



GST Registration No: M9-0009444-N

Application Form Number Portability

(Easy Transfer Number – Basic Analogue Service,
Basic/Advanced Digital Service, Digital Voice, Domestic Freephone)

YES! We would like to register our company for StarHub's Fixed Services.
IMPORTANT: For corporate customers, please attach photocopy of your company's Certificate of Registration from the Registry of Companies and Businesses.

YES! We would like to apply for the StarHub Residential Fixed Line Service.

- Notes:
- Please bring along the following original document together with this application form, duly completed, for verification.
 - NRIC or passport for application under Personal Basis.
 - Business Registration Certificate or Certificate of incorporation, as the case may be, for application under name of Firm or Company.
 - Work Permit or Employment Pass for non-citizen applicants
 - Please allow at least five (5) Business days for the services to be effected.
 - For subscription by a Firm/Company, this application should be made by an authorised officer of the Firm/Company.
 - The telephone number(s) must be on "working" status on the effective date of porting i.e. no disconnection of service whether permanent or temporary.

**IMPORTANT: Please fill in the details of the registered owner of the SingTel/M1 Fixed Line service.
If you are not the registered SingTel/M1 Fixed Line subscriber, please fill in this application form and Letter of Undertaking.**

Customer Information

For Residential Customer

Name as in NRIC/PASSPORT/FIN. Please underline surname.
(Dr/Mr/Miss/Ms/Mdm*)

NRIC/PASSPORT/FIN* No.

For Corporate Customer

Name of Firm/Company as in RCB.

Business Registration Number (BRN)

Service Address

_____ Postal Code _____

Correspondence Address (If different from service address)

_____ Postal Code _____

For clarification, please contact (Optional)

Name

Contact No. (Office/Home*)

Contact No. (Mobile/Pager*)

Contact No. (Fax)

Local Telephone/Freephone Service(s) to be ported (if space is insufficient, please use supplementary sheets)

Telephone Number(s) to be ported to StarHub's Telephone Network from SingTel/M1*:

- _____
- _____
- _____
- _____
- _____
- _____

FOR STARHUB USE (StarHub to enter N2 Number for each N1 Number)

- _____
- _____
- _____
- _____
- _____
- _____

Customer Signature

I/WE* HEREBY STATE THAT WE HAVE READ AND ACCEPTED STARHUB'S TERMS AND CONDITIONS FOR INFO-COMMUNICATIONS SERVICES^ and have provided full and accurate information to StarHub.

I/We* agree to inform StarHub in writing if the above mentioned fixed line(s) or mobile line(s) is/are* terminated and to inform StarHub in writing if I/We* change the billing address.

- I/We* agree that StarHub and donor network operator will not be responsible for losses or service interruptions arising from the termination of the services and/or porting of Local Telephone/1800/1900 Number(s) in relation to the above Local Telephone/1800/1900 Number(s) and/or porting of Local Telephone/1800/1900 Number(s)
- I/We* shall be responsible to donor network operator for all charges incurred up to the date and time the Local Telephone/1800/1900 Number(s) is/are ported to StarHub
- I/We* shall settle all outstanding charges with donor network operator within 14 days from the date of donor network operator's bill
- I/We* hereby authorise StarHub to request that my/our* existing number(s) as noted above be ported or transferred from a donor network operator service to my/our* StarHub service, and to carry out any other necessary steps on my/our* behalf so that I/We* can continue to use the same number(s) with effect from the date noted on this form
- I/We* agree that StarHub may forward my/our personal information or data to the donor network operator for the purposes of porting of the Local Telephone/1800/1900 Service(s) stated above
- I/We* have read and agreed to be bound by all the terms and conditions herein as well as StarHub's Terms and Conditions for info-communications services^ and such other terms and conditions as may be agreed or accepted by me/us. I/We confirm that I/we have provided full and accurate information to StarHub

I certify that I have the authority as the subscriber or as the authorised officer for the subscriber of the Local Telephone/1800/1900 Service(s) listed on this form to request porting of the Local Telephone/1800/1900 Service(s) stated above.

Signature of Registered Subscriber/Authorised Officer

Date

Company Stamp (for Business applications)

Name of Authorised Officer

Designation of Authorised Officer

For StarHub Use

Faxed on: ___ dd ___ mm ___ yyyy

P.M. activation (2 - 4pm)

Processed by: Name/Signature/Date

Verified by: Name/Signature/Date

Dealer Stamp/Code

Number of Attachments

*Please delete where appropriate.

General Information

Applying for StarHub Services

Please present the following documents with your application:

If you are applying for yourself

- Singapore Citizen or Permanent Resident – Original NRIC or Passport
- Foreigner or Non Resident – Original employment pass (with at least 6 months validity) & Passport and proof of local residential address

If you are applying on behalf of your firm/company

- a) Companies with certificate of incorporation/BRN
- Photocopy of your company's Certificate of Registration from the Registry of Companies and Businesses
 - Original authorisation letter on company's letterhead indicating name, NRIC and designation of authorised officer and authoriser
 - Original identification document of authorised officer
 - Original Company Stamp

b) Companies without certificate of incorporation/BRN

- Original authorisation letter on company's letterhead indicating name, NRIC and designation of authorised officer and authoriser
- Original identification document of authorised officer
- Original Company Stamp

If the authorised officer is a Singaporean or PR, the NRIC/Passport number has to be filled in under "Corporate Customer Information".

If the authorised officer is a foreigner, the FIN number has to be filled in under "Corporate Customer Information".

Your Addresses

- P.O.Boxes are not acceptable
- For Singapore Citizens or Permanent Residents, please fill in both billing and residential address if they are not the same
- For foreigners or Non residents, please complete both the local billing address and the residential address (which is your overseas house address)

Your Account

Once your first application for any StarHub Service is accepted by StarHub, an account will be created for you or your firm/company. Subject to the applicable terms and conditions, you will then be able to apply for new StarHub Services, make changes to your existing Service by calling, faxing, e-mailing or writing in to StarHub.

For Corporate Customers with Sales Enquires

- Call your Account Manager
- Call our Business Hotline at 1800-888 8888
- Fax us at 6721 5006
- E-mail us at business@starhub.com
- Access our website www.starhub.com
- Visit our StarHub Shops

For Corporate Customers with After Sales Enquires

- Call your Account Manager
- Call our Business Hotline at 1631
- Fax us at 6720 5050
- E-mail us at business@starhub.com
- Access our website www.starhub.com

For Residential Customers with Sales Enquires

- Visit any StarHub Shops
- Call our Sales Hotline at 1630
- Fax to 6720 1008

For Residential Customers with After Sales Enquiries

- Call our Customer Care Hotline at 1633
- Fax to 6720 5000



**Letter of Undertaking
Annex 1A**

To: StarHub Ltd
Customer Service

Re: Number Retention Service for SingTel/M1* Residential Line No: _____

I, _____, NRIC No. _____ hereby give consent to my _____ (Family members), (Name) _____, NRIC No. _____ to apply for number retention of my SingTel/M1* number _____.

I hereby undertake to StarHub that the information contained in this Letter of Undertaking is true, complete and accurate. Notwithstanding the aforesaid, I shall be fully and solely responsible for any fraudulent information that may be contained in this Letter of Undertaking.

Verified by:

Signature of Registered SingTel/M1* subscriber

Name: _____

NRIC No. _____

Signature

Name: _____

*Please delete where applicable.