

Standard Price List

The Pacific Internet (S) Pte Ltd Price List ("Price List") sets out the standard rates and charges to be applied to the supply of Services by Pacific Internet (S) Pte Ltd in the absence of specifically agreed rates with our customer ("PISG Rates").

It is anticipated that the majority of high volume call types will be charged to Customers as PISG Rates.

PISG Rates are generally calculated in one of two ways:

- Fixed rate per minute, or
- A percentage discount off the Price List rates.

The Pricing Schedule attached to the Purchase Order lists all PISG Rates applicable to the Services specified in the Purchase Order.

The fixed rates, or percentage discounts, are agreed between Pacific Internet (S) Pte Ltd and the Customer prior to commencement of the Services.

Standard rates and charges for International Direct Dial ("IDD") and Calls to Malaysia are set out below.

The date of effect for this version of the Price List is **01st Jul 2021**.

All rates are based on a minimum of 24 months contract term.

All rates and charges in this Price List exclude GST.



Standard Price List

IDD

PISG's standard rates for IDD calls are listed in the table below.

Destination	Standard Rate
Afghanistan	\$2.42
Albania	\$2.30
Algeria	\$2.42
Algeria Mobile	\$2.89
American Samoa	\$2.42
American Samoa Mobile	\$2.89
Andorra	\$2.30
Angola	\$2.42
Angola Mobile	\$2.89
Anguilla	\$2.42
Antarctica	\$2.42
Antigua & Barbuda	\$2.42
Argentina	\$2.42
Argentina Mobile	\$2.89
Armenia	\$2.30
Armenia Mobile	\$2.76
Aruba	\$2.42
Ascension Island	\$3.08
Australia	\$0.60
Australia Mobile	\$1.01
Austria	\$1.70
Austria Mobile	\$2.13
Azerbaijan	\$2.30
Azores	\$2.30
Bahamas	\$2.42
Bahrain	\$2.42
Bahrain Mobile	\$2.89
Bangladesh	\$2.37
Bangladesh Mobile	\$2.82
Barbados	\$2.42
Barbados Mobile	\$2.89
Belarus	\$2.30
Belgium	\$1.21
Belgium Mobile	\$1.62
Belize	\$2.42
Benin	\$2.42
Benin Mobile	\$2.89
Bermuda	\$2.42
Bhutan	\$2.42
Bhutan Mobile	\$2.89
Bolivia	\$2.42
Bosnia & Herzegovina	\$2.30
Bosnia & Herzegovina Mobile	\$2.76
Botswana	\$2.42
Brazil	\$2.42



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Destination	Standard Rate
Brazil Mobile	\$2.89
Brunei Darussalam	\$1.64
Brunei Darussalam Mobile	\$2.06
Bulgaria	\$2.30
Bulgaria Mobile	\$2.76
Burkina Faso	\$2.42
Burkina Faso Mobile	\$2.89
Burundi	\$3.08
Cambodia	\$2.91
Cambodia Mobile	\$3.39
Cameroon	\$2.42
Canada	\$0.43
Cape Verde	\$2.42
Cayman Is	\$2.42
Central African Rep	\$2.42
Chad	\$2.42
Chile	\$2.42
Chile Mobile	\$2.89
China	\$1.60
China Beijing	\$1.60
China Mobile	\$1.92
Colombia	\$2.42
Colombia Mobile	\$2.89
Comoros	\$3.08
Congo	\$2.42
Congo Democratic Republic	\$2.42
Cook Islands	\$3.08
Cook Islands Mobile	\$3.58
Costa Rica	\$2.42
Croatia	\$2.30
Croatia Mobile	\$2.76
Cuba	\$3.08
Cyprus	\$2.30
Cyprus (Northern)	\$2.42
Cyprus Mobile	\$2.76
Czech Republic	\$2.30
Czech Republic Mobile	\$2.76
Denmark	\$1.21
Denmark Mobile	\$1.62
Diego-Garcia	\$3.08
Djibouti	\$2.42
Dominica	\$2.42
Dominican Rep	\$2.42
East Timor	\$5.28
East Timor Mobile	\$5.88
Ecuador	\$2.42
Egypt	\$2.42
Egypt Mobile	\$2.89
El Salvador	\$2.42



