

Effective Date: 28 February 2024

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

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

Prices (including discounts):

Service Description	Contract Term (Years)	Minimum Quantity	Monthly Recurring Charge (MRC) (\$ per unit)	One Time Charge (OTC) (\$ per unit)
SIP Trunking with Bundled Access (150 concurrent calls per trunk)	3	1 trunk	\$1,470 per trunk	Standard: Waived
Auto Failover with Access	3	1 trunk	\$600 per trunk	Standard: Waived
Caller Number Display	3	1 trunk	\$60 per trunk	\$50 per trunk
SIP DDI Number (per block of 10 numbers)	3	90 blocks	\$10 per block	\$85 per block

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

Key Terms and Conditions:

1. The contract term of the Customised Scheme is three (3) years.
2. The contract term of the services subscribed under the Customised Scheme is three (3) years.
3. The customer shall subscribe to the minimum quantities as stated in the pricing table(s) above in a single order.
4. 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 calls shall be in blocks of 10 concurrent calls at an additional MRC of \$98 per block and OTC shall be 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 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 and volume discounts, are applicable to the services subscribed under the Customised Scheme.
10. 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 MRC for the remaining contract term.

For details, refer to www.singtel.com.

Notwithstanding the above, the customer is eligible for a waiver of PTC for existing services that are migrated to SIP Trunking service(s) under the Customised Scheme. For the avoidance of doubt, this is applicable for service(s) subscribed under list, promotional or other customised schemes.

Eligibility:

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

- a. migrates at least one (1) existing ISDN and/or DEL service(s) to the Customised Scheme; and
- b. accepts the terms and conditions of the Customised Scheme in its entirety.