

## **STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS REWARDS**

These are StarHub's Service Specific Terms & Conditions for rewards , treats, benefits, discounts and/or other privileges that we may offer, from time to time, to our customers (excluding prepaid mobile customers) who have subscribed for or who have purchased our Services (the "**Rewards**").

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### **I. SECTIONS**

I.1 These Service Specific Terms & Conditions for Rewards are divided into the following sections:-

- (i) Section A: Birthday Treats
- (ii) Section B: Hub Club Go
- (iii) Section C: Platinum
- (iv) Section D: Gold
- (v) Section E: Green
- (vi) Section F: StarHub Rewards and Loyalty Programmes
- (vii) Section G: Member Privileges

I.2 For the avoidance of doubt, only the Section(s) relating to you would apply to your relationship with us.

### **2. SERVICE SPECIFIC TERMS & CONDITIONS**

2.1 In addition to the 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 value-added Services that you have purchased.

- 2.2 **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 Rewards 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. In addition, the participating merchants' terms and conditions shall apply.
- 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. **REWARDS**
- 3.1 With our new Rewards platform, you will be required to redeem all Rewards via your My StarHub application ("**My StarHub App**"). If you are eligible for Rewards, you will receive an electronic Rewards voucher ("**Rewards e-Voucher**") via My StarHub App which you will use in accordance with our instructions. Please refer to our website on how to redeem your Rewards, including our frequently asked questions section on Rewards.
- 3.2 Certain Rewards may require you to present or flash the Rewards e-Voucher to the participating merchant via your mobile device when you make payment, while others may require you to log into My StarHub App and enter the relevant promo code from the Rewards e-Voucher onto the participating merchant's website upon checkout. You will also need to abide by the terms and conditions of the particular Rewards, which may include the participating merchants' terms and conditions.

## SECTION A: BIRTHDAY TREATS

### 1. **Eligibility**

- 1.1 You are eligible for birthday treats (the "**Treats**") if you are an active StarHub customer paying a monthly billable Service.
- 1.2 Please note that you will not be eligible for the Treats if you are a StarHub customer:-
  - 1.2.1 with a commercial account;
  - 1.2.2 with a charity account;
  - 1.2.3 with a condo bulk account without any paid upgrade services;
  - 1.2.4 with a service apartment bulk account without any paid upgrade services; or
  - 1.2.5 with an outstanding account that is due and owing to us.

### 2. **Additional terms**

- 2.1 **How to redeem the Treats:** You are required to present the StarHub Birthday Rewards e-Voucher (obtained via My StarHub App) at any of the participating merchants on any day in your birthday month to redeem and enjoy the Treats. Please refer to our website on how to redeem your Rewards, including our frequently asked questions section on Rewards.
- 2.2 **Merchants' terms and conditions:** The redemption of discounts/offers is subject to the merchants' terms and conditions.

## SECTION B: HUB CLUB GO

### HUB CLUB GO TERMS AND CONDITIONS

(Effective as of 31 May 2021)

#### 1. General

- 1.1 These are a set of terms and conditions which apply to members of our Hub Club Go Membership Programme (each a "**Hub Club Go member**").

#### 2. Eligibility

- 2.1 With effect from 31 May 2021, subject always to these Service Specific Terms & Conditions, you will automatically qualify as a Hub Club Go member if you are a new StarHub residential customer and continue to:-

2.1.1 subscribe to (a) minimum one post-paid mobile Services (SIM only plan, voice and/or data plans), TV Services and Home Broadband Services or (b) two post-paid mobile Services (SIM only plan, voice and/or data plans) and Home Broadband Services (the "**Eligible StarHub Services**");

2.1.2 register the Eligible StarHub Services under the same customer (same name and NRIC/FIN number) and each Mobile billing address must be the same as the Service Address of the customer's TV or Home Broadband Service; and

2.1.3 ensure that the selected post-paid mobile line, StarHub TV Service and StarHub Home Broadband Service remain active.

- 2.2 If you are a Hub Club member before 31 May 2021 and add a new Service, re-contract an existing Service or upgrade to our Hub Club Go Programme, all your new and existing Services under your account or nominated accounts will be automatically migrated to Hub Club Go Programme.

- 2.3 You will not be eligible for a Hub Club Go membership if you:-

2.3.1 are our business customer with BRN registration;

2.3.2 are our customer on any individual corporate scheme or special bulk scheme; and/or

2.3.3 are our employee on the StarHub employee plan.

- 2.4 All Hub Club Go accounts or nominated accounts which no longer meet the required Hub Club Go eligibility criteria stated in these Terms and Conditions will not be eligible for Hub Club Go membership.

#### 3. Membership

- 3.1 **One membership per NRIC / FIN:** Each Hub Club Go member is entitled to one Hub Club Go membership per NRIC/FIN.

- 3.2 **Services under the membership:** Each Hub Club Go membership will comprise of the Eligible Services and in relation to post-paid Mobile Services up to 6 mobile post-paid lines (including the Hub Club Go member's own post-paid mobile line). Subject to the eligibility criteria stated in the Hub Club Go Membership Programme, the membership is auto-registered.

