

STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS HUB ID

These are StarHub's Service Specific Terms & Conditions for our customers who have use a Hub iD to access our Services.

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 value-added Services 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.

2. Creation and activation of Hub iD

- 2.1 **Email address:** You may request for your email address to be used as your Hub iD. This request will be subject to our prior approval.
- 2.2 **Personal Data:** In giving us your email address for the purpose of your Hub iD, you also give your consent and permit us to:-
 - 2.2.1 use the email address to communicate with you on StarHub related communications; and
 - 2.2.2 send you notifications and updates via messages to your Singapore telephone number(s) in our records, of gifts, rewards and/or other privileges to which you may be entitled from time to time as a result of your activation and use of your Hub iD.
- 2.3 **Activation:** Upon approval, we will send you a hyperlink to the email address that you have provided us to enable you to complete your application. If we are unable to complete the processing of your application using the email address that you have provided, your Hub iD will not be activated.

3. Confidentiality and security

- 3.1 **Your responsibility:** You are solely responsible for the security and secrecy of your login identification and password (collectively, the "**IDs**"). You must take all measures (including but not limited to changing your password from time to time) to protect the confidentiality of your IDs.
- 3.2 **Third party access:** You must not allow any third party access to or use of your IDs. The security of your account is your own responsibility. You are solely responsible for all activities and transactions which occur under your IDs and/or account. We will not be responsible in any way if your IDs and/or account are misappropriated or used by a third party.

- 3.3 **Passwords:** To enhance the security of your IDs, we would recommend that your password be between 8 to 25 characters long, and include both alphabets and numbers, of which some alphabets may be in capital letters.
- 3.4 **Refusal or removal:** We reserve the right to refuse, change or remove your ID(s). We will notify you of such refusal or removal.
- 3.5 **Record of ID activity:** You are solely responsible for maintaining records of all your activities and transactions carried out under your IDs and/or account. We are not obliged to provide any historical data or to assist in providing such data to you.
- 3.6 **Conclusiveness of records:** Our decision on all matters relating to the activities and transactions carried out under your IDs and/or account will be final and conclusive.

4. **Suspension and Termination**

- 4.1 **Our right:** We may suspend or terminate access to and/or use of your account or all or parts of StarHub online Services in our absolute discretion at any time and without notice.
- 4.2 **Limits on Access:** We may impose limits on the access to and/or use of certain features or portions of your account and/or StarHub online Services, at any time and without notice or liability.
- 4.3 **Limitation of Liability:** In no event will we be liable for the suspension or termination of access to or use of your account or any of StarHub online Services.

5. **Indemnity**

You agree to defend, indemnify and hold us, our affiliates and their directors, officers, employees, agents and contractors harmless, from and against any and all losses, damages, costs (including legal costs), expenses, claims, demands, proceedings and other liabilities arising from:-

- 5.1 your access to or use of your IDs and/or account; and/or
- 5.2 the activities and transactions carried out under your IDs and/or account.

6. **Remedy**

Without prejudice to the foregoing, if you are dissatisfied with the use of your IDs or account or any of the Terms & Conditions, your sole and exclusive remedy is to discontinue your access and use of the same to access StarHub online Services.

7. **Reservation of rights**

We reserve the right to revise any of the Terms & Conditions in our absolute discretion at any time and without notice or liability. Use of your IDs and/or your account will constitute acceptance of the Terms & Conditions and the revisions thereof.