

Effective Date: 1 August 2017

Name of Service: (With effect from 25 October 2021) Singtel PhoneNet and BizVoice Service. For more information, refer to www.singtel.com

Description: (With effect from 25 October 2021) Customised PhoneNet and BizVoice Service Scheme (**Customised Scheme**)

Prices (including discounts):

The customised tariffs are as follows:

(With effect from 23 July 2025)

Service	Working Network Size (lines)	Monthly Recurring Charges (MRC) (\$ per line)
Standard PhoneNet or BizVoice Lines	Less than or equal to 5,500	\$11.50
	5,501 to 6,500	\$11.00
	6,501 to 7,500	\$10.50
	7,501 to 8,500	\$10.00
	8,500 to 11,000	\$9.50
	More than 11,000	\$9.00
PhoneMail	N.A.	\$0.80

(With effect from 23 July 2025) The customised MRC of the PhoneNet or BizVoice line will be applicable to all PhoneNet and BizVoice lines subscribed during the contract term of the Customised Scheme. The MRC for each individual line each month will depend on the total number of PhoneNet and BizVoice lines subscribed in that month, as above.

(With effect from 23 July 2025)

Service	Request Size (lines per works order)	One-Time Charges (OTC) (\$ per line)
Standard PhoneNet or BizVoice Line	1 to 500	\$50
	More than 500	\$40
PhoneMail	N.A.	\$16

Service	MRC (\$ per line)	OTC (\$ per line)
Number Retention Service	\$8	\$10
Transfer Charge (same UEN)	N.A.	\$2
Transfer Charge (different UEN)		

(With effect from 23 July 2025)

Service	MRC (\$/line)	OTC (\$/line) (Normal Installation)
Temporary PhoneNet or BizVoice Line	\$15.00	\$50.00

(With effect from 23 July 2025)

Service	OTC (\$/line) (Express Installation)	OTC (\$/line) (Super Express Installation)
Temporary PhoneNet Line	\$90.00	\$120.00

(With effect from 23 July 2025) The following VASes are offered free for PhoneNet lines subscribed under the Customised Scheme:

- 2-digit speed dial;
- 3-way Conference call;
- Auto Call back;
- Authorisation Code for IDD/STD;
- Call Barring;
- Call Forward;
- Call Hold;
- Call Park;
- Call Pick Up – Directed;
- Call Pick Up – Group;
- Call Transfer;
- Call Waiting;
- Collect call screening;
- Direct Inward Dialing;
- Distinctive ringing; and
- Music on Hold.

(With effect from 23 July 2025) BizVoice

Service Description	Contract Term	MRC (\$ per line)	OTC (\$ per line)
Starter Plan VAS Pack 1	Minimum of 1 month	Waived	Waived
Starter Plan VAS Pack 2		Waived	Waived
Starter Plan VAS Pack 3		Waived	Waived
Voice Mail		\$0.80	\$5
BizVoice UC Standalone	Minimum of 12 months	\$5.50	Standard: Waived
BizVoice UC Add-on	Minimum of 12 months	Waived	Standard: Waived

(With effect from 25 October 2021) The customised tariffs will be applicable to all new, renewed and upgraded PhoneNet and BizVoice services subscribed under the Customised Scheme.

Key Terms and Conditions:

1. **(With effect from 28 July 2022)** The contract term of the Customised Scheme is five (5) years with an option to extend for another five (5) years.
2. **(With effect from 23 July 2025)** The contract term for the services subscribed under the Customised Scheme is as follows:
 - a. PhoneNet/BizVoice: minimum of 12 months;
 - b. Temporary PhoneNet/BizVoice: minimum of one (1) month;
 - c. PhoneNet/BizVoice VASes: minimum of one (1) month.For the avoidance of doubt, the customer may still subscribe to other VASes under list price, in which case the minimum contract term applies.
3. **(With effect from 22 November 2019)** Services subscribed under the Customised Scheme will continue at the customised prices after expiry of the service contract term.
4. The services offered under the Customised Scheme are subject to resource availability.
5. The customer is not allowed to resell the service(s) offered under the Customised Scheme.
6. **(With effect from 28 July 2022)** Services subscribed under the Customised Scheme by the customer and its subsidiaries can be combined to meet the minimum quantity required.
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. **(With effect from 25 October 2021)** All other standard prices, terms and conditions of the Singtel PhoneNet and BizVoice services shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates any of the services subscribed under the Customised Scheme during the contract term of the service(s), the customer will not be liable for premature termination charges (**PTC**).

Eligibility:

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

- a) Have or is willing to subscribe to at least 11,000 PhoneNet lines; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.