- 3.3 **Personal Data:** You agree that we may use your Personal Data to provide this membership programme to you.
- 3.4 **Terms and Conditions:** The Terms & Conditions for specific privileges & benefits associated with this Hub Club Go Membership Programme will also apply.
- 3.5 **Changing of plan:** A Hub Club Go member's or nominated member's membership to the Hub Club Go programme will be affected if he/she changes his/her plan in respect of the relevant Service, Service Address or billing address. All Hub Club Go accounts or nominated accounts which no longer meet the required Hub Club Go eligibility criteria stated in these Terms and Conditions will not be eligible for Hub Club Go membership.

#### 4. **Hub Club Go Discounts**

- 4.1 The Hub Club Go Discounts available to you will depend on the eligible Services you take from StarHub.
- 4.2 The Hub Club Go Discount is not applicable with our Star Plans, unless specified by us. Subject to the Hub Club Go Discount not being used in conjunction with any discount, promotional offer or similar scheme (unless otherwise determined by us in our absolute discretion), the Hub Club Discount applies to selected post-paid mobile service plans only based on net recurring Charges. For example, Hub Club Go member has 3 Mobile lines comprising 1 Mobile line (with promotion discount and hence paying net recurring Charges below \$15) and 2 SIM only plans (on net recurring charges above \$15 each). This Hub Club Go member will be placed on 3 Mobile line count of 20% but the 20% Hub Club Go discount will be applicable to the 2 SIM only plans.
- 4.3 An eligible Hub Club Go member who qualifies for the Hub Club Go Discount will enjoy the following discounts depending on the number of post-paid mobile lines registered under his/her NRIC/FIN:-

ELIGIBLE MOBILE LINE	DISCOUNT ON EACH SUBSCRIPTION
1 mobile line	10%
2 mobile lines	15%
3 mobile lines	20%
4 mobile lines	25%
5 or 6 mobile lines	30%

- 4.4 The above Hub Club Go Discount will be granted under the following conditions:
- 4.4.1 Each Mobile billing address must be the same as the Service Address of the Hub Club Go member's TV or Home Broadband Service.
- 4.4.2 The Hub Club Go Discount applies to the net recurring Charges payable by Hub Club Go members for the subscription of the post-paid mobile service(s), excluding promotional discounts, value-added Services and/or usage Charges.
- 4.4.3 The Hub Club Go Discount is limited to a maximum of 6 post-paid mobile lines registered under the Hub Club Go member. Hub Club Go Discount will not be extended from the 7th mobile lines onwards.
- 4.4.4 The first post-paid mobile line registered under the Hub Club Go member will be auto-nominated for the Hub Club Go Discount and counted as 1 of the 6 lines for the determination of the applicable Hub Club Go Discounts as stated above. You can cancel any previous post-paid mobile line(s) that you had nominated except the said mobile line that is registered under your own NRIC/FIN.

- 4.4.5 Each Hub Club Go member can only have up to 5 mobile post-paid lines nominated under their Hub Club Go membership. Hub Club Go members with at least 1 post-paid mobile line under their NRIC/FIN number may log on to My StarHub App to nominate mobile lines of member(s) of their household (each a “Nominee” and collectively the “Nominees”). Each Nominee’s mobile line billing address must be the same as the Hub Club Go member’s Service Address in order to enjoy the Hub Club Go Discounts. Once there are more than 6 post-paid mobile lines registered under one Hub Club Go member, such mobile lines will be auto-nominated by our systems and will override any previous selection made by you. Without applying any promotional discounts, another 5 highest-valued mobile subscription plans and mobile data plans, based on the value of their subscription Charges, will be automatically nominated as participating mobile lines for the Hub Club Go Discounts. These 5 highest-valued mobile subscription plans must be registered under the same Hub Club Go member’s NRIC/FIN.
- 4.4.6 The same post-paid mobile line cannot be nominated by more than one Hub Club Go member.
- 4.4.7 The qualifying post-paid mobile line(s) must be active at the point of nomination to enjoy the Hub Club Go Discounts.
- 4.4.8 **Non-eligible plans:** Home Broadband plans, StarHub TV/Go Max plans, Corporate Individual Scheme or Mobile plans with usual price of \$15 or less are excluded from the Hub Club Go Discounts. Mobile plans with usual price of \$15 or less will also not be counted towards the Hub Club Go mobile line count. We reserve the right to determine the eligible Mobile plans for the Hub Club Go Discounts at our sole and absolute discretion, at any time, without prior notice and without any liability. If you continue to use the Service/plan, you will be deemed to have accepted such changes.
- 4.4.9 Any Nominee whose post-paid mobile line(s) is/are part of the participating line(s) for Hub Club Discount may subsequently become a Hub Club Go member and we shall determine the applicable discount rate for both Hub Club Go members based on the prevailing discount structure.
- 4.4.10 **Notification:** You must inform each Nominee before you can add or cancel a participating post-paid mobile line for the Hub Club Go Discount. If we determine that a new nomination or cancellation of nomination meets our criteria, we will accept your request by sending you a notification via My StarHub App or such other mode of communication as may be determined by us.
- 4.4.11 **Post-paid Mobile:** Hub Club Go members with less than 5 mobile post-paid lines under their NRIC/FIN number may nominate mobile lines of member(s) of their nominee via My StarHub App. The nominee(s) must share the same billing Address or registered billing address as the Hub Club Go member’s service address for that nominee’s mobile line to enjoy Hub Club discounts. Each Hub Club Go member can only have up to 6 mobile post-paid lines nominated under their Hub Club Go membership. Once there are more than 6 mobile post-paid lines registered under one Hub Club Go member’s NRIC/FIN number, such mobile lines will be auto-nominated by our systems and will override any previous selection made by you.
- 4.4.12 **Merger of billing accounts:** if you request for a merger of multiple billing accounts into one billing account, the determination of the applicable Hub Club Go discounts as stated in Clause 4.3 will be based on the top 6 highest-valued mobile subscription plans and mobile data plans. If a nomination is made before merger of multiple billing accounts into one billing account, our systems will not remove any previous nomination(s) made by you when evaluating the applicable Hub Club Go discounts as stated in Clause 4.3.

