



Why Biz+ SmartSupport?

62% of phones start to malfunction after a year of use. With Biz+ SmartSupport, you can stay worry-free and minimise business downtime.

For only \$6.06/month, you get:



4-hour¹ Device Swap

- 2 Swaps within a 24-month period (\$\$25-\$600 Swap Fee)
- Enjoy FREE islandwide delivery



Tech Support

- Ask unlimited device-related questions
- Download the **SmartSupport App** now and chat with our **Tech Specialists** via the app.



Find out more at starhub.com/biz-plus-smartsupport

Biz+ SmartSupport subscribers can have access to Screen Repair service from \$99

Find out more at starhub.com/screenrepairfaq

Screen Repair T&Cs apply

STARHUB BUSINESS

1800 888 8888



business@starhub.com

¹If your Service Request is accepted between 8.00am and 2.00pm Singapore time, Monday to Saturday, excluding Public Holidays, your swap device will be delivered to you within 4 hours. For Overseas delivery: It is available and is subjected to additional cost and custom clearance. Delivery time is based on a case-by-case basis.

*Terms and Conditions: Applicants must be a small and medium-sized company, business or partnership registered with the Accounting and Corporate Regulatory Authority of Singapore (ACRA) to be eligible for the Biz+ SmartSupport service ("Biz+ SmartSupport"). Applications are subjected to StarHub's approval and credit checks. StarHub reserves the right to decline any application. Applicants are required to present their latest business profiles and other relevant documents as may be required by StarHub. StarHub reserves the right to terminate your enrolment with Biz+ SmartSupport or reject a Service Request.

Refer to www.starhub.com/Biz-SS-TnC for full set of Terms & Conditions.

Aug 2021



BIZ+ SMARTSUPPORT

YOUR ONE-STOP SOLUTION FOR BUSINESS DEVICE ISSUES



SMARTSUPPORT

Stay worry-free with 4-hour Device Swap and unlimited access to Tech Support

STARHUB BUSINESS

Frequently Asked Questions

Q Do I have to pay when I make a Service Request?

A fee is payable when making a Service Request. You can pay via credit or debit card.

Type of registered device	Tier	Retail price of device (inclusive of GST, as of device launch date)	Swap fee (inclusive of GST)
Non-foldable device	1	≤ S\$250	S\$25
	2	S\$251 - S\$500	S\$80
	3	S\$501 - S\$750	S\$150
	4	S\$751 - S\$1,500	S\$170
	5	S\$1,501 - S\$2,000	S\$250
	6	≥ S\$2,001	S\$280
Foldable device	1	≤ S\$250	S\$25
	2	S\$251 - S\$500	S\$80
	3	S\$501 - S\$750	S\$150
	4	S\$751 - S\$1,500	S\$170
	5	S\$1,501 - S\$2,000	S\$250
	6	S\$2,001 - S\$2,300	S\$280
	7	≥ S\$2,301	S\$600

NOTE:
The Swap fee payable will be based on the recommended retail price of device (RRP) in SGD as of the date of device launch.

Q How does 2 Service Requests Limit works?

You may make 2 Service Requests in any rolling 24-month period of your Subscription (Limit) provided you remain enrolled in the Program.

Service Request	Service Request Limit
1	Anytime
2	Anytime
3	24 months after Shipment Date of Service Request 1
4	24 months after Shipment Date of Service Request 2

Q How do I make a Service Request ?

Download the Service Request Form via starhub.com/biz-plus-smartsupport

Email your completed Service Request Form to entsmartsupport@asurion.com

The following information will be required when filling the form:

- Name of mobile user
- Company name
- Company BRN
- Enrolled mobile number
- Enrolled handset model
- Enrolled handset IMEI number

Service Requests are processed from **Mon-Sat, 9am-6pm**.

Our agents will contact you for verification. Upon approval, we will arrange for delivery to your registered business address.

Q What do I have to do before handing over my existing device to StarHub?

For a smooth experience, please ensure the following steps are completed prior to the arrival of our courier:

- Delete all data from your existing device and perform a factory reset
- Disable any personal lock and security feature

It is important that you complete the steps above prior to the arrival of the Courier. Our courier will not be able to wait for you to do the above.

Q What are the delivery hours?

Please see the table below.

Acceptance time of Service Request	Delivery time*
Monday to Friday, 8 am to 1.59 pm	Within 4 hours of the Acceptance Time**
Monday to Friday, between 2 pm and 11.59 pm	The next day before 12:00 noon
Monday to Saturday, 12 am to 7.59 am	The same day before 12:00 noon
Saturday 8 am to 1.59 pm	Within 4 hours of the Acceptance Time**
Saturday, 2 pm to Monday 7.59 am	Monday before 12:00 noon

NOTE:
*For delivery times that fall on a public holiday, the delivery will occur on the next working day.
**Acceptance Time means the time that your Service Request is accepted by the SmartSupport Centre.

Q Do I need to be at the registered address stated in my company's StarHub bill to accept the delivery?

Yes, you must be at the registered address to accept the delivery. Please ensure that you present the following documents personally for verification.

- Valid Proof of Identity
- Staff ID or Business Card
- Original stamped copy of the Service Request form or a copy of company's Business Profile (dated within 1 month for new customer/6 months for existing customer) from the Accounting and Corporate Regulatory Authority (ACRA)

Q Will I get the same mobile device?

Your device will be swapped with a Like Mobile Device, which means it:

- may be new or refurbished
- has a different IMEI;
- is of similar make and functionality;
- does not include any accessory; and
- has same or greater memory;
- may contain original or non-original manufacturer parts if it is refurbished
- may be a different make, model or colour;