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Product Support

Mobile

TV

Broadband

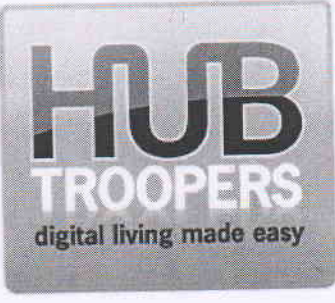
Voice

Customer Service

- [Hub ID / StarHub Mobile Number \(Gee! ID\)](#)
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- Billing Hotline 1637**
(when overseas)
- Customer Care Hotline 1633**
(when overseas)
- Subscription Sales Hotline 1630**
(when overseas)
- StarHub Public Hotline 6873 2828**

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- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Support</p> <ul style="list-style-type: none"> General Mobile TV Broadband Voice | <p>Rewards</p> <ul style="list-style-type: none"> StarHub Rewards Hub Club Platinum Club |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Broadband Price Plans

Affordable Cable Broadband Plans

For light Internet users with occasional need to access the internet.

	MaxOnline Basic 3Mbps	MaxOnline Value 6Mbps	MaxOnline Express 16Mbps
Monthly Subscription	\$24.72*	\$34.51*	\$44.94*
Subscribed Download Speed	3Mbps	6Mbps	16Mbps
Typical Download Speed	1.8Mbps – 3Mbps	3.6Mbps – 6Mbps	9.6Mbps – 16Mbps
Upload Speed	Up to 512Kbps	Up to 768Kbps	Up to 1.2Mbps
Benefits	• FREE home phone line** • FREE SafeSurf Online • FREE SafeShield		
	Speed boost of up to 100Mbps at partner sites*		

*Comes with a 24-month contract. Promotional rates are valid till such date as determined by StarHub.

Trailblazing Speeds For Best Online Experience

Ideal for home networking among multiple users requiring trail blazing speeds to upload or download large files, manage multiple application sessions and enjoy smooth online entertainment.

	Cable broadband plans		Fibre broadband plans			
	MaxOnline Premium 50Mbps	MaxOnline Ultimate 100Mbps	MaxInfinity Ultimate 100Mbps	MaxInfinity Elite 150Mbps	MaxInfinity Platinum 200Mbps	MaxInfinity Supreme 1Gbps
Monthly Subscription	\$56.92*	\$80.68*	\$68.27*	\$82.18*	\$102.93*	\$395.90*
Subscribed Download Speed	50Mbps	100Mbps	100Mbps	150Mbps	200Mbps	1Gbps
Typical Download Speed	30Mbps – 50Mbps	60Mbps – 93Mbps	60Mbps – 96.5Mbps	90Mbps – 144.6Mbps	120Mbps – 177.4Mbps	600Mbps – 701.3Mbps
Upload Speed	Up to 2Mbps	Up to 10Mbps	Up to 50Mbps	Up to 75Mbps	Up to 100Mbps	Up to 500Mbps
Benefits	• FREE home phone line** • FREE SafeSurf Online • FREE SafeShield					
	Speed boost of up to 100Mbps* at partner sites*					

*Comes with a 24-month contract. Promotional rates are valid till such date as determined by StarHub.

In and Out of Home Broadband Plans

A complete solution that meets your broadband needs in and out of home. For users who need to stay connected at all times.