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Destination	Standard Rate
Equatorial Guinea	\$2.42
Eritrea	\$2.42
Estonia	\$2.30
Ethiopia	\$2.42
Ethiopia Mobile	\$2.89
Falkland Islands	\$2.42
Faroe Islands	\$1.21
Fiji	\$2.42
Fiji Mobile	\$2.89
Finland	\$1.21
Finland Mobile	\$1.62
France	\$1.10
France Mobile	\$1.47
French Guiana	\$2.42
French Polynesia	\$2.42
Gabon	\$2.42
Gambia	\$2.42
Gambia Mobile	\$2.89
Georgia	\$2.30
Germany	\$1.10
Germany Mobile	\$1.47
Ghana	\$2.42
Ghana Mobile	\$2.89
Gibraltar	\$2.30
Global Star	\$11.00
Greece	\$1.70
Greece Mobile	\$2.02
Greenland	\$2.42
Grenada	\$2.42
Guadeloupe	\$2.42
Guam	\$2.42
Guantanamo	\$3.08
Guatemala	\$2.42
Guinea	\$2.42
Guinea-Bissau	\$3.08
Guyana	\$2.42
Haiti	\$2.42
Honduras	\$2.42
Hong Kong	\$0.66
Hong Kong Mobile	\$1.01
Hungary	\$1.82
Hungary Mobile	\$2.16
Iceland	\$2.30
India	\$1.61
India New Delhi	\$1.61
India Mobile	\$1.93
Indonesia	\$1.52
Indonesia Jakarta	\$1.52
Indonesia Mobile	\$1.74



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Destination	Standard Rate
Inmarsat	\$32.00
Inmarsat Aero Global	\$14.00
Inmarsat B Global	\$8.00
Inmarsat B HSD Global	\$32.00
Inmarsat BGAN HSD	\$32.00
Inmarsat BGAN	\$8.00
Inmarsat M Global	\$11.00
Inmarsat M4 Global	\$32.00
Inmarsat Mini M Global	\$7.00
Iran	\$3.08
Iran Mobile	\$3.58
Iraq	\$2.42
Ireland	\$1.70
Ireland Mobile	\$2.13
Iridium	\$8.00
Israel	\$1.70
Israel Mobile	\$2.02
Italy	\$1.21
Italy Mobile	\$1.62
Ivory Coast	\$2.42
Jamaica	\$2.42
Jamaica Mobile	\$2.89
Japan	\$1.04
Japan Tokyo	\$1.04
Japan Mobile	\$1.36
Jordan	\$2.42
Jordan Mobile	\$2.89
Kazakhstan	\$2.30
Kenya	\$2.42
Kenya Mobile	\$2.89
Kiribati	\$3.08
Korea DPR (North)	\$3.08
Korea Republic (South)	\$1.21
Korea Republic (South) Seoul	\$1.21
Korea Republic (South) Mobile	\$1.53
Kuwait	\$2.42
Kuwait Mobile	\$2.89
Kyrgyzstan	\$2.30
Lao PDR	\$2.42
Lao PDR Mobile	\$2.89
Latvia	\$2.30
Lebanon	\$2.42
Lebanon Mobile	\$2.89
Lesotho	\$2.42
Liberia	\$2.42
Liberia Mobile	\$2.89
Libya	\$2.42
Libya Mobile	\$2.89
Liechtenstein	\$3.08



