

As of 10 January 2023

Effective Date: 8 October 2020

Name of Service: (With effect from 10 January 2023) Singtel Meg@POP, MetroEthernet, SIP Trunking, Singtel UC Connector and BizVoice services. For details, refer to www.singtel.com

Description: (With effect from 10 January 2023) Meg@POP, MetroEthernet, SIP Trunking, Singtel UC Connector and BizVoice Proof-of-Concept Scheme (**POC Scheme**)

Prices (including discounts):

a. Meg@POP

- Secure Internet
 - Limited to 1 subscription per VPN network
 - (With effect from 18 November 2022) Up to 200Mbps
 - Ethernet Virtual Circuit(s) (EVC) setup one-time charge (OTC) will be waived
- Cloud Connect with eLite
 - Limited to 1 eLite circuit and up to 2 Cloud Connect subscriptions
 - Up to 100Mbps for each service
- Cloud Connect without eLite i.e. customer is already subscribing to an IPVPN eLite or IPVPN EthernetLink service. With respect to paragraph 1.2, charges for the IPVPN EthernetLink service will not be waived.
 - Limited to up to 2 Cloud Connect subscriptions per VPN network
 - Up to 100Mbps for the service
- IPVPN eLite
 - (With effect from 18 November 2022) Limited to 3 eLite circuits
 - Up to 100Mbps for the service
- (With effect from 18 November 2022) IPVPN EthernetLink (standard)
 - Limited to 2 EthernetLink circuits
 - Up to 200Mbps for the service
- Multicast
 - Limited to a maximum of one (1) Multicast source (head-end) and a maximum of two (2) Multicast groups (tail-end) for each Multicast source
 - Up to 100Mbps for the service
- Multicast + Access

- Limited to a maximum of one (1) Multicast source (head-end) and a maximum of two (2) Multicast groups (tail-end) for each Multicast source
- Maximum bandwidth that can be utilised for the Multicast service is 20Mbps per site
- Limited to one (1) Meg@POP IPVPN eLite circuit of up to 20Mbps
- Limited to two (2) Meg@POP IPVPN EthernetLink circuits of up to 20Mbps
- 100% waiver of express installation OTC for Multicast service + Access
- Ethernet Line
 - Point-to-Point (**PTP**): limited to one (1) circuit
 - Point-to-Multipoint (**PTMP**): limited to one (1) head-end circuit and two (2) tail-end circuits
 - Up to 1Gbps for PTMP head-end circuit, and up to 100Mbps for PTP circuit and PTMP tail-end circuits
- mLink
 - Maximum of two (2) mLink SIM cards per customer
 - Limited to the following bandwidths and data bundle:

Bandwidth (up to)	Data Bundle
75Mbps Download 21Mbps Upload	2GB
150Mbps Download 50Mbps Upload	

b. MetroEthernet

- **(With effect from 16 July 2021)** Up to 1Gbps for PTP and PTMP circuits

c. SIP Trunking

- With and without bundled access
 - Limited to 1 SIP Trunk per customer
 - Up to 20 concurrent calls
 - 20 DDIs included
 - Caller ID included
 - Local and international outbound call traffic applies
- SIP Trunking with Cloud Connect
 - Limited to 1 SIP Trunk per customer
 - Up to 30 concurrent calls
 - Includes Auto Failover to Microsoft Azure

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- 20 DDIs included
- Caller ID included
- Local and international outbound call traffic applies

d. **(With effect from 10 January 2023)** Singtel UC Connector

- Up to 20 Teams Connector users
- **(With effect from 1 October 2021)** Up to 20 Teams UC Direct Connect users
- **(With effect from 10 January 2023)** Up to 20 Zoom Phone Connector users
- International outbound call traffic applies

e. **(With effect from 18 February 2022)** BizVoice

- Up to 20 BizVoice UC Plan and/or UC Add-on per customer
- International outbound call traffic applies

Under the POC scheme, Singtel will waive the one-time installation charge and monthly recurring charge (**MRC**) as follows:

- a. Meg@POP IPVPN eLite, Meg@POP IPVPN EthernetLink (standard), Multicast and Multicast + Access services: waive the OTC and up to one (1) month MRC
- b. All other services: waive the OTC and up to three (3) months MRC

Key Terms and Conditions:

1. Each customer can test each service free of charge for:
 - a. Up to one (1) month: Meg@POP IPVPN eLite, Meg@POP IPVPN EthernetLink (standard), Multicast and Multicast + Access services
 - b. Up to three (3) months: all other services
2. For all services except the Multicast service, should the customer need to test the service for a longer period, the customer shall be charged the prevailing list price of the service(s) for the additional period of testing in blocks of one (1) month. The additional period of testing will be as follows:
 - a. Capped at two (2) months: Meg@POP IPVPN eLite, Meg@POP IPVPN EthernetLink (standard) and Multicast + Access services
 - b. Capped at three (3) months: all other services

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3. For the Multicast service only, no additional testing will be available. The Multicast service will be automatically terminated at the end of the one (1) month testing period.
4. Customers may choose to end the testing at any point in time without any additional charges by providing Singtel the prevailing notice period for the respective service.
5. Each customer can test each service under the POC scheme only once unless the customer is able to provide evidence of failure in the POC test, a change in their network equipment or cloud provider [during the period when the POC scheme is available] such that they would need to test the service again.
6. There is no limit to the number of services each customer can test under the POC scheme. It will be up to Singtel's discretion to determine the bandwidths provided to each customer to test under the POC scheme.
7. The services provided under the POC scheme are solely for testing purposes.
8. All circuits under the POC scheme must terminate at either the customer's premises or the customer's POP in a data centre.
9. The customer shall not resell the service(s) 'as is' or as a standalone service or resell the service(s) as part of its own network services.
10. The services offered under the POC scheme are subject to resource availability.
11. At the end of the test period, customers can choose to terminate or continue using the service(s) by signing on for at least the minimum prevailing contract term. For the avoidance of doubt, should the customer wish to relocate the service(s), the prevailing relocation charges shall apply.
12. **(With effect from 10 January 2023)** All other terms and conditions of the Meg@POP Secure Internet, Meg@POP Cloud Connect, Meg@POP IPVPN eLite, Meg@POP IPVPN EthernetLink, Meg@POP Multicast, Meg@POP Ethernet Line, Meg@POP mLink, MetroEthernet, SIP Trunking, Singtel UC Connector and BizVoice services shall apply.

Eligibility:

The POC scheme is only available to customers who are new to the service unless the customer is able to provide evidence of a change in their network equipment or cloud provider such that they would need to test the service. For the Meg@POP Multicast + Access service, it can be made available to customers who are new to the Meg@POP Multicast service but are already subscribing to Meg@POP IPVPN eLite and/or Meg@POP IPVPN EthernetLink.