

**Effective Date:** 24 July 2025

**Name of Service:** Singtel SIP Trunking Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

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

**Prices (including discounts):**

<b>Service Description</b>	<b>Contract Term (Months)</b>	<b>Minimum Quantity</b>	<b>Monthly Recurring Charge (MRC) (\$ per unit)</b>	<b>One Time Charge (OTC) (\$ per unit)</b>
SIP Trunking with Bundled Access (540 concurrent calls per trunk)	Minimum of 24 months	1 trunk	\$5,300 per trunk	Standard and Express: \$1,000
SIP-to-SIP Auto Failover with Bundled Access	Minimum of 24 months	1 trunk	\$1,200 per trunk	Standard and Express: \$500
SIP DDI Number (Block of 10)	Minimum of 3 months	10 blocks	\$9 per block	Waived
Caller Number Display	Minimum of 3 months	N.A.	\$60 per trunk	Waived
Load Sharing per concurrent call	Minimum of 3 months	N.A.	\$2 per concurrent call	Waived
Auto Call Forwarding	Minimum of 3 months	N.A.	\$100 per trunk	Waived

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

**Key Terms and Conditions:**

1. The contract term of the Customised Scheme is 24 months.
2. The contract term of the services subscribed under the Customised Scheme is as per the pricing table above.
3. The customer shall subscribe to the minimum quantity as stated in the pricing table above.
4. 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.
5. Services subscribed under the Customised Scheme will continue at the customised prices after expiry of the service contract term.
6. The services offered under the Customised Scheme are subject to resource availability.
7. The customer shall not resell the service 'as is' or as a full or standalone SIP Trunking product.
8. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
9. 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](http://www.singtel.com).*

**Eligibility:**

The Customised Scheme is available to all similarly situated customers who accept the terms and conditions of the Customised Scheme in its entirety.