

(with effect from 28 July 2022)

Effective Date: 1 August 2017

Name of Service: (with effect from 25 October 2021) Singtel PhoneNet and BizVoice Service. For more information refer to www.singtel.com

Description: (with effect from 25 October 2021) Customised PhoneNet and BizVoice Service Scheme (**Customised Scheme**)

Prices (including discounts):

The customised tariffs are as follows:

Service	Working Network Size (lines)	Monthly Recurring Charges (“MRC”) (\$ per line)
Standard PhoneNet Line	Less than 5,500	\$11.50
	5,501 to 6,500	\$11.00
	6,501 to 7,500	\$10.50
	7,501 to 8,500	\$10.00
	8,500 to 11,000	\$9.50
	More than 11,000	\$9.00
PhoneMail	N.A.	\$0.80

The customised MRC of the PhoneNet line will be applicable to all PhoneNet lines subscribed during the contract term of the customised scheme. The MRC for each individual line each month will depend on the number of PhoneNet lines subscribed in that month, as above.

Service	Request Size (lines per works order)	One-Time Charges (“OTC”) (\$ per line)
Standard PhoneNet Line	1 to 500	\$50
	More than 500	\$40
PhoneMail	N.A.	\$16

Service	MRC (\$ per line)	OTC (\$ per line)
Number Retention Service	\$8	\$10
Transfer Charge (same UEN)	NA	\$2

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Transfer Charge (different UEN)		
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Call Charges	Price
Peak Hour	\$0.014/min (Mon to Fri 9AM to 6:59PM)
Off Peak	\$0.007/min (Mon to Fri 7PM to 8:59AM, Sat, Sun and Public Holidays - Whole day)

Service	MRC (\$/line)	OTC (\$/line) (Normal Installation)
Temporary PhoneNet Line	\$15.00	\$50.00

Service	OTC (\$/line) (Express Installation)	OTC (\$/line) (Super Express Installation)
Temporary PhoneNet Line	\$90.00	\$120.00

The following VASes are offered free as part of the Customised Scheme:

VAS
2-digit speed dial
3-way Conference call
Auto Call back
Authorisation Code for IDD/STD
Call Barring
Call Forward
Call Hold
Call Park
Call Pick Up - Directed
Call Pick Up - Group
Call Transfer
Call Waiting
Collect call screening
Direct Inward Dialing
Distinctive ringing

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Music on Hold

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Service Description	Contract Term	Monthly Recurring Charge (MRC) (\$ per line)	One Time Charge (OTC) (\$ per line)
BizVoice Starter Plan	Minimum 1 year	\$9	≤500 lines per work order: \$50 >500 lines per work order: \$40
Starter Plan VAS Pack 1	Minimum 3 months	Waived	Waived
Starter Plan VAS Pack 2		Waived	Waived
Starter Plan VAS Pack 3		Waived	Waived
Voice Mail		\$0.80	\$5

(with effect from 25 October 2021) The customised tariffs will be applicable to all new, renewed and upgraded PhoneNet and BizVoice services subscribed under the Customised Scheme.

Terms and Conditions:

- (with effect from 28 July 2022)** The contract term of the Customised Scheme is five (5) years with option to extend another five (5) years.
- (with effect from 25 October 2021)** The contract term for the services subscribed under the Customised Scheme is as follows:
 - PhoneNet: minimum five (5) years;
 - Temporary PhoneNet: minimum one (1) month;
 - BizVoice: minimum one (1) year;
 - BizVoice VAS: minimum three (3) months.
- The minimum contract term of Phonenet VASes subscribed by customers on the Customised Scheme is one (1) month. For avoidance of doubt, the customer may still subscribe to other VASes under List Price and the minimum contract term applies.
- (with effect from 22 November 2019)** Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.

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5. The services offered under the Customised Scheme are subject to resource availability.
6. The customer is not allowed to resell the service(s) offered under the Customised Scheme.
7. **(with effect from 28 July 2022)** Services subscribed under the Customised Scheme by the customer and its subsidiaries can be combined to meet the minimum quantity required.
8. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
9. **(with effect from 25 October 2021)** All other standard prices, terms and conditions of the Singtel PhoneNet and BizVoice services shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates any of the services subscribed under the Customised Scheme during the contract term of the service(s), the customer will not be liable for premature termination charges (**PTC**).

Eligibility:

The Customised Scheme is offered to all similarly situated customers and their subsidiaries who satisfy the following criteria:

- a) Have or is willing to subscribe to at least 11,000 PhoneNet lines; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.