

As of 19 January 2024

Effective Date: 19 January 2024

Name of Service: Singtel MetroEthernet service. *For details, refer to www.singtel.com.*

Description: Customised MetroEthernet Service Scheme (**Customised Scheme**)

Prices (including discounts):

Refer to Annex 1 for the Monthly Recurring Charges (**MRC**).

The installation One-Time Charges (**OTC**) are as follows:

Contract Term	Normal Installation	Express Installation
1 year	50% off prevailing list price	Prevailing list price
≥ 2 years	100% off prevailing list price	50% off prevailing list price

Notwithstanding the above, new circuits that are migrated from other Singtel services (except for circuits migrated from MetroEthernet Point-to-Point (**PTP**) services to MetroEthernet Point-to-Multipoint (**PTMP**) services) and/or another service provider under the Customised Scheme will be eligible for:

- a. Waiver of standard OTC; and
- b. Waiver of up to two (2) weeks' MRC of the service(s) subscribed under the Customised Scheme during the parallel migration, if any.

The customised tariffs will be applicable to all new, migrated, upgraded and downgraded MetroEthernet circuits subscribed under the Customised Scheme.

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 the Customised Scheme is as follows:
 - a) MetroEthernet PTMP head-end circuits: minimum of two (2) years; and
 - b) MetroEthernet PTMP tail-end circuits: minimum of one (1) year as per the pricing table in Annex 1.
3. For the avoidance of doubt, all cross-service migration, upgrades and downgrades are subject to the minimum contract term under the Customised Scheme, and the new contract value must be higher than the remaining contract value of the existing service.
4. The customer may subscribe up to two (2) free MetroEthernet PTMP head-end circuits in their first order under the Customised Scheme, subject to the following conditions:

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- a) The customer shall subscribe to at least one (1) MetroEthernet PTMP tail-end circuit under the Customised Scheme in the same order;
 - b) The free MetroEthernet PTMP head-end circuit(s) will be provisioned at a bandwidth between 30 Mbps and 1 Gbps which is to be determined by Singtel in consultation with the customer;
 - c) The overall utilisation of all free MetroEthernet PTMP head-end circuit(s) shall be at least 50% at the end of the first year of the minimum two-year contract term of each new head-end circuit;
 - d) In the event that the customer is unable to meet the overall utilisation of 50% described above, one (1) head-end circuit will be charged at the prevailing list price from the second year onwards;
 - e) The applicable activation OTC is as per the pricing table above; and
 - f) For the avoidance of doubt, there is no maximum quantity of free MetroEthernet PTMP head-end circuits under the Customised Scheme. The customer may subscribe to additional free head-end circuit(s) under the Customised Scheme, subject to:
 - the overall utilisation of all existing free MetroEthernet PTMP head-end circuit(s) subscribed under the Customised Scheme is at least 50%; and
 - conditions b) to e) above.
5. The customer may upgrade their existing free MetroEthernet PTMP head-end circuit(s), up to the bandwidth of 1 Gbps, provided that a new MetroEthernet PTMP tail-end circuit is subscribed under the Customised Scheme, such that the total bandwidth of the tail-end circuits exceeds that of the free head-end circuit(s) subscribed under the Customised Scheme.
 6. The customer may subscribe to free Multiple VLAN service for each MetroEthernet PTMP tail-end circuit subscribed under the Customised Scheme, provided that the free Multiple VLAN service is subscribed together with a MetroEthernet PTMP tail-end circuit under the Customised Scheme in the same order. For the avoidance of doubt, the free Multiple VLAN service will have the same contract term and expiry as the MetroEthernet PTMP tail-end circuit.
 7. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
 8. The service(s) subscribed under the Customised Scheme are subject to resource availability.
 9. The customer shall not resell the service(s) offered under the Customised Scheme “as is” or as a standalone service but may resell these services as part of its own network services.
 10. Where the relocation request is submitted in the same order as a new, upgraded and/or downgraded circuit, the relocation charge will be waived according to the customised OTC in the pricing table above. Otherwise, the prevailing relocation charges shall apply.
 11. The initial RFS of service(s) subscribed under the Customised Scheme must be within three (3) months from the date the contract is signed.

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12. The Customised Scheme does not apply to temporary schemes, installation surcharge, remote locations, additional pipe/fibre connection charges and relocation requests except where specified above.
13. No other promotions or discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
14. All other standard prices, terms and conditions of the Singtel MetroEthernet 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 customer shall be liable for a Premature Termination Charge (PTC) of 100% of the remaining contract term.

Where a MetroEthernet PTMP tail-end circuit is terminated, the free Multiple VLAN service tagged to the circuit will be similarly terminated.

Refer to www.singtel.com

Eligibility:

The Customised Scheme is offered to all duly licenced Facilities-Based Operators and/or Services-Based Operators who accept the terms and conditions of the Customised Scheme in its entirety.

MetroEthernet Point-to-MultiPoint (PTMP) – Tail-end

Bandwidth (Mbps)	MRC (\$ per circuit)								
	MetroEthernet PTMP Tail-end			MetroEthernet PTMP Tail-end with Exchange Diversity			MetroEthernet PTMP Tail-end with Path Diversity		
	1-Year	2-Year	3-Year and Above	1-Year	2-Year	3-Year and Above	1-Year	2-Year	3-Year and above
2	\$120	\$110	\$110	\$120	\$110	\$110	\$130	\$120	\$120
4	\$130	\$120	\$120	\$130	\$120	\$120	\$140	\$130	\$130
6	\$170	\$160	\$150	\$170	\$160	\$150	\$190	\$180	\$170
8	\$210	\$200	\$190	\$210	\$200	\$190	\$230	\$220	\$210
10	\$230	\$220	\$210	\$230	\$220	\$210	\$250	\$240	\$230
20	\$270	\$260	\$240	\$270	\$260	\$240	\$300	\$290	\$270
30	\$280	\$270	\$250	\$280	\$270	\$250	\$310	\$290	\$280
40	\$290	\$280	\$260	\$290	\$280	\$260	\$320	\$300	\$290
50	\$310	\$290	\$280	\$310	\$290	\$280	\$340	\$320	\$310
60	\$320	\$300	\$290	\$320	\$300	\$290	\$350	\$330	\$320
70	\$350	\$330	\$320	\$350	\$330	\$320	\$390	\$370	\$350
80	\$370	\$350	\$330	\$370	\$350	\$330	\$410	\$390	\$370
90	\$430	\$410	\$390	\$430	\$410	\$390	\$470	\$450	\$420
100	\$460	\$440	\$410	\$460	\$440	\$410	\$510	\$480	\$460
200	\$580	\$550	\$520	\$580	\$550	\$520	\$640	\$610	\$580
300	\$650	\$620	\$590	\$650	\$620	\$590	\$720	\$680	\$650
400	\$730	\$690	\$660	\$730	\$690	\$660	\$800	\$760	\$720
500	\$790	\$750	\$710	\$790	\$750	\$710	\$870	\$830	\$780
600	\$850	\$810	\$770	\$850	\$810	\$770	\$940	\$890	\$850
700	\$910	\$860	\$820	\$910	\$860	\$820	\$1,000	\$950	\$900
800	\$950	\$900	\$860	\$950	\$900	\$860	\$1,050	\$1,000	\$950
900	\$1,010	\$960	\$910	\$1,010	\$960	\$910	\$1,110	\$1,050	\$1,000
1,000	\$1,040	\$990	\$940	\$1,040	\$990	\$940	\$1,140	\$1,080	\$1,030