you sign up for Premier+ on or after 6 August 2022, your service start date will be the date that your StarHub service is fully activated. For the purposes of this Service Specific Terms and Conditions, “**Service Start Date**” means the date on which you will start being charged for the Services, as determined in accordance with this Clause 4.1.
- 4.2 Premier+ is a monthly recurring subscription. The subscription charges in respect of Premier+ will be billed monthly and charged to your StarHub bills.
- 4.3 Unless otherwise stipulated by us, all applicable Charges will be quoted inclusive of GST. Prices will be adjusted according to the prevailing GST rates.
- 4.4 If you choose to terminate Premier+ 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 Premier+ 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.

- 4.5 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 will be withdrawn. Please note that you will not be entitled to enjoy the previous promotions or discounts when you resubscribe at the start of the next Premier League season, and new pricing plans may apply.
- 4.6 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.
- 4.7 StarHub reserves the rights to revise any of these Terms & Conditions without prior notice.

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

- 5.1 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.
- 5.2 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.
- 5.3 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.
- 5.4 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.
- 5.5 You may only access Premier+ content in Singapore.
- 5.6 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.
- 5.7 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+.
- 5.8 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.
- 5.9 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.