- 4.5 **Validity:** The Hub Club Go Discounts are only valid till 31 December 2025. By using the Services on or after 31 December 2025, you are deemed to be bound by these Terms and Conditions and any and all amendments thereto.

5. **Additional terms**

- 5.1 **GST:** The Hub Club Go Discount does not apply to any applicable goods and services tax.
- 5.2 **Active Services:** Hub Club Go members must ensure that all the mobile post-paid Services, TV Services and Home Broadband Services are active at all times in order to enjoy the Hub Club Go Discount.
- 5.3 **Commencement of discounts:** Once your Hub Club Go membership is successfully registered, the Hub Club Go Discount will take effect from your next billing period for the respective bills to which the Hub Club Go Discount applies. When a Service Address is subsequently updated after Hub Club Go membership is in effect, the applicable Hub Club Go Discounts will halt and resume after the change of Service Address has been processed by our systems.

6. **Our rights**

- 6.1 **Conclusiveness of records:** Our records shall be conclusive evidence of the accuracy and completeness of all matters relating to this Hub Club Go Membership Programme (including a person's right to participate in this Hub Club Go Membership Programme) and our decision on all matters relating to this Hub Club Go Membership Programme (including a person's right to participate in this Hub Club Go Membership Programme) will be final and conclusive.

- 6.2 **Right to terminate:** We reserve the right to terminate:-

6.2.1 the Hub Club Go membership of any Hub Club Go member; and/or

6.2.2 a Hub Club Go member's right to receive any privileges and benefits (including Hub Club Go discounts) conferred by his/her Hub Club Go membership, without notice if he/she fails to comply with any of these Terms & Conditions governing the use of any of the Eligible StarHub Services.

Upon withdrawal from the membership in this Hub Club Go Membership Programme or termination of such membership, the Hub Club Go member will cease to enjoy all privileges and benefits (including Hub Club Go Discounts) conferred by this Hub Club Go Membership Programme.

- 6.3 **Termination or variation without notice:** StarHub may without notice to you terminate and vary any significant aspect of this Hub Club Go Membership Programme at any time. No Hub Club Go member will be entitled to any payment or compensation whatsoever in respect of such termination or variation. You acknowledge and accept that your continued enjoyment of the Hub Club Go Discount or benefits after we give you notice of any change to the Hub Club Go Membership Programme will be deemed to be your conclusive acceptance of these Terms and Conditions and any and all amendments thereto.
- 6.4 **No liability:** We shall not be liable in any circumstances for any losses, expenses, damages, claims, liabilities or costs suffered or incurred by any customer arising out of or in connection with the Hub Club Go Programme.

