

As of 4 June 2024

Effective Date: 4 June 2024

Name of Service: Singtel PhoneNet and BizVoice Service. *For additional details, refer to www.singtel.com*

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

Prices (including discounts):

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

| Service | Contract Term | Monthly Recurring Charge (MRC) (\$ Per Line) | One Time Charge (OTC) (\$ Per Line) |
|-----------------|----------------------|---|--|
| PhoneNet Plan 1 | 1 year | \$14 | Standard: \$40 |
| PhoneNet Plan 2 | 1 year | \$12.40 | Standard: \$40 |

| PhoneNet VAS | Plan 1 | Plan 2 |
|--------------------------------|----------------|----------------|
| 2 Digit Speed Dialling | Yes | No |
| 3 Way Conference | Yes | No |
| Authorisation Code for IDD/STD | Yes | No |
| Call Waiting | Yes | No |
| Collect Call Screening | Yes | No |
| Caller ID (internal/external) | Yes | No |
| PhoneMail - Standard | Yes | No |
| Auto Call Back | Yes | Yes |
| Call Forward | Yes | Yes |
| Call Hold | Yes | Yes |
| Call Park | Yes | Yes |
| Call Pick Up | Yes | Yes |
| Call Transfer – Internal | Yes | Yes |
| Direct Inward Dialling | Yes | Yes |
| Distinctive Ringing | Yes | Yes |
| Music on Hold | Yes | Yes |
| Call Barring | Opt-in feature | Opt-in feature |
| Call Pick Up – Directed | Opt-in feature | Opt-in feature |

| Service | Contract Term | MRC (\$ per line) | OTC (\$ per line) |
|-------------------------|------------------------|------------------------------|------------------------------|
| BizVoice Starter Plan | 1 year | \$12 | \$40 |
| Starter Plan VAS Pack 1 | Minimum of 3 months | 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.

Key Terms and Conditions:

1. The contract term of the Customised Scheme is one (1) year with an option to extend for one (1) year.
2. The contract term of the services subscribed under the Customised Scheme is as follows:
 - a. PhoneNet Plan 1, PhoneNet Plan 2 and BizVoice Starter Plan: one (1) year with an option to extend for one (1) year.
 - b. BizVoice VASes: minimum of three (3) months.
3. 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. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service 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), the customer shall be liable for a premature termination charge (**PTC**) of 100% of the MRC for the remaining contract term.

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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.

Eligibility:

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

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