

As of 15 February 2024

Effective Date: 1 November 2008

Name of Service: Singtel Number Retention Service

Description: Singtel Number Retention Service (**Service**)

Prices (including discounts):

(With effect from 20 July 2012) A one-time charge (**OTC**) of \$10 per number will be chargeable except where the migration of the telephony service is as follows and results in a higher contract value (single or total migrated lines):

(With effect from 12 January 2022)

From (single or total lines added together)	To (single or total lines added together)
<ul style="list-style-type: none">• PhoneNet• Business DEL• DID• ISDN-2, ISDN-10 or ISDN-30• SIP Trunking	BizVoice
<ul style="list-style-type: none">• (With effect from 10 January 2023) Singtel UC Connector	SIP Trunking (With effect from 15 February 2024) Internet SIP
<ul style="list-style-type: none">• BizVoice• (With effect from 15 February 2024) Internet SIP	ISDN-2, ISDN-10, or ISDN-30
	(With effect from 10 January 2023) Singtel UC Connector

(With effect from 20 July 2012) The minimum contract term for customers who migrate their telephony service and enjoy the OTC waiver will be 1 year.

(With effect from 30 January 2015) The monthly recurring charge (**MRC**) and OTC of the Service will be waived for service upgrade or downgrade within the ISDN suite of services, e.g. customers upgrading from ISDN-2 to ISDN-10, customers downgrading from ISDN-30 to ISDN-2, etc

All other standard terms and conditions of the Service shall remain applicable.

Suspension and Termination Provisions:

Refer to www.singtel.com.

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Eligibility:

(With effect from 15 February 2024) The Service is available to all Business DEL, DID, ISDN, PhoneNet, BizVoice, Singtel UC Connector, SIP Trunking and Internet SIP customers who wish to migrate to another telephony service listed above.