

Effective Date: 13 July 2015

Name of Service: Singtel i-PhoneNet service

For details, refer to www.singtel.com.

Description: Revision of i-PhoneNet service scheme

Prices (including Discounts):

Service/ Charge	Monthly Recurring Charge (MRC)	One-Time Charge (OTC)	Minimum Contract Term
Caller ID Mask (available to the i-PhoneNet Lite/ Basic / Executive Plans)	\$2 per plan	\$2 per plan	3 months
Busy Lamp Field (available to the i-PhoneNet Basic/ Executive Plans)	\$2 per plan	\$2 per plan	3 months
Parallel IP Phone (available to the i-PhoneNet Executive Plan)	\$2 per plan	\$2 per plan	3 months
Auto-Backup Secondary Link for i-PhoneNet (available to IP i-PhoneNet only)	\$470 per link	\$2,000 per link	Follows the initial contract term of the i-PhoneNet service on the condition that the remaining contract term is at least 12 months.
Upgrade of infra link for i-PhoneNet (available to IP i-PhoneNet only)	\$400 per link	\$2,000 per link	
Internal Relocation of auto-backup secondary link	N.A.	\$1,500 per request	N.A.
External Relocation of auto-backup secondary link	N.A.	\$2,000 per request	N.A.

For customers who wish to upgrade their IP Phone bundle plan without upgrading their IP Phone(s), the following additional upgrade charges shall apply:

Description	MRC	OTC	Minimum Contract Term
Upgrade to Executive Plan	\$5	\$5	Follows the initial contract term of the i-PhoneNet service

Should an existing i-PhoneNet customer request to relocate to a location where there are no i-PhoneNet resources, the customer will be offered the option to convert their i-PhoneNet service

to the PhoneNet service at the standard prevailing price of the PhoneNet service or the current contracted price of the i-PhoneNet service, whichever is lower. In such instances, the Premature Termination Charge (**PTC**) of the i-PhoneNet service will be waived and the customer will continue with its existing contract term for the Service. In addition, the bundled VASes under the customer's i-PhoneNet service will follow the prevailing standard VASes offered under the PhoneNet service. The charges for the number retention service will also be waived.

Should a new customer wish to subscribe to the i-PhoneNet service where there are no i-PhoneNet resources or where there is a long lead time for the provisioning of the i-PhoneNet service, the customer will be offered the option to take up the PhoneNet service as a temporary service at the standard prevailing price of the i-PhoneNet service. In such instances, the PTC and OTC will be waived when the customer migrates from the PhoneNet service to the i-PhoneNet service.

Key Terms and Conditions:

1. The customer must subscribe to the i-PhoneNet service before they can subscribe to the auto-backup secondary link.
2. The provisioning of the auto-backup secondary link shall be subject to resource availability. The auto-backup secondary link must originate from the same installation address as the standard IP link and connect to the i-PhoneNet service.
3. The auto-backup secondary link shall be terminated when the i-PhoneNet service is terminated.
4. All other standard prices, terms and conditions of the Singtel i-PhoneNet service shall remain applicable.

Suspension and Termination Provision:

If the auto-backup secondary link is terminated before the contract expiry date, the customer shall pay a PTC of 100% of the remaining contract term.

Eligibility:

Retail customers