	Cable broadband plans				Fibre broadband plans		
	MaxOnline Value Plus 6Mbps + 1.5Mbps <small>(home broadband) + (mobile broadband)</small>	MaxOnline Express Plus 16Mbps + 1.5Mbps <small>(home broadband) + (mobile broadband)</small>	MaxOnline Premium Plus 50Mbps + 1.5Mbps <small>(home broadband) + (mobile broadband)</small>	MaxOnline Ultimate Plus 100Mbps + 7.2Mbps <small>(home broadband) + (mobile broadband)</small>	MaxInfinity Ultimate Plus 100Mbps + 2Mbps <small>(home broadband) + (mobile broadband)</small>	MaxInfinity Elite Plus 150Mbps + 2Mbps <small>(home broadband) + (mobile broadband)</small>	MaxInfinity Platinum Plus 200Mbps + 2Mbps <small>(home broadband) + (mobile broadband)</small>
Monthly Subscription	\$36.81*	\$47.94*	\$69.12*	\$105.50*	\$86.88*	\$102.72*	\$118.77*
Subscribed Download Speed	6Mbps	16Mbps	50Mbps	100Mbps	100Mbps	150Mbps	200Mbps
Typical Download Speed	3.6Mbps – 6Mbps	9.6Mbps – 16Mbps	30Mbps – 50Mbps	60Mbps – 93Mbps	60Mbps – 96.5Mbps	90Mbps – 144.6Mbps	120Mbps – 177.4Mbps
Upload Speed	Up to 768Kbps	Up to 1.2Mbps	Up to 2Mbps	Up to 10Mbps	Up to 50Mbps	Up to 75Mbps	Up to 100Mbps
Benefits	• FREE home phone line** • FREE SafeSurf Online • FREE SafeShield						
	Speed boost of up to 100Mbps* at partner sites*						
FREE Mobile Broadband**	Up to 1.5Mbps download speed		Up to 7.2Mbps download speed		Up to 2Mbps download speed		
	Up to 384Kbps upload speed		Up to 1.9Mbps upload speed		Up to 512Kbps upload speed		

The published Typical Speeds are accurate as at 1 April 2012. Please visit www.starhub.com/homebroadband/typicalspeed for more details.

Actual bandwidth is dependant on hardware, software, signal strength of the wifi connectivity, internet traffic and destination server. For residential customers only. ** Valid till 31 July 2012. Each Customer is only eligible for 1 complimentary Digital Voice Home subscription per service address. A voice-enabled cable modem or Wireless Home Gateway is required. * Comes with a 24-month contract. Promotional rates are valid till a date determined by StarHub. ~ With a 100Mbps ready cable modem (DOCSIS 3.0). List of partner sites is available at www.starhub.com/broadband. ~ Valid till 30 June 2012 and subscription to the respective plan must be maintained. Monthly subscription of \$2.68/month applies after 30 June 2012. ~ FREE for new and existing home broadband customers who are renewing their contract. Promotion ends 30 June 2012 and is valid for 12 months from date of activation. Thereafter, a yearly subscription of \$64.20 applies.

