

Effective Date: 1 March 2021

Name of Service: PhoneNet and BizVoice Service

Description: Customised PhoneNet and BizVoice Service Scheme
(**Customised Scheme**)

Prices (including discounts):

PhoneNet

Each PhoneNet plan under the Customised Scheme offers a PhoneNet line bundled with selected Value-Added Services (VAS):

Service	Monthly Recurring Charge (MRC) (\$ Per Line)	One Time Charge (OTC) (\$ Per Line)
PhoneNet Plan 1	\$14	\$40
PhoneNet Plan 2	\$12.40	\$40

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
Directed Call Pick Up	Opt-in feature	Opt-in feature

BizVoice

Service	MRC (\$ per line)	OTC (\$ per line)
BizVoice Starter Plan	\$12	\$40

Starter Plan VAS Pack 1	Waived	Waived
Starter Plan VAS Pack 2	Waived	Waived
Starter Plan VAS Pack 3	Waived	Waived
Voice Mail	Waived	Waived

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

Terms and Conditions:

1. **(with effect from 31 October 2022)** The contract term of the Customised Scheme is one (1) year with an option to extend minimum one (1) year.
2. The contract term of the services subscribed under the Customised Scheme is as follows:
 - a. **(with effect from 31 October 2022)** PhoneNet Plan 1, PhoneNet Plan 2 and BizVoice Starter Plan: one (1) year with an option to extend minimum one (1) year.
 - b. BizVoice VASes: minimum three (3) months.
3. **(with effect from 31 October 2022)** The customer shall subscribe to a minimum of 1,100 PhoneNet and/or BizVoice lines under the Customised Scheme.
4. The services offered under the Customised Scheme are subject to resource availability.
5. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
8. All other standard prices, terms and conditions of the Singtel PhoneNet and BizVoice 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 services(s), prevailing premature termination charges shall apply.

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.

As of 31 October 2022

Eligibility:

(with effect from 31 October 2022) The Customised Scheme will be offered to all similarly situated customers who satisfy the following criteria:

- a) currently has a minimum of 1,100 PhoneNet lines; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.