

# STARHUB CORPORATE INDIVIDUAL SCHEME (CIS)

(Updated Dec 2018)

## About StarHub CIS

### 1. What is StarHub CIS?

StarHub's Corporate Individual Scheme (CIS) is an employees' benefit programme. Discover a world of exclusive benefits ranging from discounts off mobile subscriptions to special handset offers. Every career has its own rewards, but membership truly has its privileges. Subscriptions are billed to the individual employee of the company, under personal liability.

### 2. How do I know if my company is a participating company under StarHub CIS programme?

To check if your company is eligible for StarHub CIS benefits, you may:

- Check with your company's HR department, or
- Enter your business email address at [StarHub CIS page](#), or
- Email [cistelesales@starhub.com](mailto:cistelesales@starhub.com)\*

*\*Operating hours are Mondays to Fridays, 9am to 6pm.*

### 3. How can I find out the CIS monthly subscription discounts that I can enjoy under my company's StarHub CIS programme?

You can log in to [StarHub CIS Online Store](#) with your business email address or email [cistelesales@starhub.com](mailto:cistelesales@starhub.com)\* to check the latest mobile subscription discounts under your Company's StarHub CIS programme.

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## Signing up for StarHub CIS

### 1. How do I apply for a new line or re-contract under StarHub CIS?

To apply, please log in to [StarHub CIS Online Store](#) with your business email address. If you do not have a business email address, submit your details here. Alternatively, visit our StarHub Shops or StarHub Exclusive Partner outlets.

Please bring along / provide a copy of your Staff Pass / Staff medical card / Payslip / Proof of employment document endorsed by Company's HR issued within 3 months from date of sign-up/recontract and

#### **For Singapore Citizen or Permanent Resident**

- NRIC (front and back)

#### **For Foreigner (Employment Pass Holder)**

- Passport (at least 6 months' validity)

- Employment Pass/ Work permit (at least 6 months' validity)
- Proof of Billing Address (e.g., tenancy agreement, utilities bill & bank statement)

Deposit in the range of \$200 - \$800 may be applicable upon application of each service for selected mobile plans.

Your subscription eligibility is based on the eligibility assessment that StarHub will conduct at the point of sale.

**2. How many CIS lines can I sign up?**

Your subscription eligibility is based on the eligibility assessment that StarHub will conduct at the point of sale. CIS customers can sign up to 3 CIS lines (a 24-month equipment contract will apply for each line). For any eligible additional lines, you will not be eligible for further CIS discounts. For NTUC Union Members, this line count limit of 3 CIS lines apply.

**3. I am currently a SingTel or M1 subscriber. Can I subscribe to StarHub and retain my mobile number?**

Yes. We offer free permanent Number Retention service for your SingTel or M1 number. Please do not terminate your SingTel or M1 number on your own and ensure that you do not have any outstanding bills and are not under any binding contract with SingTel or M1. Please fill up the Number Retention form. The Number Retention service will take effect about 2-5 working days from the day you collect the SIM card.

**4. Can I convert my existing StarHub personal line to StarHub CIS Plan?**

Yes, if your contract is due for renewal, simply do a recontract to our new plans to enjoy CIS monthly subscription discounts. An early recontract fee applies if you do a recontract after 12 months (before 21 months) of your existing mobile contract.

## **New Mobile Plans FAQs**

**1. Can I enjoy CIS monthly subscription discounts when I sign up or recontract to the new mobile plans?**

Yes, eligible CIS customers will still enjoy monthly subscription discounts with handsets at attractive prices on the new mobile plans for up to 3 mobile lines if they choose a 2-year plan. 2 popular services, Caller Number Display and International Roaming are bundled in the new mobile plans, free-of-charge. We do our best to continuously surprise our customers. The first 10,000 customers get even more data, an additional 10GB every month for 24 months.

Do log in to [StarHub CIS Online Store](#) with your business email address or email [cistelesales@starhub.com](mailto:cistelesales@starhub.com) (Operating hours are Mondays to Fridays, 9am to 6pm) to check the latest mobile subscription discounts under your Company's CIS programme.

