

As of 2 February 2024

Effective Date: 12 January 2024

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):

(With effect from 2 February 2024)

Service Description	Minimum Quantity	Contract Term	Monthly Recurring Charge (MRC) (\$ per unit)	One Time Charge (OTC) (\$ per unit)
SIP Trunking Service with Bundled Access (20 concurrent calls per trunk access)	1 trunk	3 years	\$260 per trunk	Standard: Waived
Auto Failover with Bundled Access	1 trunk	3 years	\$540 per trunk	Standard: Waived
Caller Number Display	2 trunks	3 years	Waived	Waived
SIP DDI Number (per block of 10 numbers)	200 blocks of 10 numbers	Minimum of 3 months	\$8 per block	\$40

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

Key Terms and Conditions:

1. **(With effect from 2 February 2024)** The contract term of the Customised Scheme is three (3) years.
2. **(With effect from 2 February 2024)** The contract term of the services subscribed under the Customised Scheme is as per the pricing table above.

3. **(With effect from 2 February 2024)** The customer shall subscribe to the minimum quantities as stated in the pricing table above.
4. **(With effect from 2 February 2024)** Notwithstanding the above, the customer shall subscribe to an initial 100 blocks of SIP DDI numbers within a period of 12 months from the start date of the customer's agreement, failing which all service(s) subscribed under the Customised Scheme shall revert to the prevailing list price.
5. The customer may upgrade or increase the take-up of concurrent calls as well as Value-Added Services without a change in the existing service contract term, provided that there is no change to the original quantity of SIP Trunking trunk(s). Otherwise, a new service contract term shall be required for the new SIP Trunking trunk(s). For avoidance of doubt, every incremental take-up of concurrent calls shall be in blocks of 10 concurrent calls at an additional MRC of \$120 and OTC of \$500.
6. 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.
7. The customer will be eligible for a waiver of port-in charges for up to 1,000 numbers subscribed under the Customised Scheme.
8. The services subscribed under the Customised Scheme are subject to resource availability.
9. The customer shall not resell the services subscribed under the Customised Scheme 'as is' or as a full standalone SIP Trunking product.
10. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service 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 services, the customer shall be liable for a premature termination charge (PTC) of 100% of the MRC for the remaining contract term.

For details, refer to www.singtel.com

Eligibility:

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