

Effective Date: 11 January 2012

Name of Service: SingTel i-PhoneNet service

For additional details, refer to www.singtel.com.

Description: Revision of i-PhoneNet service scheme

Prices (including Discounts):

Customers who take up the Basic plan will enjoy the following value-added services (**VASes**) for each i-PhoneNet line: call waiting, calling line ID delivery, calling line ID blocking, call forwarding always, call forwarding busy, call forwarding no answer, call return, call transfer, call hold, 3-way calling, Do-Not-Disturb, 2-digit Speed Dial, call park (group), call pickup (group), PA Toolbar, i-PhoneNet call manager, last number redial, call barring, collect call screening, selective call acceptance, alternative numbers, i-PhoneNet express, i-PhoneNet personal web portal, auto callback busy, selective call reject and single speed dial

Customers who take up the Executive plan will enjoy the following VASes for each i-PhoneNet line: call waiting, calling line ID delivery, calling line ID blocking, call forwarding always, call forwarding busy, call forwarding no answer, call return, call transfer, call hold, 3-way calling, Do-Not-Disturb, 2-digit Speed Dial, call park (group), call pickup (group), PA Toolbar, i-PhoneNet call manager, last number redial, call barring, collect call screening, selective call acceptance, alternative numbers, i-PhoneNet express, directed call pickup, shared call appearance, priority alert, multi-line hunt, authorisation codes for STD/IDD (group), simultaneous ring, music on hold (group), N-way call, custom ringback tone, custom ringback tone – video, i-PhoneNet personal web portal, auto callback busy, selective call reject, single speed dial, customised music on hold, default IDD access code routing, lightweight directory access protocol, XML address hosting and call block

Customers can take up the following as additional VASes: auto attendant (IVR), call centre, voicemail, hoteling, mobility pack, attendant console, supervisor console

Monthly recurring charges

Basic plan

- 1-year contract: less than 100 lines - \$15 per line; 100 to 299 lines - \$14.25 per line; 300 lines and above - \$13.50 per line
- 2-year contract: less than 100 lines - \$14.25 per line; 100 to 299 lines - \$13.50 per line; 300 lines and above - \$12.75 per line
- 3-year contract: less than 100 lines - \$13.50 per line; 100 to 299 lines - \$12.75 per line; 300 lines and above - \$12 per line

Executive plan

- 1-year contract: less than 100 lines - \$20 per line; 100 to 299 lines - \$19 per line; 300 lines and above - \$18 per line
- 2-year contract: less than 100 lines - \$19 per line; 100 to 299 lines - \$18 per line; 300 lines and above - \$17 per line

- 3-year contract: less than 100 lines - \$18 per line; 100 to 299 lines - \$17 per line; 300 lines and above - \$16 per line

Auto attendant (IVR) - \$70 per line; call centre - \$50 per line; voicemail - \$5 per line; hoteling - \$5 per line; mobility pack - \$8 per line; attendant console - \$50 per device; supervisor console - \$50 per device

One-time charges

Basic plan - \$50 per line; Executive plan - \$50 per line; auto attendant (IVR) - \$50 per line; call centre - \$50 per line; voicemail - \$5 per line; hoteling - \$3 per line; mobility pack - \$10 per line; attendant console - \$50 per device; supervisor console - \$50 per device

The minimum contract term of the Basic plan and the Executive plan is 1 year. The minimum contract term of the additional VASes is 3 months.

All other standard terms and conditions of the SingTel i-PhoneNet service shall remain applicable.

Suspension and Termination Provision:

For details, refer to www.singtel.com.

Eligibility:

Retail customers