

Effective Date: 20 February 2018

Name of Service: Singtel ISDN and SIP Trunking Services. *For more information refer to www.singtel.com*

Description: Customised ISDN and SIP Trunking Service Scheme
(**Customised Scheme**)

Prices (including discounts):

Service/VAS Description	Minimum Quantity	Monthly Recurring Charge (MRC) (\$)
ISDN30 Service	N.A.	202
Exchange Diversity	N.A	80
Switch Diversity	NA	72
DDI number (per block of 10 numbers)	NA	2.48
Call Hunting	N.A.	Waived
Caller ID	N.A.	Waived

The customer will be eligible for a waiver of standard one-time charges (**OTC**) for SIP Trunking service activation if customer migrates from ISDN to SIP Trunking and retains the same number during the contractual period.

If the customer wishes to subscribe to additional SIP Trunking lines, or relocate additional lines, the OTC will be waived.

The customised tariffs applicable for the SIP Trunking service will be as follows:

SIP Trunking

Service/VAS Description	Minimum Quantity	Monthly Recurring Charge (MRC) (\$)
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SIP Trunking service per concurrent call (1000 to 1499)	1000	4.20
SIP Trunking service per concurrent call (1500 and above)	1000	4
Auto failover Exchange Diversity	N.A	900
Auto-Backup with Switch Diversity (dual switch, more than 300 concurrent calls) *	N.A	900
Caller Number Display	N.A	Waived
SIP Trunking Numbers (per block of 10 numbers)	N.A.	2
Load Sharing (dual switch, more than 300 concurrent calls) *	N.A	1250

*Dependent on the tier for SIP Trunking concurrent calls

(with effect from 20 February 2020)

Service/VAS Description	Minimum Quantity	Monthly Recurring Charge (MRC) (\$ per block)	One Time Charge (MRC) (\$ per block)
DDI number reservation (per block of 10 numbers)	NA	2.48	NA

The customised tariffs will be applicable to all new, renewed, relocated and migrated circuits subscribed under the Customised Scheme.

Terms and Conditions:

1. The contract term of the Customised Scheme is two (2) years
2. The contract term of the services subscribed under the Customised Scheme is two (2) years.
3. The customer shall not resell the services subscribed under the Customised Scheme.

4. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed to under the Customised Scheme.
5. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term. (with effect from 20 February 2020)
6. All other standard prices, terms and conditions of the Singtel ISDN30 and SIP Trunking service shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), the customer shall be liable for a premature termination charge (**PTC**) of 100% of the remaining contract term.

Eligibility:

The Customised Scheme will be offered to all similarly situated customers who satisfy the following criteria:

- a) customer must be willing to migrate minimum of 1,000 ISDN to SIP Trunking channels;
- b) must currently have or be willing to commit to a minimum annual revenue spend of S\$9 million; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.