

As of 25 June 2024

Effective Date: 13 December 2022

Name of Service: Singtel SIP Trunking Service. *For details, refer to www.singtel.com.*

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

Prices (including discounts):

Table A

Service	Contract Term	Quantity	Monthly Recurring Charge (MRC) (USD per unit)	One Time Charge (OTC) (USD per unit)
SIP Trunking Service with Bundled Access (150 concurrent calls per trunk access)	1 year	1 trunk	USD \$1,200	Waived
Auto Failover with Bundled Access		1 trunk		
Auto Failover without access		2 trunks		
Caller Number Display		2 trunks		
SIP DDI Number (block of 10)	Minimum of 3 months	Minimum of 1 block	USD \$6 per block	Waived
(With effect from 25 June 2024) SIP DDI Number (Individual number)	Minimum of 3 months	N.A.	USD \$1.20 per number	Waived
Port-in from other Service Provider	N.A.	N.A.	N.A.	USD \$10 per number

Table B

Service	Contract Term	Quantity	MRC (USD per unit)	OTC (USD per unit)
SIP Trunking Service without Access (10 concurrent calls per trunk access)	1 year	1 trunk	(With effect from 20 April 2023) USD \$80	Waived
Auto Failover without access		1 trunk		
Caller Number Display		2 trunks		
SIP DDI Number (block of 10)	Minimum of 3 months	Minimum of 1 block	USD \$6 per block	Waived
(With effect from 25 June 2024) SIP DDI Number (Individual number)	Minimum of 3 months	N.A.	USD \$1.20 per number	Waived

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

Key Terms and Conditions:

- (With effect from 25 June 2024)** The contract term for the Customised Scheme is one (1) year with an option to extend for another one (1) year.
- The contract term for the services subscribed under the Customised Scheme is as specified in the pricing table.
- (With effect from 25 June 2024)** The customer shall subscribe to the quantities as specified under both Table A and Table B above.
- (With effect from 20 April 2023)** The customer may upgrade or increase the number of concurrent calls and value-added services without a change of the existing service contract term, provided that there is no change to the original quantity of SIP Trunking trunk(s). Otherwise, a new service contract term shall be required for the new SIP Trunking trunk(s). For the avoidance of doubt, every incremental take-up of concurrent

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calls in both Table A and Table B shall be in blocks of 50 concurrent calls at an MRC of USD \$400 per block with standard OTC waived.

5. 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.
6. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
7. The services offered under the Customised Scheme are subject to resource availability.
8. The customer shall not resell the service 'as is' or as a full or standalone SIP Trunking product.
9. No other discounts including, but not limited to, term discounts and volume discounts, are applicable to the services offered under the Customised Scheme.
10. All other standard prices, terms and conditions of the Singtel SIP Trunking service shall apply.

Suspension and Termination Provisions:

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

refer to www.singtel.com

Eligibility:

The Customised Scheme is available to all similarly situated customers who satisfy the following criteria:

- a) has a minimum revenue spend of \$11 million on Singtel services in the last 12 months prior to the start date of the customer's agreement; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.