## 7. Existing Hub Club Members

- 7.1 **Criteria to remain in the previous Hub Club Programme:** All our Hub Club members who were under the previous Hub Club Programme (prior to 31 May 2021) will continue to enjoy the previous Hub Club discounts and benefits until 31 December 2025 on the condition that they do not add a new Service, re-contract an existing Service or request to upgrade to the Hub Club Go Programme.
- 7.2 **Terms and Conditions:** For customers who are able to maintain the required criteria to stay in previous Hub Club Programme from 31 May 2021 to 31 December 2025, the terms and conditions of the previous Hub Club Programme shall continue to apply to all your accounts and nominated accounts.
- 7.4 **Nomination process:** If you are a Hub Club member before 31 May 2021 and you do not add a new Service, re-contract an existing Service or request to upgrade to the Hub Club Go Programme, then on the premise that you maintain the required criteria to stay in previous Hub Club Programme from 31 May 2021 to 31 December 2025, the same nomination process will apply to you, namely:
- 7.4.1 Hub Club members with less than 5 mobile post-paid lines under their NRIC/FIN number may nominate mobile lines of member(s) of their nominee via My StarHub App. The nominee(s) must share the same billing Address or registered billing address as the Hub Club member's service address for that nominee's mobile line to enjoy Hub Club discounts. Each Hub Club member can only have up to 6 mobile post-paid lines nominated under their Hub Club - membership. Once there are more than 6 mobile post-paid lines registered under one Hub Club member's NRIC/FIN number, such mobile lines will be auto-nominated by our systems and will override any previous selection made by you.
- 7.5 **Post-paid Mobile:** Without applying any promotional discounts, the top 6 highest-valued mobile subscription plans and mobile data plans, based on the value of their subscription Charges, will be automatically nominated as participating mobile lines for the Hub Club discounts. These top 6 highest-valued plans must be registered under the same member's NRIC/FIN.
- 7.6 **Merger of billing accounts:** if you request for a merger of multiple billing accounts into one billing account, the determination of the applicable Hub Club discounts as stated in Clause 4.3 will be based on the top 6 highest-valued mobile subscription plans and mobile data plans. If a nomination is made before merger of multiple billing accounts into one billing account, our systems will not remove any previous nomination(s) made by you when evaluating the applicable Hub Club discounts as stated in Clause 4.3.
- 7.7 **Upgrade to Hub Club Go:** If you wish to upgrade to Hub Club Go Membership Programme, you can do at any time via My StarHub App or via such other means as may be prescribed by us from time to time.
- 7.8 **New or re-qualifying customers:** With effect from 31 May 2021, Hub Club will no longer be available to new customers or previous Hub Club members re-qualifying for Hub Club. Members who lose eligibility for Hub Club and subsequently re-qualify for Hub Club benefits, will be migrated onto Hub Club Go by StarHub in its discretion.
- 7.9 **Termination of Hub Club Membership Programme without notice:** StarHub reserves the right to terminate the Hub Club Membership Programme and migrate you to the Hub Club Go Membership Programme, at its sole discretion, at any time without prior notice and without liability. Your use of the StarHub TV Services, StarHub Post-Paid Mobile Services, StarHub Home Broadband Services (as applicable) will constitute acceptance of these Terms & Conditions and any and all amendments thereof.



## SECTION C: PLATINUM

### 1. Eligibility

#### 1.1 Enrolment to the Platinum programme is:-

1.1.1 open to selected StarHub residential customers and is strictly by exclusive invitation from us. Residential customers invited by us to enrol in the Platinum programme shall be referred to as a "**Platinum member**"; and

1.1.2 not applicable to our business customers, customers on any corporate or special bulk schemes and/or our employees.

#### 1.2

1.3 We have the sole and absolute discretion to determine enrolment to the Platinum programme. Among other factors, enrolment will be based on residential customers with a valid NRIC/FIN who:-

1.3.1 subscribe to at least one of following Services: post-paid Mobile, TV, Home Broadband; and

1.3.2 achieve a minimum monthly expenditure<sup>1</sup> of at least \$200 for a consecutive 3-month period.

### 2. Validity

2.1 **Validity Period:** A Platinum member's membership to the Platinum programme is valid for one calendar year from the date of our invitation, subject to any renewal.

2.2 **Active subscriptions:** The Service(s) which Platinum members subscribe to must be active at all times during the membership period.

### 3. Additional terms

3.1 **No transfer of membership:** Membership to the Platinum programme and all privileges and benefits thereunder are not transferable.

3.2 **Fee Waiver:** There will be a fee waiver for any Value-added Service activation, installation (excluding cabling installations, which are chargeable), service call (excluding collection of all Equipment, including set-top boxes due to the termination of Service(s), including StarHub TV Services, which are chargeable) or delivery service for Platinum members.

#### 3.3 14-day Mobile Exchange Service for handsets

3.3.1 **Handsets purchased from Shops:** For handsets purchased from StarHub shops, roadshows or "StarHub Exclusive Partners", exchange is available only at our StarHub shops at Nex, Plaza Singapura, Tampines Mall or VivoCity. Please refer to [www.starhub.com](http://www.starhub.com) for a listing of our StarHub shops and "StarHub Exclusive Partners".

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<sup>1</sup> "**monthly expenditure**" as referred to in Clause 1.3.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

