

Effective Date: 31 March 2010

Name of Service: SingTel ISDN Service. *For additional details, refer to www.singtel.com under “Business Customers”*

Description: Customised SingTel ISDN30 Service Scheme (**Customised Scheme**)

Prices (including discounts):

1. ISDN30 Lines
 - a. One-time charge: 50% off the prevailing list price
 - b. Monthly recurring charge per line:
 - i. < 135 lines: prevailing list price
 - ii. 135 – 159 lines: \$288
 - iii. 160 – 199 lines: \$270
 - iv. \geq 200 lines: \$250
2. ISDN30 Value Added Services: Caller Number Display, Multi-Line Hunting, DDI (in blocks of 10) and Unlisted Number
 - a. One-time charge per value added service:
 - i. < 135 lines: prevailing list price
 - ii. \geq 135 lines: 50% off the prevailing list price
 - b. Monthly recurring charge per value added service:
 - i. < 160 lines: prevailing list price
 - ii. 160 – 199:
 - (With effect from 8 July 2011) Caller Number Display: \$65
 - Multi-Line Hunting: \$32
 - DDI (In Blocks of 10): \$9
 - Unlisted Number (only applicable for Main Number, not the DDIs): \$4
 - iii. \geq 200:
 - (With effect from 8 July 2011) Caller Number Display: \$20
 - Multi-Line Hunting: \$30
 - DDI (In Blocks of 10): \$8
 - Unlisted Number (only applicable for Main Number, not the DDIs): \$3.50
3. ISDN30 Over STM-1
 - a. One-time charge: \$36,000
 - b. Monthly recurring charge per line:
 - i. \leq 159 lines: prevailing list price
 - ii. 160 – 199 lines: \$16,200
 - iii. \geq 200 lines: \$15,000

4. The minimum contract term for the Customised Scheme is two (2) years, for the ISDN30 line is one (1) year and for the VASes is three (3) months.

Terms and Conditions for ISDN30 Lines and ISDN30 Value Added Services:

1. The price tier will be reviewed on a quarterly basis. The applicable price tier for the following quarter will be determined by the total number of ISDN30 lines that the customer is subscribing at the end of the current quarter. The new tier price will be applied to all existing and new lines in the following quarter.
2. No other discounts, including but not limited to term and volume discounts, shall apply to the Customised Scheme.
3. There shall be no auto-renewal for the Customised Scheme.
4. The customer is required to commit to a minimum annual spend of \$650,000 on ISDN30 lines (with effect from 8 July 2011) one-time installation and monthly recurring charge.
5. For the avoidance of doubt, value added services and traffic charges shall not be counted as part of this revenue commitment.
6. In the event that the customer is unable to meet the revenue commitment in any given year, the customer shall pay SingTel the shortfall.
7. All other terms and conditions of the SingTel ISDN30 service shall apply.

Terms and Conditions for ISDN30 over STM-1:

1. There will be a 6-month ramp up period which shall begin from the activation date of the first batch of 10 ISDN30 circuits on the STM-1.
2. Lines will be activated in batches of 10 ISDN30 lines and SingTel will apply the monthly recurring charge upon activation of lines.
3. During the ramp up period, SingTel will charge a monthly recurring charge of S\$250 per ISDN30 line for all new lines regardless of which tier customer falls in.
4. The ISDN30 lines under the STM-1 based ISDN Service shall apply and count towards the volume tier for ISDN30 Lines.
5. Pricing tier will be reviewed at the end of every quarter after the Ramp Up Period. The applicable pricing tier for the next quarter will be determined by the total number of ISDN30 lines customer has at the end of the current quarter. The new prices will then be applied on the existing lines till the new quarter.
6. One-time-charge for this scheme shall be paid in full upon activation of the first batch of ISDN30 lines.

Suspension and Termination Provisions:

In the event that the customer terminates a circuit subscribed under the Customised Scheme prior to the end of the contract term, the customer shall be liable for the prevailing premature termination charges.

Eligibility:

The Customised Scheme will be offered to any customer who satisfies the following criteria:

- is a duly licensed Facilities Based Operator or Services Based Operator; and
- accepts the terms and conditions of the Customised Scheme in its entirety.