**2. I am currently on Lite/XS/S/M/L/XL plan. Upon expiry of my contract, can I stay on my current plan to enjoy my CIS monthly subscription discounts?**

Yes, you can continue to stay on your current plan. However, your CIS discount will not be valid after your contract ends. If you wish to enjoy CIS discounts and handsets at attractive prices, simply recontract to our new 2-year mobile plans (up to 3 CIS mobile lines). Do log in to [StarHub CIS Online Store](#) with your business email address or email [cistelesales@starhub.com](mailto:cistelesales@starhub.com) (Operating hours are Mondays to Fridays, 9am to 6pm) to check the latest mobile subscription discounts under your Company's CIS programme. Find out more [here](#).

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**3. I am currently a CIS customer on an older mobile plan. Can I change to the new mobile plans and enjoy my existing CIS monthly subscription discounts?**

Yes, if you are on a device contract, you can change your plan to a same or higher monthly subscription plan with **no additional fees** and enjoy more data. Change of plans can be done via My Account or My StarHub app (from mid-December) with **no additional fees**.

Do note that downgrade fees will still apply if you decide to change to a plan with lower monthly subscription and you may miss out on existing discounts. If you are due for contract renewal, simply recontract to our new plans with a handset to enjoy CIS monthly subscription discounts.

**4. Why am I unable to enjoy my prevailing CIS monthly subscription discounts under my Company's CIS programme when I change to the new mobile plans?**

Our new price plans come with more data and no hidden fees. All one-time administrative and activation charges are removed. 2 popular services, Caller Number Display and International Roaming are bundled in the new mobile plans, free-of-charge. The first 10,000 customers get even more data, an additional 10GB every month for 24 months. If you are due for contract renewal, simply do a recontract to our new plans to enjoy CIS monthly subscription discounts.

**5. Is there CIS discount on SIM Only Plans?**

The new \$25 SIM Only plan comes bundled with 3GB local data, 100 outgoing mins, incoming calls, Caller Number Display and International Roaming. Did we mention we are removing all administrative and activation charges. The first 10,000 customers get even more data, an additional 10GB every month for a year. That's 13GB of data for a mere \$25 per month. You can sign up for our available SIM Only Plans at <Consumer SIM Only Online Store link> or sign up at any of our StarHub Shops.

**6. I currently have more than 3 CIS lines, can I still enjoy my prevailing CIS monthly subscription discounts under my Company's CIS programme when I recontract to the new mobile plans?**

Eligible CIS customers will still enjoy monthly subscription discounts with handsets at attractive prices on the new mobile plans for **up to 3 CIS mobile lines** if they choose a 2-year plan. You can still recontract your 4<sup>th</sup> and above mobile line under a non-CIS scheme to enjoy 2 popular services, Caller Number Display and International Roaming, free-of-charge. We do our best to continuously surprise our customers. The first 10,000 customers get even more data, an additional 10GB every month for 24 months.

Do log in to StarHub CIS Online Store with your business email address or email [cistelesales@starhub.com](mailto:cistelesales@starhub.com) (*Operating hours are Mondays to Fridays, 9am to 6pm*) to check the latest mobile subscription discounts under your Company's CIS programme.

**7. Why are the monthly subscription discount rates lower than the previous rates under my Company's CIS programme for the new mobile plans?**

Our new price plans come with more data and no hidden fees. All one-time administrative and activation charges are removed. You'll get Caller Number Display and International Roaming bundled in the new plans. Did we mention, the first 10,000 customers get even more data, an additional 10GB every month? Also, with these new plans, you can also enjoy CIS monthly subscription discounts with more data. If you are due for contract renewal, simply do a recontract to our new plans to enjoy CIS monthly subscription discounts.

**8. Why am I unable to enjoy my prevailing free Value-added Services under my Company's CIS programme with the new mobile plans?**

A great piece of news to share. Our new mobile plans come bundled with Caller Number Display, International Roaming and Incoming Calls, free of charge. That's right, at no additional cost.

**9. If I sign up for the \$75 2-year plan with a discounted phone, do I still need to pay \$75 every month after 2 years?**

We've made everything easier and more affordable for you! After 2 years, you are back to your base plan, in this case a \$50 SIM Only plan. However, if you need a new discounted handset you can top up \$25/ month for another 2 years.

## **For NTUC Union Customers**

**1. Why am I unable to enjoy free extra 3GB for 12 months' promotion for NTUC Union Members with the new mobile plans?**

Our new price plans come with more data and no hidden fees. All one-time administrative and activation charges are removed. The first 10,000 customers get even more data, an additional 10GB every month for 24 months.