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Destination	Standard Rate
Liechtenstein Mobile	\$3.58
Lithuania	\$2.30
Luxembourg	\$2.30
Luxembourg Mobile	\$2.76
Macau	\$2.30
Macau Mobile	\$2.76
Macedonia FYR	\$2.30
Macedonia FYR Mobile	\$2.76
Madagascar	\$2.42
Malawi	\$2.42
Maldives	\$2.42
Mali	\$2.42
Mali Mobile	\$2.89
Malta	\$2.30
Malta Mobile	\$2.76
Marshall Islands	\$2.42
Martinique	\$2.42
Mauritania	\$2.42
Mauritius	\$2.42
Mauritius Mobile	\$2.89
Mayotte	\$2.42
Mexico	\$2.42
Micronesia Federated States	\$2.42
Moldova Republic	\$2.30
Monaco	\$2.30
Monaco Mobile	\$2.76
Mongolia	\$2.42
Mongolia Mobile	\$2.89
Montserrat	\$2.42
Morocco	\$2.42
Morocco Mobile	\$2.89
Mozambique	\$2.42
Mozambique Mobile	\$2.89
Myanmar	\$1.87
Myanmar Mobile	\$2.28
Namibia	\$2.42
Namibia Mobile	\$2.89
Nauru	\$3.08
Nepal	\$2.42
Nepal Mobile	\$2.89
Netherlands	\$1.10
Netherlands Antilles	\$2.42
Netherlands Mobile	\$1.47
New Caledonia	\$2.42
New Caledonia Mobile	\$2.89
New Zealand	\$1.16
New Zealand Mobile	\$1.55
Nicaragua	\$2.42
Niger	\$2.42



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Destination	Standard Rate
Nigeria	\$2.42
Nigeria Mobile	\$2.89
Niue	\$3.08
Norfolk Island	\$3.08
Norfolk Island Mobile	\$3.58
Northern Mariana Islands	\$3.08
Norway	\$1.21
Norway Mobile	\$1.62
Oman	\$2.42
Pakistan	\$2.06
Pakistan Mobile	\$2.51
Palau	\$2.42
Palestinian Territory	\$2.30
Panama	\$2.42
Panama Mobile	\$2.89
Papua New Guinea	\$3.08
Papua New Guinea Mobile	\$3.58
Paraguay	\$2.42
Peru	\$2.42
Philippines	\$1.10
Philippines Manila	\$1.10
Philippines Mobile	\$1.41
Poland	\$2.30
Poland Mobile	\$2.76
Portugal	\$2.30
Portugal Mobile	\$2.76
Puerto Rico	\$2.42
Puerto Rico Mobile	\$2.89
Qatar	\$1.82
Qatar Mobile	\$2.25
Reunion	\$2.42
Romania	\$2.30
Romania Mobile	\$2.76
Russian Federation	\$2.30
Russian Federation Mobile	\$2.76
Rwanda	\$2.42
Saint Helena	\$3.08
Saint Kitts & Nevis	\$2.42
Saint Lucia	\$2.42
Saint Pierre & Miquelon	\$2.42
Saint Vincent & The Grenadines	\$2.42
Saint Vincent & The Grenadines Mobile	\$2.89
Samoa	\$2.42
San Marino	\$2.30
Sao Tome & Principe	\$3.08
Satellite	\$9.90
Saudi Arabia Mobile	\$2.76
Senegal	\$2.42



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Destination	Standard Rate
Senegal Mobile	\$2.89
Serbia & Montenegro	\$2.42
Serbia & Montenegro Mobile	\$2.89
Seychelles	\$2.42
Seychelles Mobile	\$2.89
Sierra Leone	\$2.42
Sierra Leone Mobile	\$2.89
Slovakia	\$2.30
Slovakia Mobile	\$2.76
Slovenia	\$2.30
Slovenia Mobile	\$2.76
Solomon Islands	\$3.08
Solomon Islands Mobile	\$3.58
Somalia	\$3.08
South Africa	\$2.30
South Africa Mobile	\$2.76
South Sudan	\$2.42
Spain	\$1.70
Spain Mobile	\$2.13
Sri Lanka	\$1.98
Sri Lanka Mobile	\$2.36
Sudan	\$2.42
Suriname	\$2.42
Swaziland	\$2.42
Sweden	\$1.21
Sweden Mobile	\$1.62
Switzerland	\$1.10
Switzerland Mobile	\$1.47
Syria	\$2.42
Taiwan	\$1.38
Taiwan Taipei	\$1.38
Taiwan Mobile	\$1.70
Tajikistan	\$2.30
Tanzania United Republic	\$2.42
Tanzania United Republic Mobile	\$2.89
Thailand	\$1.33
Thailand Bangkok	\$1.33
Thailand Mobile	\$1.64
Thuraya	\$9.90
Togo	\$2.42
Togo Mobile	\$2.89
Tokelau	\$3.08
Tonga	\$2.42
Tonga Mobile	\$2.89
Trinidad & Tobago	\$2.42
Tunisia	\$2.42
Turkey	\$2.30
Turkey Mobile	\$2.76
Turkmenistan	\$2.30

