

**Effective Date:** 27 May 2024

**Name of Service:** Singtel Level “3” VoiceLink Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised Level “3” VoiceLink service scheme  
**(Customised Scheme)**

**Prices (including discounts):**

Service	Contract Term	Minimum Quantity	Monthly Recurring Charge (MRC) (\$ per unit)	One Time Charge (OTC) (\$ per unit)
Level “3” VoiceLink service with Caller Number Display (CND)	Minimum of 12 months	1 line	\$440	\$2,450
Activation of Level “3” numbers (in blocks of 1,000 contiguous numbers)	N.A.	1 block	N.A.	\$6,000
Multi-Line Hunting	Minimum of 12 months	1	\$35	\$300
Customised Routing on Demand (Registration)	Minimum of 12 months	N.A.	\$18	\$20
Customised Routing on Demand Activation (after office hours)	N.A.	N.A.	N.A.	\$180
Customised Routing on Demand Activation (during office hours)	N.A.	N.A.	N.A.	\$30
Customised Routing on Demand Deactivation (after office hours)	N.A.	N.A.	N.A.	\$180
Customised Routing on Demand Deactivation (during office hours)	N.A.	N.A.	N.A.	N.A.

The customised tariffs will be applicable to all new Level “3” VoiceLink services subscribed under the Customised Scheme.

**Key Terms and Conditions:**

1. **(With effect from 7 May 2025)** The contract term of the Customised Scheme is 12 months with the option to extend another 12 months and, for the avoidance of doubt, will not be perpetually available.
2. **(With effect from 7 May 2025)** The contract term of the services subscribed under the Customised Scheme is a minimum of 12 months as stated in the pricing table above, with an option to extend for another 12 months.
3. The customer shall subscribe to the minimum quantity as stated in the pricing table above.
4. The customer must inform Singtel of the Level “3” numbers that it wishes to activate under the Customised Scheme.
5. The service(s) under the Customised Scheme does not support outgoing calls beginning with Level “0”, Level “1”, 99x and 800x access codes. There is no restriction for incoming calls.
6. The customer shall be liable for all charges relating to the use of the services subscribed under the Customised Scheme, including the traffic charges.
7. The services subscribed under the Customised Scheme are provided within mainland Singapore and are subject to the availability of resources. For the avoidance of doubt, the services subscribed under the Customised Scheme are not available to offshore sites or to remote locations.
8. The Level “3” numbers shall only be activated in blocks of 1,000 contiguous number as part of the Customised Scheme. It cannot be activated in blocks of 10 or 100 numbers.
9. Each Level “3” VoiceLink service subscribed under the Customised Scheme shall only support a block of 1,000 Level “3” numbers. The numbers must be in a contiguous block. If the customer requires “N” multiples of 1,000 numbers to be activated, the customer will have to subscribe to “N” number of Level “3” VoiceLink services.
10. A lead-time of 16 working days from the date of Singtel’s acceptance of each order is required for the provisioning of the services under the Customised Scheme. The service provisioning will be carried out during Singtel’s standard business hours. Any requests for service provisioning outside of Singtel’s standard business hours will be subject to additional charges as stipulated by Singtel. Singtel shall not be liable for any delay in the services provisioning lead-time caused by the customer’s own equipment.
11. For the avoidance of doubt, Singtel does not provide directory listing and/or directory enquiry service for the Level “3” numbers carried over the Level “3” VoiceLink line. The customer shall be solely responsible to acquire or establish its own directory listing and/or directory enquiry service at its own cost.
12. The customer shall not resell the services subscribed under the Customised Scheme.

13. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
14. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
15. Singtel's General Terms and Conditions shall also apply unless otherwise stated or overwritten herein.

**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 (**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 government agencies listed on the Singapore Government Directory webpage.