**SELECT AT LEAST
3 BASIC GROUPS**

**UPSIZE TO MORE CHANNELS
FROM JUST \$5.35**

BASIC ¹		Basic Group Rates	BASIC PLUS	
Groups			BASIC UPSIZE ²	Upsize To More Channels With One Top-up
World News	BBC World News (Ch 701) CCTV News (Ch 722) CNBC (Ch 707) CNN (Ch 711)	<p>必須</p> <p>Any 3 Basic Groups \$27.82</p> <p>Any 4 Basic Groups \$32.10</p> <p>Any 5 Basic Groups \$35.31</p> <p>Any 6 Basic Groups \$37.45</p> <p>All 7 Basic Groups \$39.59</p>	CNN Headline News (Ch 712) Fox News Channel (Ch 702) Sky News (Ch 703)	<p>Top up: \$5.35 (3 Basic Groups + similar 3 Basic Upsize Groups)</p> <p>Top up: \$7.49 (4 Basic Groups + similar 4 Basic Upsize Groups)</p> <p>Top up: \$8.56 (5 Basic Groups + similar 5 Basic Upsize Groups)</p> <p>Top up: \$9.63 (6 Basic Groups + similar 6 Basic Upsize Groups)</p> <p>Top up: \$10.70 (7 Basic Groups + similar 7 Basic Upsize Groups)</p>
Education	Animal Planet (Ch 424) BBC Knowledge (Ch 407) ¹⁰ Discovery Channel (Ch 422) HISTORY™ (Ch 401) National Geographic Channel (Ch 411) Nat Geo Wild (Ch 413) TLC (Ch 427)		Crime & Investigation Network (Ch 403) Nat Geo Adventure (Ch 412) Nat Geo Music (Ch 535)	
Entertainment	Animax (Ch 532) AXN (Ch 511) DIVA Universal (Ch 522) FOX (Ch 505) MTV SEA (Ch 533) STAR World (Ch 501)		beTV (Ch 525) CHANNEL [V] (Ch 531) FOXCRIME (Ch 503) Syfy (Ch 526) Universal Channel (Ch 512) WarnerTV (Ch 515)	
Kids	Cartoon Network (Ch 316) Disney Channel (Ch 312) Disney Junior (Ch 311) Nickelodeon (Ch 314)		BabyTV (Ch 302) Boomerang (Ch 315) CBeebies (Ch 303) Nick Jr (Ch 304)	
Lifestyle	Asian Food Channel (Ch 435) Discovery Home & Health (Ch 425) Discovery Science (Ch 423) Discovery Turbo (Ch 426) E! Entertainment (Ch 441) Food Network Asia (Ch 433) FX (Ch 502) The Biography Channel (Ch 404)		BBC Entertainment (Ch 521) BBC Lifestyle (Ch 432) ¹⁰ ITV Granada (Ch 523) MGM (Ch 615) Style (Ch 442) truTV (Ch 446) Turner Classic Movies (Ch 616)	
Chinese Infotainment	CTI TV (Ch 827) ¹⁰ MTV China (Ch 845) Phoenix Chinese Channel (Ch 805) TVBS Asia (Ch 828) ¹⁰		Asia Travel (Ch 833) CHANNEL [V] MAINLAND CHINA (Ch 848) CHANNEL [V] TAIWAN (Ch 847) Phoenix InfoNews (Ch 806) XING KONG (Ch 821)	
Chinese Entertainment	E City (+2) (Ch 826) ONE (Ch 823) STAR CHINESE CHANNEL (Ch 822) TVB8 (Ch 829) TVBS-NEWS (Ch 808) tvN (Ch 824)		KBS World (Ch 115) TTV World (Ch 851) TVB Classic Channel (Ch 858) TVB Xing He Channel (Ch 859)	



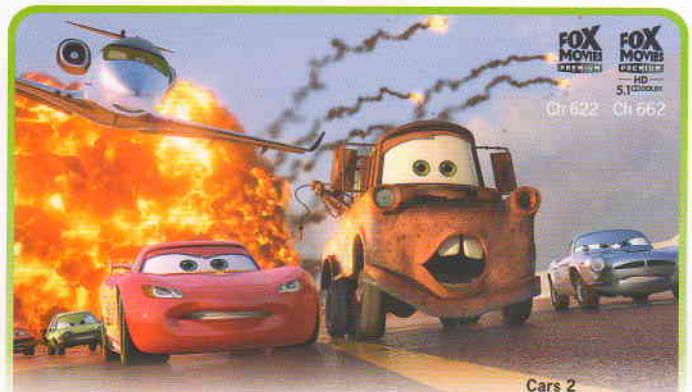
Groups	ADD-ON	Subscription Rates
Sports	Eurosport (Ch 205)	Per Group \$12.84
	Football Channel (Ch 222)	
	Golf Channel (Ch 213)	
	NBA TV (Ch 216)	
	PGA Tour On Demand (via Ch 213) ¹⁰	
	Racquet Channel (Ch 211)	
	Setanta Sports (Ch 217)	
	Sports HD ⁸ (Ch 255)	
	SuperSports (Ch 202)	
	SuperSports Plus (Ch 203)	
WWE Series On Demand (via Ch 202) ¹⁰		
All Sports Network Pack	All Sports Network (Ch 215)	Per Group \$21.40
	All Sports Network HD (Ch 256) ⁸	
Cricket	Cricket Extra (Ch 231) ⁶	Per Group \$32.10
	Neo Cricket (Ch 232)	
	Ten Cricket (Ch 235)	
Horse Racing	Horse Racing Channel 88 (Ch 288) ⁵	Per Channel \$16.05

