

Effective Date: 12 March 2010

Name of Service: SingTel PhoneNet service

For additional details, refer to www.singtel.com under "Business Customers".

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

Prices (including Discounts):

Service Plan	Monthly Recurring Charges ("MRC") (\$ per line)	One-Time Charge ("OTC") (\$ per line)	Rebate (\$ per line)
Plan 1	\$20.60	\$60	\$4.60
Plan 2	\$13.75	\$50	\$1.35

The rebate on each plan will be applicable only if the customer maintains a minimum quantity of 6,000 PhoneNet lines during the contract term. Should the customer fail to maintain the minimum quantity during the contract term, the rebate will not be available for that particular month.

Value-added services for each plan:

Value-added services	Service Plan	
	Plan 1	Plan 2
Direct Inward Dialling	√	√
Call Forwarding	√	√
PhoneMail	√	X
Caller ID	√	X
Call Waiting	√	X
Call Park	√	√
3-Way Conference Call	√	X
Music on Hold	√	√
Distinctive Ring	√	√
Auto Call Back	√	√
Call Barring	Optional	Optional
2-Digit Speed Dial	√	X
Collect Call Screening	Optional	X
IDD Authorisation Code	Optional	X
Call Transfer	√	√
Call Hold	√	√
Call Pick Up	√	√

Key Terms and Conditions:

1. The contract term for the Customised Scheme is two (2) years, with an option to extend the contract term for an additional one (1) year.
2. The contract term of all PhoneNet lines will expire at the end of the contract term of 2 or 3 years, whichever is applicable. 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.
3. The customer is not allowed to resell the services.
4. All other standard terms and conditions for SingTel PhoneNet Service remain applicable.

Suspension and Termination Provision:

In the event that the customer terminates the contract before the end of the contract term, the customer will be liable for a premature termination charges (“PTC”) of 50% of the remaining contract term.

Upon completion of the initial contract term of 2 years, the customer will not be liable for any PTC should he wish to terminate any line(s) during the 1-year extension period. However, any new lines subscribed during the 1-year extension period will still be subject to a PTC of 50% if such new lines are terminated during the 1-year extension period

Eligibility:

The Customised Scheme will be offered to customers who:

- Have subscribed to, or be willing to subscribe to at least 6,000 PhoneNet lines across any of the 2 price plans; and
- Have an annual spending of at least \$8.5 million on SingTel services.