

**Effective Date:** 2 October 2023

**Name of Service:** Singtel SIP Trunking Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised SIP Trunking service scheme (**Customised Scheme**)

**Prices (including discounts):**

<b>Service Description</b>	<b>Contract Term</b>	<b>Minimum Quantity</b>	<b>Monthly Recurring Charge (MRC) (\$ per unit)</b>	<b>One Time Charge (OTC) (\$ per unit)</b>
SIP Trunking over Cloud Connect (500 concurrent calls per trunk)	Minimum of 36 months with option to extend annually (up to 3 times)	1 trunk	\$4,620 per trunk	Waived
SIP-to-SIP Auto Failover with Bundled Access		1 trunk	Waived	Waived
SIP DDI Number (per block of 10 numbers)*	Minimum of 3 months	N.A.	\$9	Waived
Caller Number Display	Minimum of 3 months	N.A.	Waived	Waived
Auto Call Forward	Minimum of 3 months	N.A.	\$100 per trunk	Waived

\* The customer will be entitled to two (2) free blocks of SIP DDI Number.

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

**Key Terms and Conditions:**

1. The contract term of the Customised Scheme is a minimum of 36 months, with the option to extend annually (up to three (3) times).
2. The contract term of the services subscribed under the Customised Scheme is as per the pricing table above.

3. The customer shall subscribe to the minimum quantities as specified under the Customised Scheme in a single order.
4. In the event that the underlying SIP Trunking line is terminated, all services subscribed under the Customised Scheme that are tied to the underlying SIP Trunking line will also be terminated.
5. The services offered under the Customised Scheme are subject to resource availability.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.
8. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
9. All other standard prices, terms and conditions of the Singtel 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.

*For details, refer to [www.singtel.com](http://www.singtel.com).*

**Eligibility:**

The Customised Scheme is offered to all similarly situated customers who accept the terms and conditions of the Customised Scheme in its entirety.