- 3.3.2 **Handsets purchased from online store:** For handsets purchased from our online store or sales hotline 1630, please contact our “Platinum Consultants” via our dedicated hotline 1800-822-6868 or 6822 6868 (when calling from overseas) to make arrangement for the exchange.
- 3.3.3 **Applicability:** This Exchange Service is only valid for handsets with manufacturer defects.
- 3.3.4 **Validity:** Such handsets are eligible for exchange within 14 days of purchase with the receipt.
- 3.3.5 **Exchange:** The Exchange Service is based on the same handset model and subject to stock availability. Request for handset exchange due to abuse, negligence, visible cosmetic defect such as dent(s) and/or crack(s) on device chassis, including device screen and other causes will not be accepted.
- 3.3.6 **No exchanges for Apple devices, accessories and free premiums:** The Exchange Service is valid for customers with a 2-year contract plan and does not apply to Apple devices, accessories, or free premiums.
- 3.4 **Our right:** We have the right to change the 14-day Mobile Exchange Service for handsets at our discretion.
- 3.5 **15% discount for mobile accessories:** 15% discount is not applicable for : (a) accessories on promotional offer; (b) LTE watches sold with Mobile plans (eg Apple Watches, Samsung Watches etc) unless purchased at recommended retail price; or (c) All Apple original accessories.
- 3.6 **Complimentary Hub Trooper services:** Only Platinum members (will enjoy certain complimentary Hub Trooper services comprising of standard, installation and/or WiFi coverage check. We have the right to change, suspend or terminate this privilege and benefit (in part or whole) at any time, at our discretion, without notice and liability.
- 3.7 **No liability:** We shall not be liable in any circumstances for any losses, expenses, damages, claims, liabilities or costs suffered or incurred by any Platinum member arising out of or in connection with his/her membership to the Platinum programme, participation and/or use of any of the benefits and privileges offered by the Platinum programme.
- 3.8 **No warranties:** We make no warranty, express or implied, with respect to the benefits and privileges conferred under the Platinum programme.
- 3.9 **List of privileges:** You may visit <https://www.starhub.com/personal/rewards/membership.html> (or such other link as may be notified by us from time to time) for a list of the privileges and benefits conferred under the Platinum programme at the time.
- 3.10 **Conclusiveness of our decision:** Our decision on all matters relating to the Platinum programme (including, without limitation, a customer's eligibility to enrol in the Platinum programme, the renewal of the selected customer's membership to the Platinum programme or the termination of the Platinum programme) shall be final and conclusive.
4. **Personal Data**
- 4.1 **Consent:** By joining the Platinum programme, you consent to us and our data intermediaries collecting, using and disclosing your personal data, including information on your monthly expenditures on our Services, for the following purposes:-
- 4.1.1 to provide the privileges and benefits; and

- 4.1.2 to determine your continued eligibility for renewal under the Platinum programme.
- 4.2 **Acknowledgement:** By joining the Platinum programme, you confirm that you have read and understood the StarHub Personal Data Protection Policy.
5. **Membership renewal**
- 5.1 **By invitation:** Only members of the Platinum programme who are invited to renew their membership by us upon its expiry can renew their membership. We have sole and absolute discretion to determine the renewal of your membership to the Platinum programme.
- 5.2 **Factors for consideration:** Among other factors, renewal will be based on a Platinum member:-
- 5.2.1 subscribing to at least one active StarHub service; and
- 5.2.2 achieving an average monthly expenditure<sup>2</sup> of at least \$200 for a consecutive 11-month period.
- 5.3 **Validity:** Any renewal of a Platinum member's membership to the Platinum programme is valid for one calendar year from the date of our invitation to renew.
- 5.4 **Personal Data:** Clause 4 continues to apply to all renewed Platinum memberships.
- 5.5 **Active Service:** The StarHub Service(s) which Platinum members subscribed to must be active at all times during the renewal period.
6. **Membership termination**
- 6.1 **Our rights**
- 6.1.1 We reserve the right to change, suspend or terminate the Platinum programme (including any term) at any time, at our absolute discretion and without notice and liability. No Platinum member will be entitled to any payment or compensation whatsoever in respect of such change, suspension or termination.
- 6.1.2 If a Platinum member fails to comply with any of the Platinum programme terms & conditions or the Service Specific Terms & Conditions governing the use of any of our Services, we reserve the right to terminate any of the following without notice:-
- (a) the membership of such member to the Platinum programme; and/or
- (b) such member's right to receive any privileges and/or benefits conferred under the Platinum programme.
- 6.2 **Cessation or transfer of Services subscription:** If a Platinum member ceases to subscribe to all StarHub Services, or transfers all StarHub Services subscribed by him/her to a third party, he/she will immediately cease to be a member of the Platinum programme and will not be entitled to any payment or compensation whatsoever in respect of such cessation.

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<sup>2</sup> **"monthly expenditure"** as referred to in Clause 5.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

- 6.3 **Cessation of privileges and benefits:** When a Platinum member ceases to be a member of the Platinum programme, such member will cease to enjoy all privileges and benefits conferred under the Platinum programme.
- 6.4 **Changing of plan:** A Platinum member's to the Platinum programme will not be affected if he/she changes his/her plan in respect of the relevant Service, provided that he/she continues to meet these terms & conditions.

## SECTION D: GOLD

### 1. Eligibility

#### 1.1 Enrolment to the Gold programme is:-

1.1.1 open to selected StarHub residential customers and is strictly by exclusive invitation from us. Residential customers invited by us to enrol in the Gold programme shall be referred to as a **"Gold member"**; and

1.1.2 not applicable to our business customers, customers on any corporate or special bulk schemes and/or our employees.

#### 1.2 We have the sole and absolute discretion to determine enrolment to the Gold programme. Among other factors, enrolment will be based on residential customers with a valid NRIC/FIN who:-

1.2.1 subscribe to at least one of following Services: post-paid Mobile, TV, Home Broadband; and

1.2.2 achieve a minimum monthly expenditure<sup>3</sup> of at least \$100 to \$199.99 for a consecutive 3-month period.

### 2. Validity

#### 2.1 **Validity Period:** A Gold member's membership to the Gold programme is valid for one calendar year from the date of our invitation, subject to any renewal.

#### 2.2 **Active subscriptions:** The Service(s) which Gold members subscribe to must be active at all times during the membership period.

### 3. Additional terms

#### 3.1 **No transfer of membership:** Membership to the Gold programme and all privileges and benefits thereunder are not transferable.

