

Effective date: 4 November 2005

Name of service: SingTel Level 3 VoiceLink Service

Description: SingTel Level 3 VoiceLink service is a SingTel service offered to Service Based Operator (“SBO”) (Individual) licensees (the “Customer”) licensed by the IDA to offer IP Telephony services. The service serves as a transport infrastructure for the Customer to connect with the SingTel fixed number to facilitate the conveyance of calls.

Prices (including discounts):

The minimum subscription period for Level 3 VoiceLink service, including all VASes, is one (1) year. Thereafter, the contract will be automatically renewed in successive periods of one (1) year without any change to the rates enjoyed by the Customer in the initial contract term. Both parties reserve the right to inform the other party three (3) months prior to the anniversary date of the contract if they so wish to initiate termination of the service contract.

Connection and Subscription Charges

One Time Charge (“OTC”) (\$)

Level 3 (“L3”) VoiceLink line subscription with Caller Number Display (CND): \$2450, External Relocation: \$2450, Internal Relocation: \$1225, Multi-Line Hunting: \$300, Multi-Line Hunting Re-Grouping: \$40, Multi-Line Re-Ranking: \$40, Change of Multi-Line Hunting Mode: \$20, Exchange Diversity: \$2,000, Switch Diversity* (OTC based on 1 to 5 main + diversity lines): \$6,000, Switch Diversity* (OTC based on 6 to 49 main + diversity lines): \$7,000, Switch Diversity* (OTC based on 50 to 199 main + diversity lines): \$8,500, Switch Diversity* (OTC based on more than 199 main + diversity lines): \$10,000

Monthly Recurring Charge (“MRC”) (\$)

L3 VoiceLink line subscription with Caller Number Display (CND): \$440, External Relocation: NA, Internal Relocation: N.A, Multi-Line Hunting: \$35, Multi-Line Hunting Re-Grouping: N.A, Multi-Line Re-Ranking: N.A, Change of Multi-Line Hunting Mode: N.A, Exchange Diversity: \$400, Switch Diversity*: \$360

Number Related Charges

One Time Charge (“OTC”) (\$)

Activation of L3 numbers (in multiples of 1,000 numbers): \$6,000, De-activation of L3 numbers (in multiples of 1,000 numbers):\$6,000, Modification of L3 numbers (in multiples of 1,000 numbers):\$6,000,

Local Traffic Charges

Local Voice

Rate per minute per 64kbps channel

Monday to Friday (8:00am to 6:00pm (Peak Period)) - \$0.014, Monday to Friday (Before 8:00am or after 6:00pm (Off-Peak Period)) - \$0.007, Saturdays, Sundays and Public Holidays (Throughout (Off-Peak Period)) - \$0.007

Local Data

Rate per minute per 64kbps channel

Monday to Friday (8:00am to 6:00pm (Peak Period)) - \$0.025, Monday to Friday (Before 8:00am or after 6:00pm (Off-Peak Period)) - \$0.0125, Saturdays, Sundays and Public Holidays (Throughout (Off-Peak Period)) - \$0.0125.

Key Terms and Conditions

1. The Service is only available to qualifying SBO (Individual) licensees (the “Customer”) licensed by the IDA to provide IP Telephony services.
2. The Customer must either provide SingTel with its own Level ‘3’ number or if available subscribe to Level ‘3’ numbers assigned by SingTel.
3. For Level ‘3’ numbers provided by the Customer, the Customer must provide documentary proof that it has the right to the use of such numbers.
4. The Service only support the conveyance of calls between the Customer and SingTel fixed network. Should the Customer require access of its Level 3 numbers by other operators’ networks, SingTel will facilitate the establishment of such arrangements upon the Customer’s request. The cost arising from the establishment of such arrangements will be recovered from the Customer together with an administrative fee.
5. The Service does not support outgoing calls beginning with Level ‘0’, Level ‘1’, 99x and 800x access codes.
6. The Customer shall be liable for all the charges relating to the use of the Service, including the traffic charges.
7. The Service is provided within mainland Singapore and is subject to the availability of resources. For the avoidance of doubt, the Service is not available to off-shore sites, or to remote locations.
8. Where SingTel is requested to attend to a fault reported by the Customer, and following investigation by SingTel, either no fault is found or SingTel determines that the fault is not within SingTel network, SingTel may, at its discretion, charge the Customers a fee for the fault report at such rate as may be determined by SingTel.
9. The Level ‘3’ numbers shall only be activated in block of thousand (1000) contiguous numbers as part of the Service scheme. It cannot be activated in blocks of 10 or 100 numbers

10. Each L3 VoiceLink shall only support a block of 1,000 Level '3' numbers. The numbers must be in a contiguous block. If the Customer requires N multiples of 1,000 numbers to be activated, the Customer will have to subscribe to N number of L3 VoiceLinks.
11. The Customer shall assign the main number from the block of level 3 numbers that is to be activated with the first L3 VoiceLink line.
12. A lead time of 16 working days from date of SingTel's acceptance of each order is required for the provisioning of the L3 VoiceLink line and the L3 VoiceLink VASes. The service provisioning will be carried out during SingTel's standard business hours. Any requests for service provisioning outside of SingTel's standard business hours will be subject to additional charges as stipulated by SingTel. SingTel shall not be liable for any delay in the L3 VoiceLink services provisioning lead-time caused by the Customer's own equipment.
13. The Customer shall be responsible to submit its level 3 numbers to Singapore Yellow Pages for publication in the telephone directories or service 100 database on its own if it so desires to have such listings.
14. All other applicable general Terms and Conditions shall apply unless otherwise stated or overwritten herein.

Suspension and Termination Provisions:

Should the Customer terminate the contract prior to contract expiry, premature termination charges equivalent to 100% of the monthly recurring charges for the remaining period of the contract term will be applicable.

Eligibility:

Service Based Operators (Individual) licensed to provide Internet Telephony Services