

**Effective Date:** 1 August 2010

**Name of Service:** SingTel PhoneNet service

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

**Description:** Customised PhoneNet service package (**Customised Package**)

**Prices (including Discounts):**

| <b>Service</b>         | <b>Working Network Size (lines)</b> | <b>Monthly Recurring Charges (“MRC”) (\$ per line)</b> |
|------------------------|-------------------------------------|--|
| Standard PhoneNet Line | Less than 4,500                     | \$18.75  |
|                        | 4,501 to 5,500                      | \$11.50  |
|                        | 5,501 to 6,500                      | \$11   |
|                        | 6,501 to 7,500                      | \$10.50  |
|                        | 7,501 to 8,500                      | \$10   |
|                        | 8,500 to 11,000                     | \$9.50   |
|                        | More than 11,000                    | \$9  |
| PhoneMail              | N.A.                                | \$0.80   |

| <b>Service</b> | <b>Working Network Size (lines)</b> | <b>One-Time Charges (“OTC”) (\$ per line)</b> |
|----------------|-------------------------------------|---|
| PhoneNet Line  | 1 to 500                            | \$50  |
|                | More than 500                       | \$40  |
| PhoneMail      | N.A.                                | \$16  |

The standard PhoneNet line provided under the Customised Package includes the following value-added services (**VASes**): Direct Inward Dialling, Call Forwarding, Call Waiting, Call Park, 3-Way Conference Call, Music on Hold, Distinctive Ring, Auto Call Back, Directed Call Pick-up, Call Barring, 2-digit Speed Dial, Collect Call Screening, IDD/STD Authorisation Code, Call Transfer, Call Hold and Call Pick-up

(With effect from 26 October 2010)

| <b>Service</b>          | <b>MRC (\$ per line)</b> | <b>OTC (\$ per line)</b> |
|-------------------------|--------------------------|--------------------------|
| Temporary PhoneNet Line | \$15                     | \$50                     |

(With effect from 26 October 2010)

The temporary PhoneNet line provided under the Customised Package will be provided with the standard PhoneNet VASes. No other VASes will be provided.

**Key Terms and Conditions:**

1. The contract term for the Customised Package is two (2) years.
2. The contract term of all standard PhoneNet lines subscribed under the Customised Package will expire at the end of the contract term of 2 years.
3. (With effect from 26 October 2010) The customer can subscribe to the temporary PhoneNet line for a minimum contract term of one (1) month.
4. The customised MRC of the PhoneNet line will be applicable to all PhoneNet lines subscribed during the contract term. The applicable MRC will depend on the number of PhoneNet lines as described above.
5. Should the customer require any additional PhoneNet VASes, the prevailing list prices and the minimum subscription of 3 months will be applicable to such VASes.
6. There will be no auto renewal of the Customised Package upon expiry of the contract. For any service(s) required after the expiry of the contract, the customer will have to re-negotiate the terms and conditions with SingTel.
7. Express installation charges shall be applicable. All service(s) offered under the Customised Package are subject to availability of resources.
8. The customer is not allowed to resell the service(s) offered under the Customised Package.
9. All other standard terms and conditions for SingTel PhoneNet Service remain applicable.

**Suspension and Termination Provision:**

In the event that the customer terminates any standard PhoneNet lines before the end of the contract term, SingTel shall waive the applicable premature termination charges (PTC) up to a maximum of 240 standard PhoneNet lines within the duration of the contract term. Thereafter the standard prevailing PTC will apply.

**Eligibility:**

The Customised Package will be offered to all similarly-situated customers who satisfy the following criteria:

- Must have or be willing to commit to at least 11,000 standard PhoneNet lines in its initial order;
- Must have to be willing to commit to an annual spending of at least \$20 million on SingTel services; and
- Accepts the terms and conditions of the Customised Package in its entirety.