

As of 13 September 2023

**Effective Date:** 13 September 2023

**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):**

Table A

Service	Bandwidth (Mbps)	Minimum Quantity (circuits)	Monthly Recurring Charge (MRC) (\$ per circuit)	One-Time Charge (OTC) (\$ per circuit)
Meg@POP IPVPN EthernetLink	10	80	\$380	Standard: Waived
	30		\$465	
	50		\$540	
Meg@POP IPVPN EthernetLink with Path Diversity	10		\$420	
	30		\$465	
	50		\$640	
Meg@POP IPVPN EthernetLink	500	5	\$1,950	Express: 50% off list
	1,000		\$3,000	
Meg@POP IPVPN EthernetLink with Path Diversity	500		\$3,070	
	1,000		\$4,790	

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

Table B

Temporary Service	Bandwidth (Mbps)	15 Days Recurring Charge (RC) (\$ per circuit)	One-Time Charge (OTC) (\$ per circuit)
Meg@POP IPVPN EthernetLink	10	\$285	Standard: Waived
	30	\$350	
	50	\$405	
			Express: 50% off list

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The customised tariffs will be applicable to all new Meg@POP circuits subscribed under the Customised Scheme

#### Customised Relocation Charges

The customer shall be eligible for the following customised OTCs for all Meg@POP IPVPN EthernetLink services subscribed by the customer, except for the temporary Meg@POP IPVPN EthernetLink services under Table B of the Customised Scheme. For the avoidance of doubt, this applies to Meg@POP IPVPN EthernetLink services which are not included in Table A.

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

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:

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

#### **Key Terms and Conditions:**

1. The contract term of the Customised Scheme is two (2) years.
2. The contract term of the services subscribed under Table A and Table B of the Customised Scheme is two (2) years and 15 days respectively.
3. 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. For the avoidance of doubt, this is not applicable for the temporary circuits under Table B.
4. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.

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5. The services offered under the Customised Scheme are subject to resource availability.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. 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.
8. 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.
9. Services subscribed under the Customised Scheme by the customer and its subsidiaries can be combined to meet the minimum quantity required.
10. 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 as described in the pricing table. In addition,
  - a. Meg@POP EthernetLink with Exchange Diversity circuits will be counted towards the total quantity of Meg@POP EthernetLink with Path Diversity circuits; and
  - b. the PTC shall similarly apply to Meg@POP EthernetLink with Exchange Diversity service as well.
11. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
12. All other standard prices, terms and conditions of the Singtel Meg@POP EthernetLink service shall remain applicable.

### **Suspension and Termination Provisions:**

If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), the prevailing premature termination charges (**PTC**) shall apply unless the conditions under the following paragraphs are met.

1. The customer shall be eligible for a PTC waiver of up to 12 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; and
  - b. The circuits must have completed a minimum of six (6) months of the service contract term.
2. 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:

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- 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 due to Singtel's fault. Some scenarios (non-exhaustive) whereby the PTC waiver shall not apply include the tampering of fibre, natural hazards, force majeure events, negligence or fault on the part of the customer.
3. The customer has the option to change up to 12 existing circuits subscribed under Table A of this Customised Scheme to any Singtel services with no PTC subject to the following conditions:
- a. After completion of 12 months contract; and
  - b. The total contract value of the new service(s) is(are) of equal value or higher than the remaining term value of the current link.

*Refer to [www.singtel.com](http://www.singtel.com)*

**Eligibility:**

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.