

SPECIFIC TERMS AND CONDITIONS FOR IP TELEPHONY SERVICES

1 Scope of Services

- 1.1 The Licence enables the Licensee to provide IP Telephony services using E.164 telephone numbers¹ for such services and assigning such numbers to the Licensee's customer (referred to in this Annex as an "IP telephony number"). Such services allow customers to make and receive voice, data and/or video calls using the same telephone number from any domestic or overseas location where broadband Internet access is available.

2 Public Emergency Call Services

- 2.1 The Licensee shall disclose in advance to its customers whether the Services it provides may be used to contact the police emergency service (namely 999 or its substitute number), the fire and ambulance services (namely 995 or its substitute number) and any other national emergency services which the Minister may from time to time designate, for the purpose of notifying such services of any emergency.
- 2.2 The Licensee shall not charge its customers for any use of the Services to contact the emergency services referred to in Condition 2.1 of this Annex.
- 2.3 IDA reserves the right to require the Licensee to comply with additional safety and security safeguards to enhance security measures for public and national safety.

3 Number Portability

- 3.1 The Licensee shall at its own expense, comply with any requirement and guidelines established by IDA on number portability required to be implemented by the Licensee.

¹ An ITU-T standard network addressing format for telephone numbers. The E.164 addresses are 15 decimal digits long and include a country code, area or city code, and a local number.

4 Quality of Service Standards

- 4.1 IDA reserves the right to establish minimum quality of service standards for the Services provided by the Licensee with which the Licensee shall comply.

5 Registration of Subscribers

- 5.1 The Licensee shall maintain a register containing records of its subscribers and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscribers:

(a) Name, address and, as applicable, NRIC number, passport number or business registration number of the subscriber (or, where the subscriber is not located in Singapore, the applicable identification details obtained through appropriate documents that are recognised by the authorised establishments in the country of purchase, shall be used instead.);

(b) IP telephony number assigned to the subscriber; and

(c) Date of activation of the subscriber's account;

- 5.2 IDA reserves the right to require the Licensee to record any other details as necessary in its register of subscribers.

- 5.3 Before recording the particulars referred to in Condition 5.1 of this Annex, the Licensee shall:

(a) where the subscriber is in Singapore, require the production of the subscriber's identify card issued under the National Registration Act (Cap. 201), passport or Employment Pass and make and keep a photocopy of such evidence of identity; or

(b) where the subscriber is not in Singapore, the Licensee shall use its best efforts to verify the identity of the subscriber through appropriate

documents that are recognised by the authorised establishments in the country of purchase.

- 5.4 The records in the register shall be kept at the Licensee's premises for a period of not less than 6 calendar months from the date of termination of the Services to the subscriber.

6 Registration of Retailers

- 6.1 The Licensee shall maintain a register containing records of its retailers and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the retailer:

(a) Name, business address and, as applicable, NRIC number, passport number or business registration number of the retailer in Singapore;

(b) Where the retailer is not based in Singapore, the applicable identification details obtained through appropriate documents that are recognised by the authorised establishments in the country of origin, shall be used instead;

(c) Contact telephone number(s) of the retailer; and

(d) IP telephony number accounts allocated by the Licensee to the retailer for sale;

- 6.2 The Licensee shall ensure that retailers selling its Services obtain the information set out in Conditions 5.1, 5.2 and 5.3 of this Annex upon the registration of a subscriber and forward such information to the Licensee within 2 days of the activation of the subscriber's account.

- 6.3 IDA reserves the right to require the Licensee to record any other details as necessary in its register of retailers.

- 6.4 The records in the register shall be kept at the Licensee's premises for a period of not less than 6 calendar months from the date of which the retailer ceases to sell the Services of the Licensee.

7 Provision of Directory Enquiry Services

7.1 IDA reserves the right to require the Licensee to do either or both of the following:

- (a) to provide directory enquiry services based on an integrated customer database upon request to any person to whom the Licensee provides the Services;
- (b) to provide directory enquiry services for subscribers of other licensees;

and the Licensee shall comply with such requirements imposed.

8 Provision of Integrated Printed Directories

8.1 IDA reserves the right to require the Licensee to do either or both of the following:

- (a) to provide integrated directories for all subscribers at no charge (except with the approval of IDA) and at annual intervals or any other intervals to be agreed with IDA;
- (b) to exchange all relevant customer data with other licensees free-of-charge for the purpose of providing integrated directories and providing integrated directory enquiry services.

8.2 The Licensee shall, if necessary, and subject to charges, terms and conditions to be agreed with other licensees, provide integrated directories for their subscribers. In the event that agreement cannot be reached, the matter shall be determined by IDA, whose decision shall be final.

9 Additional Conditions for Provision of IP Telephony Services Utilising Level “6” Telephone Numbers issued by IDA

- 9.1 Conditions 9.2 to 9.5 shall only apply to the Licensee if he provides the Services utilising level “6” telephone numbers issued by IDA in accordance with the National Numbering Plan.
- 9.2 The Licensee shall ensure that its subscribers must be able to receive and make voice calls from/to subscribers on any public switched telecommunication network, public mobile network or public digital voice network in Singapore.
- 9.3 The Licensee shall ensure that:
- (a) any person through customer premises equipment; and
 - (b) any person through its public payphones may at any time and without charge, contact the relevant police emergency service (namely 999 or its substitute number), the fire and ambulance services (namely 995 or its substitute number) and any other national emergency services which the Minister may from time to time designate, for the purpose of notifying them of any emergency.
- 9.4 The Licensee shall comply with the quality of service standards established by IDA for the Services.
- 9.5 The Licensee shall ensure that Services utilising level “6” telephone numbers issued by IDA in accordance with the National Numbering Plan are only provided to domestic customers (within Singapore) with a Singapore registered and billing address.