Groups	ADD-ON	Subscription Rates
Asia	Vijay (Ch 135)	Per Channel \$4.28
	ONE Sensation Pack:	Per Group \$6.42
	KBS World (Ch 115)	
	ONE (Malay) (Ch 124)	
	Sensasi (Ch 123) ¹⁰	Per Channel \$6.42
	KMTV (Ch 846)	
	Vannathirai (Ch 136)	Per Group \$8.56
	MNC Indonesian Pack:	
	MNC Business (Ch 121)	
	MNC International (Ch 122)	Per Group \$8.56
STAR Hindi Movies & Music Pack:		
Channel [V] India (Ch 132)		
STAR Gold (Ch 129)	Per Group \$8.56	
Sun TV Pack: NEW		
Sun TV (Ch 133)		
Sun Music (Ch 134) NEW	Per Channel \$8.56	
Asianet (Ch 139)		
Channel4 (Ch 140)		
COLORS (Ch 128)		
EROS Bollywood On Demand (Ch 142) ¹⁰		
Sony Ent TV (Ch 127)		
STAR Plus (Ch 126)		
Zee Cinema (Ch 130)		
Zee TV (Ch 125)	Per Channel \$8.56	
Specialty		Fashion TV (Ch 443) ⁷

*1 Subscription to minimum 3 Basic Groups is required *2 Subscription to Basic Groups is required before upgrade to Basic Upsize Groups *3 Subscription to Kids Ba details, please call Singapore Turf Club at 6879 1388 from Mondays to Fridays (8am to 5pm) and weekends (10.30am to the last race of the day). Channel 259 is available when there are simulcast of races *6 Cricket Extra is available when there are simulcast of matches *7 Sony Ent TV / On Demand channels, HubStation, HubStation HD or HD Interactive set-top box is required. To enjoy Catch Up TV, please tune in to the corresponding channel and press the YELLOW button. *1.1 Applicable to customers with HD Interactive / HubStation HD set-top box. HD CH



Padam Padam
Debuts 18 August, Every Saturday, 9.30pm



Cars 2
Premieres Sunday, 26 August, 8pm

Groups	ADD-ON	Subscription Rates
Chinese	Ruyi Hokkien Channel On Demand (Ch 852) ¹⁰	Per Channel \$6.42
	8 On-Demand (Ch 116) ¹⁰	Per Channel \$8.56
	Shen Zhou News Channel and CCTV-4 Pack: CCTV-4 (Ch 801) Shen Zhou News Channel (Ch 807)	Per Group \$8.56
	TVB Cantonese Pack: TVBJ (Ch 838) TVB Cantonese On Demand (Ch 839) ¹⁰	Per Group \$10.70
	WV Drama Pack: NEW WV Drama (Ch 855) ¹⁰ WV Drama (+3) (Ch 856) WV Drama On Demand (Ch 857) ¹⁰ NEW	Per Group \$12.84
	Entertainment	iConcerts Pack: iConcerts (Ch 538) iConcerts HD (Ch 583) ⁸ iConcerts On Demand (Ch 539) ¹⁰
KaraOK! (Ch 888) ¹⁰		Per Channel \$10.70
Kids	Disney Channel @ Play (Ch 313) ³	Per Channel \$4.28
	momokids Asia (Ch 321)	Per Channel \$6.42
Movies	Celestial Classic Movies (Ch 869)	Per Channel \$6.42
	Celestial Movies (Ch 868) MAX (Ch 611)	Per Channel \$8.56
	CinemaWorld Pack: CinemaWorld (Ch 613) CinemaWorld HD (Ch 667) ⁸ CinemaWorld On Demand (Ch 614) ¹⁰	Per Group \$8.56
	KIX and Thrill Pack: KIX (Ch 518) Thrill (Ch 618)	Per Group \$8.56

