

Effective Date: 15 February 2022

Name of Service: Singtel BizVoice and PhoneNet Service. *For additional details, refer to www.singtel.com*

Description: Customised BizVoice and PhoneNet service scheme
(Customised Scheme)

Prices (including discounts):

PhoneNet

Service	Contract Term	Monthly Recurring Charge (MRC) (Per Line)	One Time Charge (OTC) (Per Line)
PhoneNet Plan 1	(With effect from 27 May 2025) Minimum of 12 months	\$14	\$40
	(With effect from 27 May 2025) Minimum of 24 months	\$14	\$40
	(With effect from 27 May 2025) Minimum of 36 months	\$13.50	\$40
PhoneNet Plan 2	(With effect from 27 May 2025) Minimum of 12 months	\$12.40	\$40
	(With effect from 27 May 2025) Minimum of 24 months	\$12.40	\$40
	(With effect from 27 May 2025) Minimum of 36 months	\$12	\$40

The customer will be eligible for the following selected value-added service (**VAS**) for each PhoneNet line subscribed under the Customised Scheme:

VAS	Plan 1	Plan 2
2 Digit Speed Dialling	Yes	-
3 Way Conference	Yes	-
Authorisation Code for IDD/STD	Yes	-
Call Waiting	Yes	-
Collect Call Screening	Yes	-
Caller ID (internal/external)	Yes	-
PhoneMail	Yes	-

Auto Call Back	Yes	Yes
Call Forward	Yes	Yes
Call Hold	Yes	Yes
Call Park	Yes	Yes
Call Pick Up - Directed	Yes	Yes
Call Transfer	Yes	Yes
Direct Inward Dialing	Yes	Yes
Distinctive Ringing	Yes	Yes
Music on Hold	Yes	Yes
Call Barring	Opt-in feature	Opt-in feature
Call pick Up - Group	Opt-in feature	Opt-in feature

BizVoice

Service	Contract Term	MRC (Per Line)	OTC (Per Line)
Starter Plan	(With effect from 27 May 2025) Minimum of 12 months	\$12	\$50
	(With effect from 27 May 2025) Minimum of 24 months	\$12	\$25
	(With effect from 27 May 2025) Minimum of 36 months	\$11.50	Waived
Starter Plan VAS Pack 1	(With effect from 27 May 2025) Minimum of 12 months	Waived	\$10
Starter Plan VAS Pack 2		\$1	\$10
Starter Plan VAS Pack 3		\$2	\$10
Voice Mail		Waived	Waived
BizVoice UC Standalone		\$9	\$5
BizVoice UC Add-on		\$3	Waived

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 a minimum of twelve (12) months with an option to extend for a minimum of one (1) month.
2. The contract term of the services subscribed under the Customised Scheme is as specified in the pricing tables.
3. The services offered under the Customised Scheme are subject to resource availability.
4. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
5. **(With effect from 27 May 2025)** Services subscribed by the customer and its associates can be combined to meet the minimum quantity required.
6. The customer shall not to 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.
8. All other standard prices, terms and conditions of the Singtel BizVoice and PhoneNet services shall remain applicable.

Suspension and Termination Provisions:

In the event that the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), prevailing Premature Termination Charges (PTC) shall apply.

Notwithstanding the above, the customer is eligible for a PTC waiver for service(s) subscribed under the Customised Scheme, subject to the following:

- a) **(With effect from 27 May 2025)** the service has fulfilled at least 24 months of its minimum 36 months contract term, and the customer shall provide a minimum of one (1) month's written notice prior to termination; or
- b) migrates PhoneNet to BizVoice service(s). For the avoidance of doubt, prevailing PTC shall apply to the migrated BizVoice service(s).

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.

Refer to www.singtel.com

Eligibility:

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

As of 27 May 2025

- a) **(With effect from 27 May 2025)** currently has or is willing to subscribe to a minimum of 490 PhoneNet lines; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.