

As of 15 February 2024

Effective Date: 23 August 2012

Name of Service: (With effect from 15 February 2024) Singtel PhoneNet service, Business Fixed Line service, DID service, ISDN service, BizVoice, Singtel UC Connector service and Internet SIP

For details, refer to www.singtel.com.

Description: Waiver of one-time charges (OTC) and premature termination charges (PTC)

Prices (including discounts):

This scheme offers a waiver of up to 100% of the OTC and PTC under the following scenarios:

1. Upgrading within the Singtel BizVoice service scheme
2. Migration within various Singtel telephony services as follows:

From (Single or total lines added together)	To (single or total lines added together)
<ul style="list-style-type: none">• PhoneNet• Business DEL• DID• ISDN-2, ISDN-10 or ISDN-30	BizVoice
<ul style="list-style-type: none">• Business DEL• DID• ISDN-2, ISDN-10 or ISDN-30	SIP Trunking (With effect from 15 February 2024) Internet SIP
<ul style="list-style-type: none">• Business DEL• DID	ISDN-2, ISDN-10 or ISDN-30
(With effect from 8 March 2021) <ul style="list-style-type: none">• Business DEL• DID• ISDN-2, ISDN-10 or ISDN-30• SIP Trunking• BizVoice• (With effect from 15 February 2024) Internet SIP	(With effect from 10 January 2023) Singtel UC Connector

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Key Terms and Conditions:

1. For the upgrading of the BizVoice service, the waiver of the OTC and PTC will be applicable only if the upgrade results in:
 - a. Higher monthly recurring charge (**MRC**) per BizVoice line (in such a scenario, the customer can choose to remain on the existing contract term);
 - b. If the MRC per BizVoice line is lower, the customer has to sign a contract with Singtel (with a minimum contract term of 1 year) such that the new contract value of the BizVoice line is higher than the contract value of the existing BizVoice line.
2. For the migration within the various telephony services, the waiver of OTC and PTC will be applicable if the migration results in a higher contract value (single or total migrated lines), subject to a minimum contract term of 1 year.
3. The waiver of OTC will not include temporary schemes, express installation requests, installation surcharge, remote locations and relocation requests.
4. The upgrade and/ or migration of services is subject to resource availability.
5. **(With effect from 15 February 2024)** All other standard discounts, terms and conditions of the Singtel BizVoice service, PhoneNet service, Fixed Line service, ISDN service, SIP Trunking service, Singtel UC Connector and Internet SIP service shall remain applicable.

Suspension and Termination Provisions:

For details, refer to www.singtel.com.

Eligibility:

(With effect from 15 February 2024) Retail customers for PhoneNet, BizVoice, Singtel UC Connector and Internet SIP service

Retail customers and Singtel Authorised Resellers for Fixed Line, DID and ISDN service