

**Effective Date:** 7 June 2021

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

**Description:** Customised SIP Trunking Service Scheme (**Customised Scheme**)

**Prices (including discounts):**

**(With effect from 26 September 2024)**

<b>Service</b>	<b>Minimum Quantity</b>	<b>Monthly Recurring Charge (MRC)</b>	<b>One-Time Charge (OTC)</b>
SIP Trunking with Bundled Access (800 concurrent calls per trunk access)	1 trunk	\$8,000 per Trunk Access	\$1,000
SIP-to-SIP Auto Failover with Bundled Access	1	\$1,200 per Trunk Access	\$1,500 per Trunk Access
SIP DDI Number (block of 10)	1,800 blocks	\$10 per block	\$42.50 per block
Caller Number Display	2	\$60 per Trunk Access	\$50 per Trunk Access
Load Share	800 concurrent calls	\$2 per concurrent call	\$250 per Trunk Access

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 26 September 2024)** The contract term of the Customised Scheme is two (2) years.
2. **(With effect from 26 September 2024)** The contract term of the services subscribed under the Customised Scheme is two (2) years.

3. **(With effect from 26 September 2024)** The customer shall subscribe to the minimum quantity as stated in the pricing table above in a single order.
4. **(With effect from 26 September 2024)** The maximum ratio of DDI numbers to SIP concurrent calls will be 23:1.
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 service(s) subscribed under the Customised Scheme “as is”, or as a standalone service.
8. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service 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 of 100% of the remaining contract term.

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

#### **Eligibility:**

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

- a) is a duly licenced Facilities Based Operator (**FBO**) or Services Based Operator (**SBO**); and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.