

Effective Date: 3 July 2013

Name of Service: SingTel Meg@POP service

For details, refer to www.singtel.com.

Description: Offer of SingTel SIP Voice service (**Service**)

Prices (including discounts):

Monthly Recurring Charge (“MRC”)

Number of Concurrent Calls	SIP Voice (\$ per concurrent call per link)	Meg@POP SIP Voice (\$ per concurrent call per link)
10 to 25 (incremental blocks of 5 concurrent calls)	\$34	\$20
30 to 100 (incremental blocks of 5 concurrent calls)	\$24	\$20
More than 100 (incremental blocks of 10 concurrent calls)	\$22	\$18

One-time charge (“OTC”)

	Number of Concurrent Calls	SIP Voice and Meg@POP SIP Voice
Service activation	10 to 25	\$500 per link
	30 and above	\$1,000 per link
Subsequent activation of additional concurrent calls on the same Meg@POP circuit	-	\$250 per request

Service	Number of Concurrent Calls	OTC (\$ per link)	SIP Voice MRC (\$ per link)
Auto Backup (single switch)	300 or less	\$500	\$500
	More than 300	\$500	\$1,000
Auto Backup (dual switch)	300 or less	\$500	\$600
	More than 300	\$500	\$1,200
Load Sharing (single switch)	300 or less	\$500	\$500
	More than 300	\$500	\$1,000
Load Sharing (dual switch)	300 or less	\$500	\$600
	More than 300	\$500	\$1,200

Key Terms and Conditions:

1. The customer of the Wholesale Scheme (**Customer**) must hold a Facilities-Based Operator (**FBO**) or Services-Based Operator (**SBO**) licence granted by the IDA for the purpose of offering IP Telephony service to the licensee's own customers (**End Customers**).
2. The End Customers must be Singapore-registered business customers with a valid Singapore business address.
3. The DDI numbers allocated to End Customers are to be used for the sole purpose of telecommunication service to the public switched telecommunication network or public cellular mobile networks or public digital voice networks in Singapore only. The Customer must ensure that the End Customers are using the allocated DDI numbers for their own internal business use only.
4. The Customer is required to maintain a register containing records of its End Customers and their particulars, which shall be made available upon request by SingTel. The records shall include, but not limited to the following information:
 - a) IP Telephony number(s) assigned;
 - b) Company name, business registration number and registered business address of the End Customer;
 - c) Authorized name of applicant and NRIC/passport number;
 - d) Photocopy of applicant's NRIC/passport/employment pass;
 - e) Date of activation of IP Telephony number(s) by End Customer; and
 - f) Date of termination of IP Telephony number(s) by End Customer.
5. SingTel reserves the right to require the Customer to keep records of any other additional details/information as necessary in its register of End Customers.
6. The records in the register are required to be kept at the Customer's premise for a period of not less than 12 calendar months from the date of termination of the IP Telephony services provided to its End-Customers.
7. The Customer must allow its End Customers to receive and make voice calls to/from any public switched telecommunication network or public cellular mobile networks or public digital voice networks in Singapore.
8. The Customer must provide access without charge to public emergency call services in Singapore (including, but not limited to 999, 995, 1777) to its End Customers.
9. The Customer must provide access to directory assistance (including, but not limited to Service 100) to its End Customers.
10. The Customer must ensure the same Quality of Service standards as may be established by the IDA from time to time for basic call services associated with number level "6".
11. DDI numbers are allocated to the Customer in blocks of 10 DDI numbers.
12. SingTel requires the Customer to provide details of its End Customer (company name, business registration number and registered business address) when requesting for DDI number allocation. The details will be updated in SingTel's database to facilitate directory listing and for the purpose of facilitating number portability.
13. The Customer is required to provide to SingTel any amendment of its End Customers records (company name, business registration number and registered business address) within 3 working days of notification of change by its End Customers.
14. All call charges incurred on the DDI numbers allocated to the Customer including, but not limited to local and international voice and data calls, are to be borne by the Customer.
15. The Customer must make known to its End Customer that SingTel is the service provider for the DDI numbers.

16. Requests for port-in of telephone numbers from other operators should be submitted by the Customer on behalf of its End Customers. The End Customer shall complete and sign the port-in form.
17. Port-in charges are applicable and are to be borne by the Customer.
18. The Customer must make known to its End Customers that port-out requests must be made in a minimum block of 100 DDI numbers in a single request or the actual quantity of DDI numbers allocated to the End-Customer (if the End Customer has less than 100 DDI numbers). SingTel reserves the right to reject the port-out application if this requirement is not met.
19. SingTel will inform the Customer of any premature termination charges to be borne by the Customer when its End Customer requests for port-out of DDI numbers.
20. In the event that the End Customer requests for port-out of DDI numbers, SingTel will not undertake to check with the Customer on any remaining contractual term between the Customer and its End Customer.
21. SingTel will not be liable for any loss or damage suffered by the Customer as result of approving the port-out request made by End-Customers.
22. All other terms and conditions of the SingTel SIP Voice service shall apply.

Suspension and Termination Provisions:

If the customer terminates the SIP Voice Service before the end of the contract term, the customer will be liable for premature termination charges of 100% of the MRC for the remaining contract term.

Eligibility:

Facilities-Based Operators (**FBO**) or Services-Based Operators (**SBO**) licensees offering IP Telephony service to the licensee's own customers.