

**Effective Date:** 1 January 2021

**Name of Service:** Singtel ALLC, DigiNet, Digital Wire, ISDN and Meg@POP Service.

*For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised ALLC, DigiNet, Digital Wire, ISDN and Meg@POP Service Scheme (**Customised Scheme**)

**Prices (including discounts):**

The following services (including line subscription and VASes) are subscribed on prevailing list prices with standard discounts where applicable:

- a. Analogue Local Leased Circuits (**ALLC**)
  - i. Following implementation of the ALLC Service Network Improvement below, the customer may subscribe to ALLC services at the prevailing list prices with enhanced ALLC service specification of nominal line loss not greater than 15 dB for a national circuit.
- b. DigiNet
- c. ISDN
- d. Meg@POP (except all (i) indoor circuits, and (ii) outdoor circuits  $\geq 100$ Mbps)

Digital Wire (for new Townships or new buildings)

<b>Service</b>	<b>Monthly Recurring Charge (MRC)</b>	<b>Installation Charges (OTC)*</b>
Digital Wire	\$60	\$250

\* Digital Wire OTC for link up only, excluding outdoor civil works where a separate quote will be provided after site survey.

\* Customer to provide power and space at both the ATC Box and RC end.

Customised ALLC Service Network Improvement OTC: \$2,500,000

- a. Singtel will provide the customer with an enhanced ALLC service specification of nominal line loss not greater than 15 dB for a national circuit.

Meg@POP IPVPN EthernetLink (Indoor) services

- a. Refer to the pricing tables in Annex 2.

Meg@POP IPVPN EthernetLink (Outdoor) services, bandwidths 100Mbps – 1,000Mbps

- a. Refer to the pricing tables in Annex 3.

**Terms and Conditions:**

1. The contract term of the Customised Scheme is five (5) years.
2. The contract term of the services subscribed under the Customised Scheme is as follows:
  - a. Temporary service: minimum one (1) month;
  - b. Standard service: minimum one (1) year.
3. For the avoidance of doubt, should the customer subscribe to services and/or bandwidths that are not listed above, those circuits will not be considered as part of the Customised Scheme.
4. The services subscribed under the Customised Scheme are subject to resource availability.
5. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. All other standard prices, terms and conditions of the Singtel ALLC, DigiNet, Digital Wire, ISDN and Meg@POP services shall remain applicable.

**Suspension and Termination Provisions:**

If the customer terminates the services subscribed under the Customised Scheme before the end of the contract term, the customer will be liable for prevailing premature termination charges (**PTC**) subject to the following conditions:

- a. Where the customer terminates a circuit and subscribes to a new circuit of the same service scheme with equivalent or higher bandwidth within one (1) month from the termination of the former, the latter is considered a replacement.
- b. There shall be no PTC for circuit relocation/replacement of any service within the circuit contract term, subject to the following conditions:
  - i. The relocated/replaced circuit must be of the same or higher capacity/bandwidth as the existing circuit, such that the relocated/replaced circuits is of the same or higher MRC, or same or higher contractual value than the existing contractual value;

- ii. The relocation/replacement can take place anytime within the circuit contract term, with at least 1 month advance notice to Singtel; and
  - iii. The relocated/replaced circuit will start on the same day as the termination of the old circuit and will continue with the remaining contractual months of the old circuit.
- c. Notwithstanding the above, there shall be a 1% provision (out of the total quantity of circuits within each bandwidth of each type of service) for the customer to terminate a circuit without incurring PTC subject to the circuit fulfilling a minimum three (3) years contract term. For example, assuming the customer subscribes to 674 Meg@POP EthernetLink (Outdoor) 1Mbps circuits. After 3 years, the customer can terminate up to 6 Meg@POP EthernetLink (Outdoor) 1Mbps circuits, at any time with 30 days' advance notice, without incurring PTC. The 1% provision shall be counted from the first circuit termination within each bandwidth of each type of service within the contract period.

*For details, refer to [www.singtel.com](http://www.singtel.com)*

**Eligibility:**

The Customised Scheme is offered to all similarly situated customers who satisfy the following criteria:

- a) commits to a minimum annual spend of \$18 million on ALLC, DigiNet, Digital Wire, ISDN and Meg@POP services under this Customised Scheme; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.

Annex 2

[redacted]

Annex 3

[redacted]