

Effective Date: 22 February 2023

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):

Service Description	Minimum Quantity	Monthly Recurring Charge (MRC) (\$ per unit)	One Time Charge (OTC) (\$ per unit)
SIP Trunking Service without Access (150 concurrent calls per trunk)	1 trunk	\$1,500 per trunk	Waived
SIP-to-SIP Auto Failover (without Access)	1 trunk	\$500 per trunk	Waived
Caller Number Display	2 trunks	Waived	Waived
DDI Number (per block of 10 numbers)	15 blocks	\$10 per block	Waived

The customised tariffs will be applicable to all new and renewed SIP Trunking services subscribed under the Customised Scheme.

Terms and Conditions:

1. The contract term of the Customised Scheme is one (1) year.
2. The contract term of the services subscribed under the Customised Scheme is one (1) year.
3. The customer shall subscribe to the minimum quantities as specified under the Customised Scheme in a single order.
4. Every incremental take-up of concurrent calls shall be in block of 50 concurrent calls at an additional MRC of \$500 and waiver of OTC, provided that there is no change in the number of SIP Trunking trunk(s). For avoidance of doubt, the customer may increase the number of concurrent calls as well as value-added services without change of the existing service contract term.

5. In the event that the underlying SIP Trunking line is terminated, all services subscribed under the Customised Scheme that are tied to the underlying SIP Trunking line will also be terminated.
6. The services offered under the Customised Scheme are subject to resource availability.
7. The customer shall not resell the services subscribed under the Customised Scheme.
8. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
9. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
10. 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 (**PTC**) of 100% of the remaining contract term.

For details, refer to www.singtel.com.

Eligibility:

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

- a) currently has a minimum revenue spend of \$4 million on Singtel services in the last 12 months prior to the start date of the customer's agreement;
- b) accept the terms and conditions of the Customised Scheme in its entirety.