

**Effective Date:** 21 October 2010

**Name of Service:** SingTel PhoneNet service

*For additional details, refer to [www.singtel.com](http://www.singtel.com) under “Business Customers”.*

**Description:** Customised PhoneNet service package (**Customised Package**)

**Prices (including Discounts):**

Monthly recurring charge (MRC): \$12 per line

**Key Terms and Conditions:**

1. The contract term for the Customised Package is five (5) years.
2. The contract term of the PhoneNet lines subscribed under the Customised Package is five (5) years.
3. The customised MRC of the PhoneNet service will be applicable to all PhoneNet lines subscribed during the contract term.
4. Should the customer require any additional PhoneNet value-added services (**VASes**), the prevailing list prices and the minimum subscription of 3 months will be applicable to such VASes.
5. There will be no auto renewal of the Customised Package upon the end of the contract term. For any services required after the end of the contract term, the customer will have to re-negotiate the terms and conditions with SingTel.
6. Express installation charges shall be applicable. All services offered under the Customised Package are subject to availability of resources.
7. The customer is not allowed to resell the services offered under the Customised Package.
8. All other standard terms and conditions for SingTel PhoneNet Service remain applicable.

**Suspension and Termination Provision:**

*For details, refer to [www.singtel.com](http://www.singtel.com) under “Business Customers”.*

**Eligibility:**

The Customised Package will be offered to all similarly-situated customers who satisfy the following criteria:

- (a) must renew at least 220 PhoneNet lines and take up at least 10 new PhoneNet lines during the contract term; and
- (b) accepts the terms and conditions of the Customised Package in its entirety.