

**Effective Date:** 16 October 2009

**Name of Service:** SingTel Local Toll Free service

*For additional details, refer to [www.singtel.com](http://www.singtel.com) under "Business Customers"*

**Description:** Customised Local Toll Free service (**Customised Service**)

**Prices (including discounts):**

The monthly recurring charge ("MRC") for the first 400 answering lines will be waived. For any additional answering lines, the MRC will be applicable.

**Key Terms & Conditions**

1. The minimum contract term of the Customised Service is one (1) year.
2. Should the customer fail to maintain the minimum volume commitment and/or revenue commitment during the contract term of the Customised Service, all toll free lines subscribed under the Customised Service shall revert to the prevailing list price of the Local Toll Free service.
3. There will be no auto-renewal of the Customised Scheme upon expiry of the contract. For services that are required upon expiry of the contract, SingTel and the customer shall re-negotiate the terms and conditions prior to the expiry of the contract.
4. All other standard terms and conditions of SingTel Local Toll Free service shall remain applicable.

**Suspension and Termination Provision:**

*For details, refer to [www.singtel.com](http://www.singtel.com) under "Business Customers".*

**Eligibility:**

The Customised Service will be offered to any similarly situated customer who meets the following criteria:

- Must have, or be willing to commit to a minimum annual spending of \$12 million on all SingTel services for the duration of the contract term;
- Must have, or be willing to commit to a minimum of 350 Local Toll Free answering lines for the duration of the contract term;
- Must have a good payment history with SingTel; and
- Accepts the terms and conditions of the Customised Service in its entirety.