

Effective Date: 26 September 2018

Name of Service: Singtel BizVoice Service. *For additional details, refer to www.singtel.com*

Description: Customised BizVoice service scheme (“**Customised Scheme**”)

Prices (including discounts):

(with effect from 4 August 2020)

Service	Minimum Quantity	MRC	OTC
BizVoice Starter Plan + VAS Pack 3 bundle	7,000	\$9	Waived
BizVoice UC Plan		\$7.90	Waived
BizVoice UC Add-on		\$2	Waived
Customised BizVoice Teams Connector ¹		(with effect from 24 August 2020) \$9 / \$7.90*	Waived
Auto Attendant	N.A.	\$5	Waived
Voicemail	N.A.	Waived	Waived
Authorisation Codes for IDD/STD deactivation/activation	N.A.	N.A.	Waived
Basic Call Centre (per Agent)	N.A.	\$20	Waived

(with effect from 24 August 2020) *The Customised BizVoice Teams Connector service will be charge as follows:

- a. Subscribed during the 3-year contract term of the Customised Scheme: \$9
- b. Subscribed during the 2-year extension period: \$7.90

The customised tariffs will be applicable to all new, renewed and upgraded BizVoice circuits subscribed under the Customised Scheme.

Terms and Conditions:

1. The contract term of the Customised Scheme is three (3) years with an option to be extended by two (2) years.
2. The minimum contract term of the services subscribed under the Customised Scheme is six (6) months.

¹ Customised BizVoice Teams Connector comprises the BizVoice Teams Connector and Microsoft Phone System licence.

3. **(with effect from 4 August 2020)** Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
4. **(with effect from 4 August 2020)** Prior to subscribing to the customised BizVoice Teams Connector service, customers must have the requisite Office 365 licence.
5. The services offered under the Customised Scheme are subject to resource availability.
6. The customer is not allowed to resell the services subscribed under the Customised Scheme.
7. In the event that the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), the customer shall be liable for prevailing premature termination charges (**PTC**), up to a maximum of six (6) months. If a service has completed at least six (6) months of its contract term, PTC will be waived.
8. In the event that the minimum volume commitment is not met within one (1) year from the start of the customer's Customised Scheme, all services shall revert to prevailing list price.
9. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
10. All other standard prices, terms and conditions of the Singtel BizVoice service shall remain applicable.

Eligibility:

The Customised Scheme is offered to all similarly situated customers who satisfy the following criteria:

- a) subscribes to the minimum quantities prescribed under the Customised Scheme within one (1) year from the start of the Customised Scheme contract term; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.