

**Effective Date:** 22 March 2023

**Name of Service:** Singtel SIP Trunking Service. For additional details, refer to [www.singtel.com](http://www.singtel.com)

**Description:** Customised SIP Trunking service scheme (“**Customised Scheme**”)

**Prices (including discounts):**

<b>Service Description</b>	<b>Contract Term (Years)</b>	<b>Minimum Quantity</b>	<b>Monthly Recurring Charge (MRC) (\$ per unit)</b>	<b>One Time Charge (OTC) (\$ per unit)</b>
SIP Trunking with Bundled Access (600 concurrent calls per trunk)	3	1 trunk	\$4,800 per trunk	Standard: Waived
SIP-to-SIP Auto Failover with Bundled Access	3	1 trunk	Waived	Standard: Waived
Caller Number Display	3	2 trunks	Waived	Waived
SIP DDI Number (per block of 10 numbers)	3	1,400 blocks	\$7 per block	Waived

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

**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 subscribe to the minimum quantities as stated in the pricing table(s) above within 12 months from the start date of the customer’s Customised Scheme.
4. Provided that there is no change to the original quantity of SIP Trunking trunk(s), the customer may upgrade or increase the number of concurrent calls and value-added services without a change of the existing service contract term. Otherwise, a new service contract term shall be required for the new SIP Trunking trunk(s). For the avoidance of

doubt, the number of concurrent calls shall be increased in blocks of 50 concurrent calls at an additional \$400 MRC and OTC waived.

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 customer shall be eligible for a waiver of port-in charges for up to 13,000 numbers subscribed under the Customised Scheme.
7. The maximum ratio of DDI numbers to SIP concurrent calls is 25:1.
8. The services offered under the Customised Scheme are subject to resource availability.
9. The customer shall not resell the service 'as is' or as a full or standalone SIP Trunking product.
10. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
11. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
12. 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 MRC for remaining contract term.

*For details, refer to [www.singtel.com](http://www.singtel.com).*

#### **Eligibility:**

The Customised Scheme is offered to all similarly situated customers who accept the terms and conditions of the Customised Scheme in its entirety.