

IMDA's reference: *IMDA.INTC.IS/JTBT*

1 December 2025

Singapore Telecommunications Limited  
Singapore Post Centre  
10 Eunos Road 8, #07-31  
Singapore 408600

Attention: Mr Yeo Tiong Yeow  
Vice President, Regulatory and Interconnect

Dear Mr Yeo

**By Email**  
No. of pages: 3  
(including this page)

**DIRECTION OF THE INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY: OFFERS FOR IP-BASED INTERCONNECTION UNDER SINGAPORE TELECOMMUNICATIONS LIMITED'S REFERENCE INTERCONNECTION OFFER**

1. The Info-communications Media Development Authority ("**IMDA**"), pursuant to Section 31(1) of the Telecommunications Act 1999 (the "**Act**") and Condition 35.1 of the Licence to Provide Facilities-Based Operations issued to Singapore Telecommunications Limited ("**Singtel**") on 1 April 1992 and renewed on 1 April 2017, hereby issues this Direction to Singtel.
2. Reference is made to the following:
  - (a) the public consultation issued by IMDA on 28 July 2025 ("**Public Consultation**") to seek views and comments on Singtel's proposed offers for IP-based interconnection for voice services under Singtel's Reference Interconnection Offer ("**RIO**");
  - (b) IMDA's decision to the Public Consultation issued on 13 November 2025 (the "**IMDA's Decision**"); and
  - (c) the notification of IMDA's proposed Direction dated 13 November 2025 ("**Notification of Proposed Direction**"), with the accompanying directed modifications.

Capitalised terms not specifically defined herein shall have the meanings ascribed to them in the RIO or IMDA's Decision as appropriate.

3. Following the close of the Public Consultation, IMDA has given careful consideration to respondents' comments. IMDA's views and decisions are set out in the IMDA's Decision.

4. IMDA hereby directs Singtel to submit the following to IMDA for IMDA's review and approval:
  - (a) Singtel's further proposed modifications to the RIO offers for IP-based interconnection ("**Singtel's Further Proposed Modifications**") to give effect to IMDA's Decision and IMDA's required modifications as specified in the following appendices to this Direction:
    - (i) Appendix 1: Directed modifications to the Main Body of Singtel's RIO;
    - (ii) Appendix 2: Directed modifications to Schedule 1 – Physical and Virtual (Distant) Interconnection;
    - (iii) Appendix 3: Directed modifications to Schedule 2A – Call Origination Service;
    - (iv) Appendix 4: Directed modifications to Schedule 2B – Call Termination Service;
    - (v) Appendix 5: Directed modifications to Schedule 2C – Call Transit Service;
    - (vi) Appendix 6: Directed modifications to Schedule 4A – Emergency Call Service;
    - (vii) Appendix 7: Directed modifications to Schedule 8A – Co-location for Point of Interconnection (POI);
    - (viii) Appendix 8: Directed modifications to Schedule 8 – Attachments; and
    - (ix) Appendix 9: Directed modifications to Schedule 9 – Charges(together, the "**Directed Modifications**");
  - (b) Singtel's proposed modifications for any ancillary or consequential changes to any provisions or schedules in Singtel's RIO, as where necessary, in order to give effect to this Direction; and
  - (c) Singtel's proposed Overall RIO Migration Schedule for the migration from SS7-based interconnection to IP-based interconnection for all existing RIO Requesting Licensees (with reference to paragraph 31 of IMDA's Decision).

5. Singtel shall submit the above to IMDA, **within four (4) weeks** of the date of this Direction via email at ILO@imda.gov.sg. The marked-up softcopy submission of the RIO schedules, incorporating the Directed Modifications, shall be in both Adobe PDF and Microsoft Word formats.
6. In addition, while pending the above submission from Singtel, IMDA conditionally approves Schedule 12 – Dictionary as there is no objection from industry on Singtel’s proposed changes for this schedule.
7. IMDA reminds Singtel that:
  - (a) to the extent that any of Singtel’s Further Proposed Modifications fails to give effect to IMDA’s Directed Modifications or, in IMDA’s view, is not acceptable, IMDA will direct Singtel to adopt specific drafting language;
  - (b) IMDA may reject any of Singtel’s Further Proposed Modifications that are not for the purpose of giving effect to IMDA’s Directed Modifications as set out in this Direction; and
  - (c) When discussing the migration details and conducting the migration work for IP-based interconnection, IMDA expects Singtel and the Requesting Licensee to act in good faith, and complete the migration work expeditiously and without undue delay.
8. Singtel is reminded of its obligation to comply with this Direction under Section 31(6) of the Act.
9. Should you require any clarification, please direct your written queries to the undersigned via email at ILO@imda.gov.sg. Please note that any query from Singtel to IMDA for clarification shall not affect Singtel’s obligation to comply fully with this Direction, including the timeline specified in this Direction.

Yours sincerely,

Aileen Chia  
Director-General (Telecoms & Post),  
Deputy Chief Executive (Connectivity Development & Regulation)