

Effective Date: 11 September 2024

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

Description: Customised Internet SIP service scheme (**Customised Scheme**)

Prices (including discounts):

Service	Minimum Contract Term	Minimum Quantity	Monthly Recurring Charge (MRC)	One Time Charge (OTC)
Internet SIP (400 concurrent calls per trunk)	2 years	1 trunk	\$4,000 per trunk	Waived
High Availability	2 years	1 trunk	\$500 per trunk	Waived
High Availability (Bespoke)	2 years	1 trunk	\$1,000 per trunk	Waived
DDI Number (block of 10)	2 years	950 blocks	\$10 per block	Waived
DDI Number (1 number)	N.A.	N.A.	\$1 per number	Waived

The customised tariffs will be applicable to all new, renewed and migrated Singtel Internet SIP services subscribed under the Customised Scheme.

Key Terms and Conditions:

1. The contract term of the Customised Scheme is two (2) years.
2. The contract term of the services subscribed under the Customised Scheme is as per the pricing table above.
3. The customer shall subscribe to the minimum quantity as stated in the pricing table above in a single order.
4. The customer may upgrade or increase the take-up of concurrent calls as well as value-added services without a change of the existing service contract term, provided that there is no change to the original quantity of Internet SIP Trunk(s). Otherwise, a new service contract term shall be required for the new Internet SIP Trunk(s). For the avoidance of

doubt, every incremental take-up of concurrent calls shall be in blocks of 50 concurrent calls at an additional MRC of SGD \$500 with OTC waived.

5. The services subscribed under the Customised Scheme are subject to resource availability.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
8. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
9. All other standard prices, terms and conditions of the Singtel Internet SIP service shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates the services 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.

In the event that the underlying Internet SIP Trunk(s) are terminated, all services subscribed under the Customised Scheme that are tied to the underlying Internet SIP Trunk(s) will also be terminated.

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.