#### 3.2 **One-time Complimentary Hub Trooper services:** Gold members will enjoy a one-time complimentary Hub Trooper services comprising of standard installation and/or WiFi coverage check. We have the right to change, suspend or terminate this privilege and benefit at any time, at our discretion, without notice and liability.

### 4. Personal Data

#### 4.1 **Consent:** By joining the Gold programme, you consent to us and our data intermediaries collecting, using and disclosing your personal data, including information on your monthly expenditures on our Services, for the following purposes:-

4.1.1 to provide the privileges and benefits; and

4.1.2 to determine your continued eligibility for renewal under the Gold programme.

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<sup>3</sup> **"monthly expenditure"** as referred to in Clause 1.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

4.2 **Acknowledgement:** By joining the Gold programme, you confirm that you have read and understood the StarHub Personal Data Protection Policy.

## 5. **Membership renewal**

5.1 **By invitation:** Only members of the Gold programme who are invited to renew their membership by us upon its expiry can renew their membership. We have sole and absolute discretion to determine the renewal of your membership to the Gold programme.

5.2 **Factors for consideration:** Among other factors, renewal will be based on a Gold member:-

5.2.1 subscribing to at least one active StarHub service; and

5.2.2 achieving an average monthly expenditure<sup>4</sup> of at least S\$100 to S\$199.99 for a consecutive 11-month period.

## 6. **Membership termination**

### 6.1 **Our rights**

6.1.1 We reserve the right to change, suspend or terminate the Gold programme (including any term) at any time, at our absolute discretion and without notice and liability. No Gold member will be entitled to any payment or compensation whatsoever in respect of such change, suspension or termination.

6.1.2 If a Gold member fails to comply with any of the Gold programme terms & conditions or the Service Specific Terms & Conditions governing the use of any of our Services, we reserve the right to terminate any of the following without notice:-

(a) the membership of such member to the Gold programme; and/or

(b) such member's right to receive any privileges and/or benefits conferred under the Gold programme.

6.2 **Cessation or transfer of Services subscription:** If a Gold member ceases to subscribe to all StarHub Services, or transfers all StarHub Services subscribed by him/her to a third party, he/she will immediately cease to be a member of the Gold programme and will not be entitled to any payment or compensation whatsoever in respect of such cessation.

6.3 **Cessation of privileges and benefits:** When a Gold member ceases to be a member of the Gold programme, such member will cease to enjoy all privileges and benefits conferred under the Gold programme.

6.4 **Changing of plan:** A Gold member's membership to the Gold programme will not be affected if he/she changes his/her plan in respect of the relevant Service, provided that he/she continues to meet these terms & conditions.

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<sup>4</sup> "monthly expenditure" as referred to in Clause 5.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

## SECTION E: GREEN

### 1. Eligibility

#### 1.1 Enrolment to the Green programme is:-

1.1.1 open to selected StarHub residential customers and is strictly by exclusive invitation from us. Residential customers invited by us to enrol in the Green programme shall be referred to as a **"Green member"**; and

1.1.2 not applicable to our business customers, customers on any corporate or special bulk schemes and/or our employees.

#### 1.2 We have the sole and absolute discretion to determine enrolment to the Green programme. Among other factors, enrolment will be based on residential customers with a valid NRIC/FIN who:-

1.2.1 subscribe to at least one of following Services: post-paid Mobile, TV, Home Broadband; and

1.2.2 achieve a monthly expenditure<sup>5</sup> below \$100 for a consecutive 3-month period.

### 2. Validity

2.1 **Validity Period:** A Green member's membership to the Green programme is valid for one calendar year from the date of our invitation, subject to any renewal.

2.2 **Active subscriptions:** The Service(s) which Green members subscribe to must be active at all times during the membership period.

### 3. Additional terms

3.1 **No transfer of membership:** Membership to the Green programme and all privileges and benefits thereunder are not transferable.

3.2 **No liability:** We shall not be liable in any circumstances for any losses, expenses, damages, claims, liabilities or costs suffered or incurred by any Green member arising out of or in connection with his/her membership to the Green programme.

3.3 **No warranties:** We make no warranty, express or implied, with respect to the benefits and privileges conferred under the Green programme.

3.4 **List of privileges:** You may visit <https://www.starhub.com/personal/rewards/membership.html> (or such other link as may be notified by us from time to time) for a list of the privileges and benefits conferred under the Green programme at the time.

3.5 **Conclusiveness of our decision:** Our decision on all matters relating to the Green programme (including, without limitation, a customer's eligibility to enrol in the Green programme, the renewal of the selected customer's membership to the Green programme or the termination of the Green programme) shall be final and conclusive.

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<sup>5</sup> **"monthly expenditure"** as referred to in Clause 1.3.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).

#### 4. **Personal Data**

4.1 **Consent:** By joining the Green programme, you consent to us and our data intermediaries collecting, using and disclosing your personal data, including information on your monthly expenditures on our Services, for the following purposes:-

4.1.1 to provide the privileges and benefits; and

4.1.2 to determine your continued eligibility for renewal under the Green programme.

4.2 **Acknowledgement:** By joining the Green programme, you confirm that you have read and understood the StarHub Personal Data Protection Policy.

