

Effective Date: 15 February 2022

Name of Service: Singtel BizVoice and PhoneNet Service. *For additional details, refer to www.singtel.com*

Description: Customised BizVoice and PhoneNet service scheme (“Customised Scheme”)

Prices (including discounts):

PhoneNet

Service	Contract Term (Years)	Monthly Recurring Charge (MRC) Per Line	One Time Charge (OTC) Per Line
PhoneNet Plan 1	1	\$14	\$40
	2	\$14	\$40
	3	\$13.50	\$40
PhoneNet Plan 2	1	\$12.40	\$40
	2	\$ 12.40	\$40
	3	\$12	\$40

The customer will be eligible for the following selected value-added service (**VAS**) for each PhoneNet lines subscribed under the Customised Scheme:

VAS	Plan 1	Plan 2
2 Digit Speed Dialling	Yes	-
3 Way Conference	Yes	-
Authorisation Code for IDD/STD	Yes	-
Call Waiting	Yes	-
Collect Call Screening	Yes	-
Caller ID (internal/external)	Yes	-
PhoneMail	Yes	-
Auto Call Back	Yes	Yes
Call Forward	Yes	Yes
Call Hold	Yes	Yes
Call Park	Yes	Yes
Call Pick Up - Directed	Yes	Yes
Call Transfer	Yes	Yes
Direct Inward Dialling	Yes	Yes
Distinctive Ringing	Yes	Yes

Music on Hold	Yes	Yes
Call Barring	Opt-in feature	Opt-in feature
Call pick Up - Group	Opt-in feature	Opt-in feature

BizVoice

Service	Contract Term	MRC Per Line	OTC Per Line
Starter Plan	1 year	\$12	\$50
	2 years	\$12	\$25
	3 years	\$11.50	Waived
Starter Plan VAS Pack 1	Minimum 1 year	Waived	\$10
Starter Plan VAS Pack 2		\$1	\$10
Starter Plan VAS Pack 3		\$2	\$10
Voice Mail		Waived	Waived
BizVoice UC Standalone		\$9	\$5
BizVoice UC Add-on		\$3	Waived

The customised tariffs will be applicable to all new and renewed services subscribed under the Customised Scheme.

Terms and Conditions:

1. The contract term of the Customised Scheme is minimum twelve (12) months with an option to extend minimum one (1) month.
2. The contract term of the services subscribed under the Customised Scheme is as specified in the pricing tables.
3. The services offered under the Customised Scheme are subject to resource availability.
4. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
5. The customer shall not to resell the services subscribed under the Customised Scheme.
6. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
7. All other standard prices, terms and conditions of the Singtel BizVoice and PhoneNet services shall remain applicable.

Suspension and Termination Provisions:

In the event that the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), prevailing Premature Termination Charges (**PTC**) shall apply.

Notwithstanding the above, the customer is eligible for a PTC waiver for service(s) subscribed under the Customised Scheme, subject to the following:

- a) the circuit contract term is three (3) years and the customer shall provide minimum one (1) month's written notice prior to termination; or
- b) migrates PhoneNet to BizVoice service(s). For avoidance of doubt, prevailing PTC shall apply to the migrated BizVoice service(s).

For the avoidance of doubt, where a line is terminated, any VAS or VAS Pack associated with the line will also be terminated and the customer will be liable for any applicable PTC.

For details, refer to www.singtel.com

Eligibility:

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

- a) currently has or is willing to subscribe to a minimum of 930 PhoneNet lines;
and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.

Circuits subscribed by the customer and its associates can be combined to meet the minimum quantity required.