

**STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS**  
**SMB ONLINE STORE**

These are our Service Specific Terms & Conditions for the StarHub SMB Online Store at <https://onlinestore.business.starhub.com/business/store/mobile.html#/html> (the "**Site**") 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.

By accessing the Site and/or any content or services therein, you agree to be bound by this Agreement. If you do not accept any of these Terms & Conditions, please discontinue your access to the Site and/or any content or services therein.

**1. Subscriptions via the Site**

- 1.1 By placing an order through the Site, you confirm that the information you provide is true, accurate, current and complete in all aspects, and you are duly authorised by your company or business to place orders with us.
- 1.2 You must provide all relevant documents that we may require (such as your Accounting and Corporate Regulatory Authority of Singapore ("**ACRA**") business profile from within the last 3 months and the NRIC of your authorised officer or director) for the subscription of the relevant service.
- 1.3 All packages, offers and service plans provided on the Site are accurate as at the date of access and are subject to changes which we may in our discretion make from time to time.
- 1.4 All applications will be subject to our approval and credit checks.

**2. Subscribing for Mobile Services**

- 2.1 Your mobile service contract and corresponding subscription fee will commence from the delivery date.
- 2.2 Advertised phone offers will not be applicable with consumer or CIS sign-ups or other promotions, unless we state otherwise.
- 2.3 Transactions for subscription of mobile services on StarHub SMB Online Store are limited to 5 devices/lines per Business Registration Number ("**BRN**"). Please contact us at [smbonlinestore@starhub.com](mailto:smbonlinestore@starhub.com) if you wish to have more than 5 devices or lines per BRN.
- 2.4 For 24-month contracts, the Early Recontract Scheme is applicable if you are renewing your mobile service between the 13<sup>th</sup> and 20<sup>th</sup> month (13<sup>th</sup> and 20<sup>th</sup> month inclusive) of your mobile contract. If you choose to subscribe to the Early Recontract Scheme, you will be subject to an Early Recontract Fee of \$400 (for recontracting from Biz+ Lite or Biz+ Premium plan) or S\$300 (for recontracting from other types of plan). For 12-month SIM-only contracts, the Early Recontract Scheme is applicable between the 9<sup>th</sup> and 12<sup>th</sup> month (9<sup>th</sup> and 12<sup>th</sup> month inclusive) of your mobile contract, and only if you are renewing your mobile service to a 24-month contract.
- 2.5 Any trade-in of handsets is not available via the Site. If you wish to trade in your handset, you should visit any of our StarHub stores.

**3. SmartUC Mobile and Business Broadband**

- 3.1 Transactions for subscription of fixed services (Business Broadband, SmartUC Mobile) on the Site are limited to: (a) 10 lines per BRN for customers for which more than 6 months from the first active service with StarHub have elapsed; and (b) 5 lines per BRN for all other customers. To sign up for more services, please contact us at [smbonlinestore@starhub.com](mailto:smbonlinestore@starhub.com).

- 3.2 The Early Recontract Scheme is applicable if you are renewing your Business Broadband or SmartUC Mobile service from the 21<sup>st</sup> month of your contract.

4. **Pricing and Promotions**

Type

- 4.1 All prices stated on the Site are inclusive of 9% GST.
- 4.2 All prices stated on the Site are based on recontract offer discounts and handset prices stated are after discount.
- 4.3 An administrative fee of S\$10.90 will be waived for each re-contracting mobile line on the StarHub SMB Online Store.
- 4.4 The total Charges indicated upon checking out of your cart are indicative only, and will be subject to your eligibility for additional discounts, if any.
- 4.5 Unless we state otherwise on the Site, any premiums (i.e. free gifts) and accessories which may be offered by or through other channels shall not apply to any purchases on the Site. Likewise, any premiums and accessories which may be offered on the Site shall not apply to purchases through other channels.
- 4.6 Only valid StarHub recontract vouchers may be used for purchases on the Site.
- 4.7 You may not use or consolidate multiple recontract vouchers for any purchases made on the Site.
- 4.8 All items purchased on the Site are non-exchangeable & non-refundable.