Groups	ADD-ON	Subscription Rates	
Movies	STAR Chinese Movies Pack : STAR Chinese Movies (Ch 866) STAR Chinese Movies 2 (Ch 867) STAR Chinese Movies Play (Ch 864) ¹⁰ STAR Chinese Movies 2 On Demand (Ch 865) ¹⁰ STAR Chinese Movies HD (Ch 877) ⁸	Per Group \$12.84	
	HBO (Ch 601) ⁴	Per Channel \$12.84	
	The HBO PAK : HBO (Ch 601) HBO Family (Ch 604) HBO Hits (Ch 605) HBO Hits HD (Ch 658) ⁸ HBO HD (Ch 655) ⁸ HBO On Demand (Ch 602) ¹⁰ HBO Signature (Ch 603)	Per Group \$17.12	
	FOX Movies Pack: FOX Movies Premium (Ch 622) FOX Movies Premium HD (Ch 662) ⁸ FOX Movies Play (Ch 623) ¹⁰ FOX Family Movies (Ch 624) FOX Family Movies HD (Ch 663) ⁸	Per Group \$17.12	
	International	TV5MONDE Asie (Ch 152)	Per Channel \$8.56
		NHK World Premium (Ch 147) The Filipino Channel (Ch 144)	Per Channel \$16.05

³ Group and HubStation HD or HD Interactive set-top box is required • ⁴ Current HBO subscribers can upgrade to The HBO PAK for an additional \$4.28 per month • ⁵ To sign up for Horse Racing Channel 88, you must have an existing Tele-bet account with Singapore Turf Club. For more programmes may not be suitable for children. Viewer's discretion is advised • ⁶ HubStation HD or HD Interactive set-top box is required • ⁷ Purchase of movie tickets are available only for Golden Village on HubStation/HubStation HD/HD Interactive set-top box • ¹⁰ To access the following contents available as part of Basic HD Upsize are dependent on the corresponding channels in Standard Definition in your Basic/Basic Upsize Group subscription. The programmes and schedules will vary from the corresponding Standard Definition (SD) channels.

CHOOSE YOUR SET-TOP BOX

HUBSTATION HD

Watch and record all the best TV shows in stunning high definition



\$14.98
per mth

Smart TV™ benefits

- One-touch recording • Pause and rewind TV • Record by show titles and entire series*

Record up to 70 hours in HD or 250 hours in SD

Access High Definition channels*

Access Video-On-Demand

Extra features

- Watch TV shows within 7 days after first telecast • Restart a show from the beginning
- Buy movie tickets via Interactive TV (Ch 899)

Surf and Talk

- Free 1Mbps Broadband Internet Access^ • Free home phone line* • Support MaxOnline subscription plan

HUBSTATION

Best way to record, replay and enjoy TV



\$8.56
per mth

Smart TV™ benefits

- One-touch recording • Pause and rewind TV • Record by show titles and entire series*

Record up to 80 hours in SD

Access Video-On-Demand

Extra features

- Watch TV shows within 7 days after first telecast • Restart a show from the beginning
- Buy movie tickets via Interactive TV (Ch 899)

Surf and Talk

- Free 1Mbps Broadband Internet Access^ • Free home phone line* • Support MaxOnline subscription plan

HD INTERACTIVE SET-TOP BOX

Watch all the best TV shows in stunning High Definition



\$6.42
per mth

Access High Definition channels*

Access Video-On-Demand

Extra features

- Watch TV shows within 7 days after first telecast • Buy movie tickets via Interactive TV (Ch 899)
- Restart a show from the beginning • Supports MaxOnline subscription plan*

Exclusive to StarHub

Record your favourite shows with the HD Interactive set-top box**



Digital Video Storage Device
\$88 (U.P. \$139)