#### 5. **Membership renewal**

5.1 **By invitation:** Only members of the Green programme who are invited to renew their membership by us upon its expiry can renew their membership. We have sole and absolute discretion to determine the renewal of your membership to the Green programme.

5.2 **Factors for consideration:** Among other factors, renewal will be based on a Green member:-

5.2.1 subscribing to at least one active StarHub service; and

5.2.2 achieving an average monthly expenditure<sup>6</sup> below \$100 for a consecutive 11-month period.

#### 6. **Membership termination**

##### 6.1 **Our rights**

6.1.1 We reserve the right to change, suspend or terminate the Green programme (including any term) at any time, at our absolute discretion and without notice and liability. No Green member will be entitled to any payment or compensation whatsoever in respect of such change, suspension or termination.

6.1.2 If a Green member fails to comply with any of the Green programme terms & conditions or the Service Specific Terms & Conditions governing the use of any of our Services, we reserve the right to terminate any of the following without notice:-

(a) the membership of such member to the Green programme; and/or

(b) such member's right to receive any privileges and/or benefits conferred under the Green programme.

6.2 **Cessation or transfer of Services subscription:** If a Green member ceases to subscribe to all StarHub Services, or transfers all StarHub Services subscribed by him/her to a third party, he/she will immediately cease to be a member of the Green programme and will not be entitled to any payment or compensation whatsoever in respect of such cessation.

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<sup>6</sup> "monthly expenditure" as referred to in Clause 5.2.2 means recurring expenditure on the Service(s) as reflected in the monthly invoice issued by us to residential customers and excludes ad-hoc Charges such as (1) goods and services tax; (2) bill reminder fees; (3) waivers made due to bill adjustments; and (4) all penalty related Charges relating to downgrading or termination of Service(s) such as Early Termination Charge (ETC), One-Time Charges (OTC) and Other Credits and Charges (OCC).



- 6.3 **Cessation of privileges and benefits:** When a Green member ceases to be a member of the Green programme, such member will cease to enjoy all privileges and benefits conferred under the Green programme.
- 6.4 **Changing of plan:** A Green member's membership to the Green programme will not be affected if he/she changes his/her plan in respect of the relevant Service, provided that he/she continues to meet these terms & conditions.

## SECTION F: STARHUB REWARDS AND LOYALTY PROGRAMMES

### 1. Terminology

Term	Description
Active Service Account	Refers to an account for StarHub Services which has not been suspended or terminated
Document ID	Refers to the identification documentation and number issued by the Government of Singapore being the NRIC in the case of Singaporeans and Permanent Residents and work (or other relevant) passes in the case of non-Singaporeans
Participating Merchant	Refers to a merchant recognised by us as one who is participating in the StarHub Rewards and Loyalty Programme
StarHub Rewards and Loyalty Programme	Refers to our customer rewards and loyalty programme that offers you certain privileges and benefits from time to time subject to certain terms and conditions

### 2. Eligibility

#### 2.1 You are eligible to participate in the StarHub Rewards and Loyalty Programme if you:-

- 2.1.1 are a StarHub residential customer with an Active Service Account; or
- 2.1.2 have signed up under a corporate scheme but have registered with us under an individual Document ID.

#### 2.2 You are not eligible to participate in the StarHub Rewards and Loyalty Programme if you:-

- 2.2.1 are a business customer with a Business Registration Number; or
- 2.2.2 are a user of our prepaid mobile Services.

#### 2.3 **Rewards account:** If you are eligible for the StarHub Rewards and Loyalty Programme, a StarHub Rewards account will be automatically created and a Hub iD will be required to access the account and for the redemption of your privileges and benefits. You must also download My StarHub App in your mobile device and ensure that you have and maintain the most updated My StarHub App at all times in order to participate in StarHub Rewards and Loyalty Programme.

### 3. New StarHub Rewards and Loyalty Programme

#### 3.1 Under our new StarHub Rewards and Loyalty Programme, you may participate in the following:

- 3.1.1 instant treats (e.g. \$1 deals, one-off discounted deals or complimentary merchants' goods and/or services, all on a first-come-first-serve or as available basis);
- 3.1.2 merchant deals (e.g. discounts and promotions for certain merchants' goods and/or services);
- 3.1.3 play-and-win (e.g. your chance to participate in lucky draws, contests or games and stand to win concert tickets, movie preview tickets and other prizes as may be offered from time to time); and/or