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Destination	Standard Rate
Turks & Caicos Islands	\$2.42
Turks & Caicos Islands Mobile	\$2.89
Tuvalu	\$3.08
Uganda	\$2.42
Uganda Mobile	\$2.89
Ukraine	\$2.30
Ukraine Mobile	\$2.76
United Arab Emirates	\$2.15
United Arab Emirates Mobile	\$2.56
United Kingdom	\$0.65
United Kingdom Mobile	\$1.00
United States	\$0.43
Uruguay	\$2.42
Uruguay Mobile	\$2.89
Uzbekistan	\$2.30
Uzbekistan Mobile	\$2.76
Vanuatu	\$3.08
Vanuatu Mobile	\$3.58
Vatican City	\$1.21
Venezuela	\$2.42
Venezuela Mobile	\$2.89
Viet Nam	\$2.02
Viet Nam Hanoi	\$2.02
Viet Nam Mobile	\$2.33
Virgin Islands (British)	\$2.42
Virgin Islands (US)	\$2.42
Wallis & Futuna	\$3.08
Yemen	\$2.42
Yemen Mobile	\$2.89
Zambia	\$2.42
Zimbabwe	\$2.42
Zimbabwe Mobile	\$2.89

Notes:

The rates in the above table are in S\$ per minute.

Pacific Internet (S) Pte Ltd bills IDD calls to fixed line services and mobile services in blocks of 60 seconds or part thereof.

Any other destination not published in this standard price list will be charged at S\$10.00 per minute.

Standard Price List

Calls to Malaysia

Call to Fixed Line Services

For calls to Malaysian fixed line services, PISG's standard charging method is to bill calls at the rate of 10 cents per applicable block of time, or part thereof.

The table below sets out the applicable block of time for each Malaysia fixed line charging Zone.

Each block of time is expressed in the table below in seconds.

Zone	Area Code	Number Range	Block of Time
Zone 1	7	- 2, 3, 5	40
eg Johore Bahru	7	- 60, 61, 62, 64, 65, 67	
Zone 2	7	- 63, 66, 68, 69	25
eg Kota Tinggi	7	-8	
Zone 3	7	- 4, 7	15
eg Batu Pahat			
Zone 4	6	- 2, 3, 5, 9	6
eg Malacca & Segamat	7	-9	
Zone 5	3	- 2, 3, 4, 5, 6, 7, 8, 9	6
eg Kuala Lumpur & Kuantan	6	- 4, 6, 7, 8	
	9	- 2, 3, 4, 5, 6, 7, 8, 9	
Zone 6	5	- 2, 3, 4, 5, 6, 7, 8, 9	6
eg Ipoh			
Zone 7	4	- 1, 2, 3, 4, 5, 6, 7, 8, 9	6
eg Penang			
Zone 8	82	- 2, 3, 4, 5, 6, 7, 8, 9	5
eg Sarawak & Sabah	83	- 2, 3, 4, 5, 6, 7, 8, 9	
	84	- 2, 3, 4, 5, 6, 7, 8, 9	
	85	- 2, 3, 4, 5, 6, 7, 8, 9	
	86	- 2, 3, 4, 5, 6, 7, 8, 9	
	87	- 2, 3, 4, 5, 6, 7, 8, 9	
	88	- 2, 3, 4, 5, 6, 7, 8, 9	
	89	- 2, 3, 4, 5, 6, 7, 8, 9	

Call to Mobile Services

For calls to Malaysian mobile services, PISG's standard rate per minute is \$1.25 billed in blocks of 6 seconds or part thereof, subject to a minimum call duration of 60 seconds.



