

Effective Date: 5 December 2012

Name of Service: Residential Fixed Telephone Line service (**DEL**) and residential mio Voice service (**mio Voice**)

Description: Introduction of Temporary Out of Service (**TOS**) Charge

Prices (including Discounts):

Customers who request for TOS will have their DEL or mio Voice service suspended on a temporary basis.

Residential DEL and mio Voice customers who request to TOS their service will be charged a monthly fee of \$5. If the customer subsequently wishes to restore the DEL or mio Voice service, the customer will be charged a one-time fee of \$20.

Key Terms and Conditions:

1. The customer is not allowed to TOS their service within the first 3 months of the service contract term, i.e. if the customer wishes to TOS their services within the first 3 months of the service contract term, the customer will be charged the subscription charge of the services instead of the monthly fee of \$5.
2. Customers can only TOS their service consecutively for a maximum of 1 year. If the customer wishes to remain on TOS after a period of 1 year, the customer will be charged the subscription charge of the service instead of the monthly fee of \$5. Thereafter, the customer will have to wait for 3 months before the customer can apply for TOS again.
3. The service contract term will be extended accordingly based on the duration of the TOS.
4. The TOS charge is not applicable to value-added services that are under the DEL line or mio Voice service.
5. All other standard prices, terms and condition of SingTel Fixed Line service and SingTel mio Voice service shall remain applicable.

Suspension and Termination Provision:

For details, refer to www.singtel.com.

Eligibility:

The TOS charge is only available to residential retail and resale DEL and mio Voice customers with a good payment history.