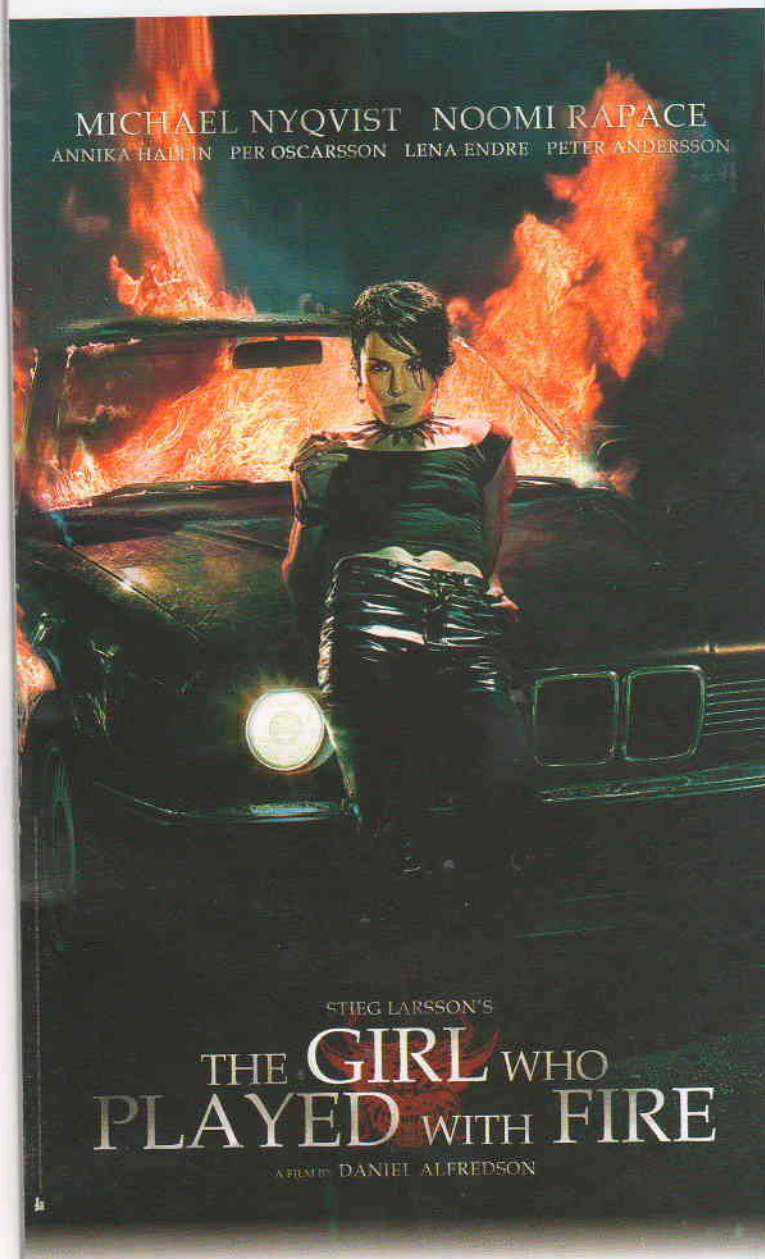
Records up to **160** hours of Standard Definition **30** hours of High Definition

**Subscription to Smart TV at \$4.28/month is required.

^ Free 1Mbps Broadband Internet Access is valid till 31 December 2012. Relevant devices required for internet connectivity. * HubStation HD can support download speeds of up to 32Mbps. Active StarHub TV subscription is required for upgrade of MaxOnline subscription plan on HubStation HD. Applicable to MaxOnline Surf, Lite, Express, Premium, Ultimate Plans. Relevant devices are required for internet connectivity. * Customers are required to purchase their own type-approved voice-enabled cable modem (VoCM) or IADs for access to the Digital Voice Home service. Free monthly subscription is valid till 31 August 2012. * HD channels are available via HD channels. Additional subscription is required for some of the HD channels. Recordings will be made based on the On-Screen TV Guide which are supplied by content providers and not guaranteed by StarHub.

TV

StarHub



CinemaWorld Ch 613 CinemaWorld Ch 667 **The Girl Who Played With Fire** Premieres Wednesday, 25 July, 9pm