Standard Price List

International Toll-Free Services (“ITFS”)

Service Charges

Service	Installation, Cancellation Charges	Monthly Charges
Charge per service	\$100.00	\$80.00

Call Charges

Origin Country	Access Network	Standard Price
Australia	Fixed/Mobile	\$1.01
Belgium	Fixed	\$1.21
Canada	Fixed/Mobile	\$0.43
China	Fixed	\$1.60
Denmark	Fixed	\$1.21
France	Fixed/Mobile	\$1.47
Germany	Fixed	\$1.10
Greece	Fixed	\$1.70
Guam	Fixed	\$2.42
Hungary	Fixed/Mobile	\$2.16
Indonesia	Fixed	\$1.52
Ireland	Fixed/Mobile	\$2.13
Italy	Fixed	\$1.21
Japan	Fixed/Mobile	\$1.36
Korea, South	Fixed/Mobile	\$1.53
Netherlands	Fixed	\$1.10
New Zealand	Fixed	\$1.16
New Zealand	Mobile	\$1.55
Norway	Fixed/Mobile	\$1.62
South Africa	Fixed/Mobile	\$2.76
Sweden	Fixed	\$1.21
Switzerland	Fixed	\$1.10
Taiwan	Fixed/Mobile	\$1.38
U.K.	Fixed/Mobile	\$1.00
U.S.A.	Fixed/Mobile	\$0.43

Notes

All pricing in Singapore Dollars exclude GST.

Rates are applicable for calls terminating in Singapore. Rates will differ for calls terminating outside Singapore.

ITFS calls are billed in blocks of 60 seconds or part thereof.



Standard Price List

Hosted Voice Services / YouClink

Service Charges

Service	Installation, Cancellation Charges	Monthly Charges
Charge per service	\$50.00	\$15.00

Call Charges

Local call charges is charge at \$0.10 per minute

Notes

All pricing in Singapore Dollars exclude GST.

Rates are applicable for calls terminating in Singapore. Rates will differ for calls terminating outside Singapore.

Hosted Voice Services / YouClink calls are billed in blocks of 60 seconds or part thereof.



Standard Price List

Other Services & Charges

Dialer/Router

Charges for installation, relocation and recovery of dialer/router

Single Dialer	\$20.00 per unit
4 Port Dialer	\$250.00 per unit
ISDN Dialer	\$350.00 per unit
GSM Mobile Router	\$50.00 per unit

Charges for missing or faulty dialers, due to customer's negligence.

Single Dialer	\$100.00 per unit
4 Port Dialer	\$500.00 per unit
ISDN Dialer	\$4,000.00 per unit
GSM Mobile Router	\$200.00 per unit

Call Accounting Software

Call accounting software	\$2,000.00 per unit
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(Include installation and first-year Maintenance, but exclude hardware)

In the event that call accounting program update is required, example to add new extensions, a technician call-out charges will apply based \$150.00 per hour.

LCR Programming

LCR programming	\$1,000.00 per PABX
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Standard Price List

Reports

Extension level billing (<100 extensions)	\$80.00 per report
Extension level billing (>100, <500 extensions)	\$150.00 per report
Extension level billing (>500 extensions)	Charges will be subjected to quotation
BROW*	\$80.00 per report*
Other reports	Charges will be subjected to level of complexity.

(*Exclude SingTel download fee, which is borne by customer)

Other Miscellaneous

If you report a fault in your telecommunications service and a technician visits your premises to repair the reported fault, but it is determined on reasonable grounds that the fault is not in our telecommunications network (for example, the fault in your customer premises equipment), you will be charged an incorrect call-out charge of \$250.00.

Miscellaneous service & equipment charges for re-sold voice and data products not mentioned above are subject to a 10% service charge.

For any other assist that require a site visit by a technician, the following charges apply

Technician site visit	\$150.00 per hour, subjected to a minimum of one hour
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Notes

All pricing in Singapore Dollars exclude GST.

Standard Price List

Recent Versions and Amendments

Date	Content	Version
01 April 2012	Updated and revised pricing for Inmarsat & Satellite destinations	16
01 Nov 2015	Additional destinations added	17
01 Apr 2016	Updates for Inmarsat & Satellite destinations	18
01 Aug 2016	Updates for calls to Malaysia	19
01 Jun 2017	Updated for selective destinations: Cook Islands & Tokelau	20
01 Jul 2019	Revised charging for IDD	21
01 Jul 2021	Revised charging for ITFS per service charge & IDD Added mobile router charges & hosted voice services charges	22