

As of 25 July 2025

Effective Date: 14 March 2022

Name of Service: Singtel BizVoice and SIP Trunking Service. *For more information refer to www.singtel.com.*

Description: Customised BizVoice and SIP Trunking Service Scheme (**Customised Scheme**)

Prices (including discounts):

BizVoice

Service	Minimum Quantity	Contract Term	Monthly Recurring Charge (MRC) per line	One Time Charge (OTC)
BizVoice UC Standalone	600	(With effect from 25 July 2025) Minimum of 24 months with the option to extend a minimum of 1 month	\$6.50	Waived
Starter Plan			\$12.50	Waived
Voice Mail	NA	Minimum of 3 months	Waived	Waived
UC Add-On	NA	Minimum of 3 months	Waived	Waived
Starter Plan VAS Pack 1	NA	Minimum of 3 months	Waived	Waived
Starter Plan VAS Pack 2	NA	Minimum of 3 months	Waived	Waived
Starter Plan VAS Pack 3	NA	Minimum of 3 months	Waived	Waived

SIP Trunking

Service	Minimum Quantity	Contract Term	MRC	OTC
(With effect from 25 July 2025) SIP Trunking	1 trunk	(With effect from 25 July 2025)	\$288	Waived

with Bundled Access (30 concurrent calls)		Minimum of 24 months with the option to extend a minimum of 1 month		
(With effect from 25 July 2025) SIP-to-SIP Auto Failover with Bundled Access	1 trunk	Minimum of 1 month	Waived	Waived
Caller Number Display (per Trunk Access)	NA	Minimum of 3 months	Waived	Waived
SIP DDI Number (block of 10)	NA	Minimum of 3 months	\$10	Waived

The customised tariffs will be applicable to all new, renewed and migrating BizVoice and SIP Trunking circuits subscribed under the Customised Scheme.

Key Terms and Conditions:

1. **(With effect from 25 July 2025)** The contract term of the Customised Scheme is a minimum of 24 months with the option to extend a further 12 months for a maximum of two (2) times.
2. **(With effect from 25 July 2025)** The contract term of the services subscribed under the Customised Scheme is as specified in the pricing tables.
3. **(With effect from 25 July 2025)** The customer is eligible for a one-time rebate of up to \$15,100. For avoidance of doubt, the customer may enjoy the one-time rebate under the Customised Scheme for a maximum of one (1) time only.
4. The customer shall subscribe to the minimum quantities as specified under the Customised Scheme.
5. The services offered under the Customised Scheme are subject to resource availability.
6. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
7. The customer shall not resell the services subscribed under the Customised Scheme.
8. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
9. All other standard prices, terms and conditions of the Singtel BizVoice and SIP Trunking services shall remain applicable.

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Suspension and Termination Provisions:

The premature termination charges (**PTC**) shall be waived for services subscribed under the Customised Scheme.

For details, refer to www.singtel.com

Eligibility:

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

- a. migrates PhoneNet service(s) to BizVoice service(s) under the Customised Scheme;
and
- b. accepts the terms and conditions of the Customised Scheme in its entirety.