

As of 15 July 2025

**Effective Date:** 15 July 2025

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

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

**Prices (including discounts):**

Service	Minimum Quantity	Monthly Recurring Charge (MRC) (\$ per unit)	One-Time Charge (OTC) (\$ per unit)
SIP Trunking Add-on (120 concurrent calls per trunk access)	1 trunk	\$1,400 per trunk	Standard: \$500
SIP-to-SIP Auto Failover (without access)	1 trunk	\$450 per trunk	Standard: \$500
Caller Number Display	2 trunks	\$60 per trunk	Waived
DDI Number (block of 10 numbers)	150 blocks of 10 numbers	\$10 per block	\$10 per block

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

**Key Terms and Conditions**

1. The contract term of the Customised Scheme is one (1) year.
2. The contract term of the services subscribed under the Customised Scheme is one (1) year.
3. The customer shall subscribe to the minimum quantity as stated in the pricing table above in a single order.
4. Services subscribed by and spending by the customer and its related companies can be combined to meet the minimum volume and spending required.
5. 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 SIP trunking trunk(s). Otherwise, a new service contract term shall be required for the new SIP trunking trunk(s). For the

- avoidance of doubt, every incremental take-up of concurrent calls shall be in block of 10 concurrent calls at an additional MRC of \$120 with OTC waived.
6. 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.
  7. The services offered under the Customised Scheme are subject to resource availability.
  8. The customer shall not resell the services subscribed under the Customised Scheme 'as is' or as a full or standalone SIP Trunking product.
  9. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
  10. No other discounts, including term and volume discounts, shall be applicable to the Customised Scheme.
  11. All other standard prices, terms and conditions of 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 services, the customer shall be liable for a premature termination charge of 100% for 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 and its related companies who satisfy the following criteria:

- a) currently has a minimum revenue spend of \$8 million on Singtel services in the last 12 months prior to the start date of the customer's agreement;
- b) migrates at least one (1) existing ISDN and/or DEL services to the Customised Scheme; and
- c) accept the terms and conditions of the Customised Scheme in its entirety.