

As of 27 February 2025

**Effective Date:** 27 February 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</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 (with 100 concurrent calls)	1 trunk	\$940 per trunk	Standard: Waived
SIP-to-SIP Auto Failover with Bundled Access	1 trunk	\$540 per trunk	Standard: Waived
Caller Number Display	2 trunks	Waived	Waived
DDI Number (block of 10 numbers)	400 blocks of 10 numbers	\$7.50 per block	Standard: Waived

The customised tariffs will be applicable to all new, renewed and migrated services subscribed under the Customised Scheme.

**Key Terms and Conditions**

1. The contract term of the Customised Scheme is three (3) years.
2. The contract term of the services subscribed under the Customised Scheme is three (3) years.
3. The customer shall subscribe to the minimum quantity as stated in the pricing table above in a single order.
4. The customer may upgrade or increase the take-up of concurrent calls as well as value-added services without a change of the existing service contract term, provided that there is no change to the original quantity of SIP trunking trunk(s). Otherwise, a new service contract term shall be required for the new SIP trunking trunk(s). For the avoidance of doubt, every incremental take-up of concurrent calls shall be in block of 10 concurrent calls at an additional MRC of \$94 with OTC waived.

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5. 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.
6. The maximum ratio of DDI numbers to SIP concurrent calls will be 40:1.
7. The services offered under the Customised Scheme are subject to resource availability.
8. The customer shall not resell the services subscribed under the Customised Scheme 'as is' or as a full or standalone SIP Trunking product.
9. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
10. No other discounts, including term and volume discounts, shall be applicable to the Customised Scheme.
11. All other standard prices, terms and conditions of 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 services, the customer shall be liable for a premature termination charge of 100% 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 and its related companies who satisfy the following criteria:

- a) currently has a minimum revenue spend of \$750,000 on Singtel Group services in the last 12 months prior to the start date of the customer's agreement;
- b) migrates at least one (1) existing ISDN and/or DEL services to the Customised Scheme;  
and
- c) accept the terms and conditions of the Customised Scheme in its entirety.