



## Standard Price List

The CITIC Telecom International (SEA) Pte. Ltd. Price List ("Price List") sets out the standard rates and charges to be applied to the supply of Services by CITIC Telecom International (SEA) Pte. Ltd. in the absence of specifically agreed rates with our customer ("CITIC Rates").

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

CITIC 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 CITIC Rates applicable to the Services specified in the Purchase Order.

The fixed rates, or percentage discounts, are agreed between CITIC Telecom International (SEA) Pte. Ltd. and the Customer prior to commencement of the Services.

Standard rates and charges for IDD and Calls to Malaysia are set out below.

The date of effect for this version of the Price List is **01<sup>st</sup> Aug 2019**.

All rates and charges in this Price List exclude GST.

**Standard Price List****IDD**

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

<b>Destination</b>	<b>Standard Rate</b>
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
Brazil Mobile	\$2.89
Brunei Darussalam	\$1.64
Brunei Darussalam Mobile	\$2.06
Bulgaria	\$2.30

**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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
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

**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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
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

**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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
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

**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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
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

**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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
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

**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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
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





**Standard Price List**

<b>Destination</b>	<b>Standard Rate</b>
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.

CITIC Telecom International (SEA) Pte. Ltd. bills IDD calls to fixed line services in blocks of 30 seconds or part thereof.

IDD calls to mobile services are billed in blocks of 60 seconds or part thereof.

IDD calls to American Samoa, Cook Islands, French Polynesia, Gambia, Haiti, Inmarsat, Kiribati, Lesotho, Mexico, Nauru, New Caledonia, Niue, Papua New Guinea, Solomon Islands, Suriname, Togo, Tokelau, Tonga, Vanuatu, Western Samoa and all other Satellite Services are billed in blocks of 60 seconds or part thereof.

All IDD calls using the CITIC Budget Call service are billed 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****Fixed Line Services**

For calls to Malaysian fixed line services, CITIC'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.

<b>Zone</b>	<b>Area Code</b>	<b>Number Range</b>	<b>Block of Time</b>
<b>Zone 1</b>	7	- 2, 3, 5	40
eg Johore Bahru	7	- 60, 61, 62, 64, 65, 67	
<b>Zone 2</b>	7	- 63, 66, 68, 69	25
eg Kota Tinggi	7	-8	
<b>Zone 3</b>	7	- 4, 7	15
eg Batu Pahat			
<b>Zone 4</b>	6	- 2, 3, 5, 9	6
eg Malacca & Segamat	7	-9	
<b>Zone 5</b>	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	
<b>Zone 6</b>	5	- 2, 3, 4, 5, 6, 7, 8, 9	6
eg Ipoh			
<b>Zone 7</b>	4	- 1, 2, 3, 4, 5, 6, 7, 8, 9	6
eg Penang			
<b>Zone 8</b>	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	

**Mobile Services**

For calls to Malaysian mobile services, CITIC'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**

Service Charges

Service	Installation, Cancellation Charges	Monthly Charges
Charge per service	\$100.00	\$50.00

Call Charges

<b>Origin Country</b>	<b>Access Network</b>	<b>Standard Price</b>
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.

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



**Standard Price List**

**Other Services & Charges**

**Dialer**

Charges for installation, relocation and recovery of dialer

Single Dialer	\$20.00 per unit
4 Port Dialer	\$250.00 per unit
ISDN Dialer	\$350.00 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

**Call Accounting Software**

Call accounting software	\$2,000.00 per unit
--------------------------	---------------------

*(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
-----------------	---------------------



**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
-----------------------	---

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