

As of 1 May 2024

**Effective Date:** 1 May 2024

**Name of Service:** Singtel BizVoice and PhoneNet Service. *For more information, refer to [www.singtel.com](http://www.singtel.com).*

**Description:** Customised BizVoice and PhoneNet Service Scheme  
(**Customised Scheme**)

**Prices (including discounts):**

Service	Minimum Contract Term	Minimum Quantity (lines)	Monthly Recurring Charge (MRC) (\$ per line)	One Time Charge (OTC) (\$ per line)
PhoneNet Plan 1	24 months	420	\$11.00	Waived
PhoneNet Plan 2	24 months		\$9.90	Waived
BizVoice Starter Plan	24 months		\$12.00	Waived
BizVoice UC Standalone	24 months		\$6.40	Waived
BizVoice UC Add-on	3 months	N.A.	Waived	Waived
Starter Plan VAS Pack 1	3 months	N.A.	Waived	Waived
Starter Plan VAS Pack 2	3 months	N.A.	Waived	Waived
Starter Plan VAS Pack 3	3 months	N.A.	Waived	Waived
Voicemail	3 months	N.A.	Waived	Waived
PhoneNet Internal and External Relocation	N.A.	N.A.	N.A.	Waived

The customer will be eligible for the following Value-Added Services (VAS) for each PhoneNet line subscribed under the Customised Scheme:

PhoneNet VAS	Plan 1	Plan 2
2 Digit Speed Dialling	Yes	No
3 Way Conference	Yes	No
Authorisation Code for IDD/STD	Yes	No

Call Waiting	Yes	No
Collect Call screening	Yes	No
Caller ID (internal/external)	Yes	No
PhoneMail - Standard	Yes	No
Auto Call Back	Yes	Yes
Call Forward	Yes	Yes
Call Hold	Yes	Yes
Call Park	Yes	Yes
Call Pick Up	Yes	Yes
Call Transfer - Internal	Yes	Yes
Direct Inward Dialling	Yes	Yes
Distinctive Ringing	Yes	Yes
Music on Hold	Yes	Yes
Call Barring	Opt-in feature	Opt-in feature
Call Pick Up - Directed	Opt-in feature	Opt-in feature

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

#### **Key Terms and Conditions:**

1. The contract term of the Customised Scheme is two (2) years, with an option to extend one (1) year for up to two (2) times.
2. The contract term of the services subscribed under the Customised Scheme is as specified in the pricing table.
3. The customer shall subscribe to the minimum quantities as stated in the pricing table above.
4. The service(s) offered under the Customised Scheme are subject to resource availability.
5. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.

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8. All other standard prices, terms and conditions of the Singtel BizVoice and PhoneNet 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 remaining contract term.

For the avoidance of doubt, where a line is terminated, any VAS or VAS Pack associated with the line will also be terminated and the customer will be liable for any applicable PTC.

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

**Eligibility:**

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