

Effective Date: 21 December 2020

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

Description: Customised SIP Trunking Service Scheme (“Customised Scheme”)

Prices (including discounts):

Services	Minimum Quantity	Monthly Recurring Charge (MRC)	One-Time Charge (OTC)
SIP Trunking Service with Bundled Access	250 concurrent calls	\$10 per concurrent call	Waived
SIP DDI Number (block of 10)	20 blocks	\$10 per block	Waived
Caller Number Display	1	\$60 per trunk access	Waived
Load Share	125 concurrent calls	\$2 per concurrent call	Waived
Auto Call Forwarding	1	\$100 per trunk	Waived
Auto Failover with Bundled Access (5 to 300 concurrent calls)	1	\$600 per trunk access	Waived
Auto Failover with Bundled Access (350 to 1,000 concurrent calls)	1	\$1,200 per trunk access	Waived

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

One Time Configuration Charge for every change request at trunk access level will be waived.

Terms and Conditions:

1. The contract term of the Customised Scheme is three (3) years.
2. The contract term of the services subscribed under the Customised Scheme is three (3) years.
3. The customer shall not resell the services subscribed under the Customised Scheme.
4. The services offered under the Customised Scheme are subject to resource availability.

5. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
6. ISDN services that will be migrating to SIP Trunking services under the customised scheme shall continue on existing customised/promotional/list prices beyond expiry of existing circuit contract term until migration is complete.
7. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
8. All other standard prices, terms and conditions of the Singtel SIP Trunking service shall remain applicable.

Suspension and Termination Provisions:

If 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 a premature termination charge of 100% of the remaining contract term.

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Eligibility:

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

- a) subscribes to a minimum of 2 trunks under the Customised Scheme and migrates ISDN30 to 250 SIP channel per trunk;
- b) subscribes to the minimum quantity of circuits as specified in the pricing table; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.