

As of 15 July 2025

**Effective Date:** 24 October 2019

**Name of Service:** Singtel ISDN Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised ISDN service scheme (**Customised Scheme**)

**Prices (including discounts):**

**(With effect from 13 October 2021)**

Service	Monthly Recurring Charge (MRC) (\$ per line)	
	12 months $\geq$ X < 24 months	Minimum 24- months term
ISDN30	\$260	\$240
Exchange Diversity	\$90	Waived
Switch Diversity	\$150	\$150
<b>(With effect from 15 July 2025)</b> Caller ID	\$20	\$20
Multi Line Hunting ( <b>MLH</b> )	Waived	Waived
Direct Dial In ( <b>DDI</b> ) per block of 10 numbers	\$9	\$9
Routing on Demand ( <b>RODS</b> )	Waived	Waived

**(With effect from 13 July 2023)** The customised tariffs will be applicable to all new and renewed services subscribed under the Customised Scheme.

**Key Terms and Conditions:**

1. The contract term of the Customised Scheme is two (2) years.
2. **(With effect from 15 July 2025)** The minimum contract term for the services subscribed under the Customised Scheme is as specified in the pricing table above.
3. **(With effect from 13 July 2023)** Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
4. The customer shall not resell the services subscribed under the Customised Scheme.
5. The services offered under the Customised Scheme are subject to resource availability.
6. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed to under the Customised Scheme.
7. All other standard prices, terms and conditions of the Singtel ISDN service shall remain applicable.

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**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 (**PTC**) of 100% of the remaining contract term.

*Refer to [www.singtel.com](http://www.singtel.com)*

**Eligibility:**

The Customised Scheme will be available to all similarly-situated customers and their subsidiaries who satisfy the following criteria:

- a) **(With effect from 15 July 2025)** currently has a minimum of 60 ISDN30 lines;
- b) **(With effect from 13 July 2023)** currently has a minimum revenue spend of \$10 million on Singtel services in the last 12 months prior to the start date of the customer's agreement; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.

**(With effect from 13 July 2023)** For the avoidance of doubt, services subscribed by the customer and its subsidiaries can be combined to meet the minimum quantities required under the Customised Scheme.