

Effective Date: 1 October 2019

Name of Service: Singtel Meg@POP Service. *For additional details, refer to www.singtel.com*

Description: Customised Meg@POP service scheme (“**Customised Scheme**”)

Prices (including discounts):

(With effect from 12 October 2021)

Service	Bandwidth (Mbps)	Minimum Quantity	Monthly Recurring Charge (MRC) (\$ per circuit)	One-Time Charge (OTC) (\$ per circuit)
Meg@POP IPVPN EthernetLink	10	80	\$385	(with effect from 15 October 2021) Standard: Waived Express: 50% off list
	30		\$465	
	50		\$549	
Meg@POP IPVPN EthernetLink with Path Diversity	10		\$425	
	30		\$465	
	50		\$649	
Meg@POP IPVPN EthernetLink	500	5	\$1,950	
	1000		\$3,050	
Meg@POP IPVPN EthernetLink with Path Diversity	500		\$3,070	
	1000		\$4,850	

The customised tariffs will be applicable to all new, renewed and upgraded Meg@POP circuits subscribed under the Customised Scheme.

The customer may subscribe to additional circuits at the customised tariffs.

(With effect from 12 October 2021) The customer shall be eligible for the following customised OTCs for all Meg@POP IPVPN EthernetLink services subscribed by the customer. For the avoidance of doubt, this applies to Meg@POP IPVPN EthernetLink services which are not included in the pricing table.

(With effect from 12 October 2021)

Service	OTC
Internal Relocation (hot and parallel)	Standard: \$1,200 Express: \$2,000
External Relocation (hot and parallel)	
Upgrade (parallel)	

For the avoidance of doubt, the OTC for hot upgrade will be waived.

Customised Visitation and Overtime Charges

The customer shall be eligible for the following customised visitation and overtime OTCs:

Period	OTC
Monday to Friday: 8.30am – 6pm Saturday: 8.30am – 1pm	\$200 per site per visit (for min. of 2 hours) \$100 per hour thereafter
Monday to Friday: after 6pm Saturday: after 1pm	
Sundays and public holidays	

Terms and Conditions:

1. The contract term of the Customised Scheme is two (2) years.
2. The contract term of the services subscribed under the Customised Scheme is two (2) years. Should there be any relocation or bandwidth upgrade request for any circuit subscribed under the Customised Scheme, the initial circuit contract term will be unchanged.
3. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
4. The services offered under the Customised Scheme are subject to resource availability.
5. The customer shall not resell the services subscribed under the Customised Scheme.
6. In-building Meg@POP EthernetLink with Path Diversity circuits shall only be provided on different paths if there are two (2) separate lead-ins and two (2) separate risers that lead to the same location upon site survey confirmation.
7. If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), prevailing premature termination charges (**PTC**) shall apply unless the conditions under paragraphs 8 and 9 are met.
8. **(With effect from 12 October 2021)** The customer shall be eligible for a PTC waiver of up to 24 Meg@POP EthernetLink and/or Meg@POP Ethernetlink with Path Diversity circuits, subject to the following conditions:
 - a. In the event of a branch closure where proof of branch closure must be produced;
or
 - b. Migration to any Singtel services

9. In the event of service downtime, the customer shall have the right to terminate the affected Meg@POP EthernetLink with Path Diversity circuit without any PTC subject to the following conditions:
 - a. Both Meg@POP EthernetLink and Meg@POP EthernetLink with Path Diversity circuits must be down at the same time; and
 - b. The downtime is caused by Singtel's fault. For the avoidance of doubt, the PTC waiver shall not apply in circumstances of tampering of fibre, natural hazards, force majeure events, negligence or fault on the part of the customer.
10. **(With effect from 31 May 2021)** In the event that Meg@POP EthernetLink with Path Diversity service is unavailable due to resource issue, Meg@POP EthernetLink with Exchange Diversity service will be provided at the same MRC as Meg@POP EthernetLink with Path Diversity service per the pricing table.
11. **(With effect from 8 June 2021)** In the event that Meg@POP EthernetLink with Exchange Diversity service is provided due to unavailability of Meg@POP EthernetLink with Path Diversity service, paragraphs 8 and 9 shall similarly apply to Meg@POP EthernetLink with Exchange Diversity service as well.
12. **(With effect from 12 October 2021)** The customer shall subscribe to the minimum quantities of Meg@POP EthernetLink and Meg@POP EthernetLink with Path Diversity circuits as specified in the pricing table in a single order, of which at least 40% must be Meg@POP EthernetLink with Path Diversity circuits.
13. **(With effect from 12 October 2021)** In the event that Meg@POP EthernetLink with Exchange Diversity service is provided due to unavailability of Meg@POP EthernetLink with Path Diversity service, Meg@POP EthernetLink with Exchange Diversity circuits will be counted towards the total quantity of Meg@POP EthernetLink with Path Diversity circuits.
14. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
15. All other standard prices, terms and conditions of the Singtel Meg@POP EthernetLink service shall remain applicable.

Eligibility:

(With effect from 12 October 2021) The Customised Scheme is offered to all similarly situated customers and their subsidiaries who accept the terms and conditions of the Customised Scheme in its entirety.

Services subscribed under the Customised Scheme by the customer and its subsidiaries can be combined to meet the minimum quantity required.