

Effective Date: 1 October 2015

Name of Service: SIP Trunking Service. *For details, refer to www.singtel.com.*

Description: SIP Trunking Service Revisions

Prices (including discounts):

With effect from 1 October 2015, the SIP Voice services will be renamed as follows:

Current Service Name	Proposed Service Name
SIP Voice Service	SIP Trunking with Bundled Access
Meg@POP SIP Voice Service	SIP Trunking (without Access)
Auto Backup (Single Switch) and Auto Backup (Dual Switch)	SIP Auto-Failover ¹

The scheme, monthly recurring charge (**MRC**) and one-time charge (**OTC**) revisions are as follows:

a. SIP Trunking with Bundled Access

Subscription Tier	Customer Type	Access Type
Small Volume Tier 5 – 50 concurrent calls	Small to medium-sized office	Meg@POP eLite
	Small to medium-sized office with Auto-Failover requirements	Meg@POP EthernetLink
Mid Volume Tier 60 – 240 concurrent calls	Medium-size office with/ without Auto-Failover requirements	Meg@POP EthernetLink
Large Volume Tier 250 – 1,000 concurrent calls	Large organization	MetroEthernet Note: Singtel will determine the specific MetroEthernet access type.

Number of concurrent calls	MRC (total MRC for specified number of concurrent calls)	OTC
5	\$150	\$500
10	\$180	\$500
15	\$240	\$500
20	\$300	\$500
25	\$375	\$500
30	\$375	\$1,000

¹ The customer will continue to have the option to select between single switch and dual switch backup.

Number of concurrent calls	MRC (total MRC for specified number of concurrent calls)	OTC
35	\$440	\$1,000
40	\$500	\$1,000
45	\$565	\$1,000
50	\$625	\$1,000
60	\$720	\$1,000
70	\$840	\$1,000
80	\$960	\$1,000
90	\$1,080	\$1,000
100	\$1,200	\$1,000
110	\$1,320	\$1,000
120	\$1,440	\$1,000
130	\$1,560	\$1,000
140	\$1,680	\$1,000
150	\$1,800	\$1,000
160	\$1,920	\$1,000
170	\$2,040	\$1,000
180	\$2,160	\$1,000
190	\$2,280	\$1,000
200	\$2,400	\$1,000
250	\$2,500	\$1,000
300 – 1,000 (in increments of 50 concurrent calls)	\$10 per concurrent call	\$1,000

b. SIP Trunking (without Access)

The SIP Trunking service can be added to the following access types:

- Meg@POP IP VPN eLite, EthernetLink and E-Access
- Meg@POP Cloud Gateway
- MetroEthernetAny fixed broadband access which has at least one (1) public static IP address per link that is dedicated for SIP communications

Number of concurrent calls	MRC (per concurrent call)
5 -200	\$12 per concurrent in increments of 5 concurrent calls up to 200 concurrent calls

c. SIP Auto-Failover

The Auto-Failover scheme will offer both exchange and switch diversity, either or both of which the customer may choose to activate at no additional charge.

Service	Number of concurrent calls	MRC (per access)	OTC (per access)
SIP-to-SIP Auto-Failover with Bundled Access	5 – 300	\$600	\$500
	350 – 1,000	\$1,200	\$1,500
SIP-to-SIP Auto-Failover (without Access)	Any number of concurrent calls	\$500	\$500

- The scheme will offer a Service Level Agreement for each trunk group, which will be applicable only to customers who are subscribing to both SIP Trunking with Bundled Access scheme and SIP Auto-Failover with Bundled Access scheme.
- The service rebate will be paid out if at least one (1) of the following scenarios occurs as a result of a Singtel network failure or a Singtel equipment failure, and affects all the SIP DDI numbers subscribed by the customer:
 - unable to receive incoming calls on any access circuit; and/or
 - only one-way voice traffic (e.g. unable to hear the other party or unable to be heard).
- The following scenarios are not eligible for a service rebate:
 - service failure caused by equipment within the customer's network that forms the path of the call and which is not managed by Singtel; and or
 - service failure because the number of concurrent calls exceeds the subscribed number of concurrent calls.
- The SLA rebate table is as follows:

Outage Hours (x)	Availability (%)	Rebate (% of main service MRC)
0 hour < x ≤ 12 hours	>98.33% to <100%	10%
12 hours < x ≤ 24 hours	≥ 96.67% to <98.33%	40%
24 hours < x ≤ 48 hours	≥ 93.33% to <96.67%	75%
>48 hours	<93.33%	100%

- SIP Trunking Value Add Services (**VAS**) – available for subscriptions of at least five (5) concurrent calls

Service Name	MRC	OTC
Caller Number Display	\$60 per trunk group	\$50 per trunk group
Caller Number Non-Display (Option A)	\$2 per subscriber number	\$5 per subscriber number

Caller Number Non-Display (Option B)	\$200 per trunk group per access	\$250 per trunk group per access
Load Share ²	\$2 per concurrent call	\$250 per trunk group configuration request

Note: The ratio of SIP DDI numbers to SIP Trunking concurrent calls should be between 1:1 and 20:1.

Key Terms and Conditions:

1. All other prices, terms and conditions of the retail and wholesale Singtel SIP Trunking service shall remain applicable.

Suspension and Termination Provisions:

refer to www.singtel.com

Eligibility:

Retail and wholesale customers

² Customers can now subscribe to both Load Share and Auto-Failover on the same access circuit.