- 3.1.4 such other rewards, deals or treats as may be offered by us at our absolute discretion from time to time.
- 3.2 The above rewards shall be subject to these terms and conditions as well as the terms and conditions set out by the Participating Merchants. Unless otherwise indicated by us, you will first need to make a redemption, based on our instructions, in order to participate in the above rewards, deals or treats.
- 3.3 We reserve the right to change any of the above rewards, deals or treats at any time, substitute or replace the prizes with any other prize of equal or similar value, at our absolute discretion, without notice and liability.
4. **Redemption**
- 4.1 **Conditions for redemption**
- 4.1.1 **Active account:** You must have an Active Service Account with no outstanding payments at the point of redemption. If you no longer have an Active Service Account at the point of redemption, StarHub may at its discretion forfeit the prize, or, if already awarded, reclaim the prize in the event StarHub subsequently discovers that you are not eligible to participate in the lucky draw and/or to receive the prize.
- 4.1.2 **Redemption request:** You must submit a request for redemption using My StarHub App. Once a redemption request is submitted, it cannot be cancelled, modified or withdrawn.
- 4.1.3 **Processing time:** Each redemption request will be processed instantly unless otherwise stated.
- 4.1.4 **No refund or exchange:** All redeemed products, whether utilized or not, may not be refunded or exchanged for other products, cash, credit or in kind.
- 4.1.5 **No liability:** We are not responsible or liable for the quality of the redeemed products or services. Redemption of any product or service constitutes a purchase of the product or service by you from the Participating Merchant. We are not responsible for any specification, non-performance or defects of the redeemed product or service. We are not an agent of the Participating Merchant. Any dispute regarding the redeemed product or service shall be resolved directly with the Participating Merchant.
- 4.2 **Redemption Rewards e-Vouchers**
- 4.2.1 **Forms of redemption Rewards e-Vouchers:** We may issue redemption by way of Rewards e-Vouchers, emails, unique codes or such other forms as may be determined by us from time to time.
- 4.2.2 **Delivery:** Most redemption Rewards e-Vouchers will be delivered via My StarHub App to your mobile number in our records. However, certain Rewards will be delivered to your billing address specified in your Service Account at the time of issue. You are responsible for ensuring that the correct and most updated mobile number and billing addresses are provided to us for your receipt of redemption Rewards e-Vouchers when you submit your redemption request. We shall not be liable to re-issue any redemption Rewards e-Vouchers/Rewards which have been sent to a mobile number or address that is not correct or the most updated, or which have been lost or deleted (including deletion for spam email).
- 4.2.3 **Validity:** The redemption Rewards e-Vouchers will be valid only for the period stipulated thereon and the validity period will not be extended or renewed unless otherwise notified by us. Any unutilized redemption or part thereof will be forfeited at the stipulated expiry date.

- 4.2.4 **Mode of redemption:** For redemption, you must present the redemption Rewards e-Voucher to the Participating Merchant, which you may do via My StarHub App.
- 4.2.5 **Terms and conditions:** All redemption Rewards e-Vouchers are subject to the terms and conditions set out thereon and such other terms and conditions as may be imposed by the Participating Merchant.
- 4.2.6 **Expired and tampered Rewards e-Vouchers:** Any redemption Rewards e-voucher that has expired or been tampered with will not be accepted.
- 4.2.7 **Outstanding amounts:** If the total bill for the purchase of products or services at the Participating Merchant exceeds the value of the redemption Rewards e-Voucher, you shall be solely responsible and shall settle any and all outstanding amounts directly with the Participating Merchant and we shall have no liability for the outstanding amount.
- 4.2.8 **Redemption products:** Redemption Rewards e-Vouchers will be valid only for products and services stated thereon and are not applicable for other products, services discounts and promotions, unless otherwise stated.
5. **Termination and expiry**
- 5.1 **Termination of Services:** In the event that all Services under your Document ID are terminated for any reason, you shall automatically not be eligible to participate in the StarHub Rewards and Loyalty Programme unless otherwise notified by us in writing.
- 5.2 **Termination of the StarHub Rewards and Loyalty Programme:** In the event that the StarHub Rewards and Loyalty Programme is terminated by StarHub, all unutilized rewards, deals or treats will be forfeited automatically without any liability to you.
6. **Additional terms**
- 6.1 **Conclusiveness of decisions:** Our decision on all matters relating to the StarHub Rewards and Loyalty Programme will be final and conclusive.
- 6.2 **Personal Data:** By participating in the StarHub Rewards and Loyalty Programme, you agree to the collection, use and disclosure of your personal data, including but not limited to your name and contact information, for the following purpose:-
- 6.2.1 collection and use for administration of the StarHub Rewards and Loyalty Programme, including, contacting you for administrative matters via My StarHub App, phone, email or mail, verification of identity, sending you vouchers via My StarHub App, phone, email or mail, and dealing with redemption of vouchers;
- 6.2.2 disclosure to rewards partners and merchants for verification of identity, and for administrative matters pertaining to redemption of vouchers; and
- 6.2.3 StarHub Additional Purposes as described in the StarHub Data Protection Policy.
- 6.3 **Variation of the programme:** We may terminate the StarHub Rewards and Loyalty Programme or vary it in such manner as we deem fit at any time without notice and liability.
- 6.4 **Ambiguity:** In the event of ambiguity on the interpretation or application of these terms and conditions, we shall be the sole determinant on the meaning and application of these terms and conditions.

## **SECTION G: MEMBER PRIVILEGES**

### **1. Eligibility**

- 1.1 You are eligible for the privileges if you are an active StarHub customer paying for monthly billable Services.
- 1.2 You are not eligible for the privileges if you hold a commercial account, charity and complimentary account, condo bulk account without any paid upgrade Services and service apartment bulk account without any paid upgrade services.

### **2. Additional terms**

The redemption of discounts/offers is also subject to the merchants' terms and conditions.