5. **Delivery**

- 5.1 You must ensure that your authorised officer or director is present in person at the time of delivery with a printout of the order email confirmation, together with the original NRIC of the authorised officer or director and company stamp, to receive the goods and to sign the relevant delivery order(s). If the above conditions are not fulfilled, the delivery will be aborted.
- 5.2 For new customers, we will require your ACRA business profile (printed within 3 months) and a copy of the NRIC of the authorised officer or director receiving the goods, to be provided to us at the point of delivery in addition to the documents stated in paragraph 5.1.
- 5.3 If the authorised officer is not a director of your company, an original letter of authorisation with your company's letterhead indicating the name, NRIC and designation of the authorised officer, and signed by your director will need to be provided when we deliver the goods.
- 5.4 We will deliver the goods to the address of delivery designated by you and agreed to by us. Delivery is available for Singapore (mainland) only. You may reschedule your delivery up to two (2) times, at an additional charge of S\$13.08 per request for such rescheduling. If the delivery cannot be completed by the third delivery date for any reason whatsoever, or if we are unable to contact you to arrange for the delivery, we will not attempt to deliver the goods thereafter and we will not be liable to refund your order.
- 5.5 If you opted for a change of SIM card when re-contracting for your existing mobile service line, your mobile service may be disrupted for up to 3 hours prior to delivery as the new SIM card will need to be activated.
- 5.6 We reserve the right to reject any order and shall have no liability to you for the same.
- 5.7 You must pay for all delivery charges unless we inform you otherwise in writing.

- 5.8 We may deliver the goods in instalments in any sequence at our absolute discretion. Where the goods are delivered in instalments, your contract for sale of the goods will not be affected by our failure or default in delivering any instalments of the goods.
- 5.9 We may use a third party delivery contractor to deliver the goods to you at our absolute discretion. In such an event, the delivery of the goods will be subject to the terms and conditions of contract between us and the delivery contractor.
- 5.10 Any delivery times quoted by us are only estimates and no guarantee or warranty is made by us or our delivery contractor that an order will be delivered within the quoted delivery times. We will not be liable for any delay in delivery of any goods or Services, howsoever caused.
- 5.11 In addition, you agree that in the interests of the safety of our riders, we may choose to reject an order or vary the delivery times (without liability to you) due to bad weather and/or traffic conditions.

## **6. Number Portability**

- 6.1 Number portability is not applicable if the existing mobile number proposed to be ported is a pre-paid service.
- 6.2 If the number portability is applicable and the port-in request fails or is terminated, a temporary mobile number will be used. Any subsequent change to the temporary mobile number will be subject to availability and Charges.

## **7. Other Applicable Terms**

- 7.1 By placing an order for the Services and/or goods through the Site, you agree to be bound by these Terms & Conditions, our Business General Terms & Conditions, the applicable Service Specific Terms & Conditions, any service agreement that is generated by the Site following your placement of an order, as well as any other terms otherwise agreed between you and us in writing.
- 7.2 We reserve the right to amend, suspend, withdraw or terminate, whether in whole or part, any promotion on the Site and/or any of these terms and conditions without prior notice and at our absolute discretion.

## **8. Meanings**

This paragraph 9 sets out how certain words and phrases are used in this Agreement. Terms used but not defined in these Service Specific Terms & Conditions shall have the respective meanings given to them in the Business General Terms & Conditions.

### **What these words mean in this Agreement**

"ACRA" shall have the meaning set out in paragraph 1.2.

"BRN" shall have the meaning set out in paragraph 2.3.

"goods" refers to mobile handsets and/or SIM cards or such other goods or products purchased through the Site.

"Site" shall have the meaning set out in the introductory paragraph of these Service Specific Terms & Conditions.