

As of 18 February 2025

**Effective Date:** 18 February 2025

**Name of Service:** Singtel Gigawave, ISDN, Meg@POP and MetroEthernet service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised Gigawave, ISDN, Meg@POP and MetroEthernet Service Scheme (**Customised Scheme**)

**Prices (including discounts):**

a) MetroEthernet

Point-to-Point (PTP)

Bandwidths	Minimum Quantity (circuits)	Monthly Recurring Charge (MRC) (\$ per circuit)		
		Contract Term		
		1 year	2 years	3 years
2 Mbps	50	\$630	\$580	\$551
4 Mbps		\$810	\$740	\$703
6 Mbps		\$1,020	\$950	\$903
8 Mbps		\$1,040	\$960	\$912
10 Mbps		\$1,110	\$969	\$921
20 Mbps		\$1,180	\$1,080	\$1,026
30 Mbps		\$1,370	\$1,250	\$1,187
40 Mbps		\$1,620	\$1,437	\$1,365
50 Mbps		\$1,980	\$1,820	\$1,729
60 Mbps		\$2,220	\$2,040	\$1,938
70 Mbps		\$2,460	\$2,260	\$2,147
80 Mbps		\$2,750	\$2,650	\$2,518
90 Mbps		\$2,750	\$2,650	\$2,518
100 Mbps		\$2,950	\$2,720	\$2,584
200 Mbps		\$3,100	\$2,850	\$2,708
300 Mbps		\$3,230	\$2,970	\$2,822
400 Mbps		\$3,300	\$3,050	\$2,898
500 Mbps		\$3,440	\$3,180	\$3,021
600 Mbps		\$3,660	\$3,390	\$3,221
700 Mbps	\$3,900	\$3,610	\$3,430	
800 Mbps	\$4,010	\$3,890	\$3,696	
900 Mbps				

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**PTP One-Time Charge (OTC)**

<b>Bandwidth</b>	<b>OTC (\$ per circuit)</b>	
	<b>Contract Term</b>	
	<b>1 year</b>	<b>2 / 3 years</b>
2 – 8 Mbps	Standard: \$1,000 Express: \$1,500	Standard: Waived Express: \$1,000
≥ 10 Mbps	Standard: \$2,000 Express: \$3,000	Standard: Waived Express: \$2,000

**Point-to-Point and Point-to-Multipoint (PTMP) External Relocation OTC**

<b>Bandwidth</b>	<b>External Relocation OTC (\$ per site)</b>
2 – 8 Mbps	Standard: \$500 Express: \$1,000
≥ 10 Mbps	Standard: \$1,000 Express: \$2,000

**PTMP Tail-End**

<b>Bandwidths</b>	<b>Minimum Quantity (circuits)</b>	<b>MRC (\$ per circuit)</b>			<b>OTC (\$ per circuit)</b>
		<b>Contract Term</b>			
		<b>1 year</b>	<b>2 years</b>	<b>3 years</b>	
2 Mbps	45	\$466	\$452	\$438	Standard: Waived Express: \$1,000
4 Mbps		\$553	\$536	\$520	
6 Mbps		\$720	\$698	\$677	
8 Mbps		\$758	\$735	\$713	
10 Mbps		\$857	\$831	\$806	Standard: Waived Express: \$2,000

**PTMP Head-End**

<b>Bandwidth</b>	<b>Maximum Quantity (circuits)</b>	<b>Contract Term</b>	<b>MRC (\$ per circuit)</b>	<b>OTC (\$ per circuit)</b>
1,000 Mbps	2	1 year	Waived	Standard: Waived Express: \$2,000

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Bandwidth	Minimum Quantity (circuits)	MRC (\$ per circuit)			OTC (\$ per circuit)	
		Contract Term			Contract Term	
		1 year	2 years	3 years	1 year	2 / 3 years
50 Mbps	1	\$1,690	\$1,606	\$1,525	Standard: \$2,000 Express: \$3,000	Standard: Waived Express: \$2,000

b) Gigawave

Service	Minimum Quantity (circuits)	MRC (\$ per circuit)		
		Contract Term		
		1 year	2 years	3 years
1.25 Gbps Gigawave	N.A.	\$4,426	\$4,205	\$3,995
2 Gbps Gigawave	N.A.	\$5,160	\$4,639	\$4,424
2 Gbps Gigawave with Path Diversity	N.A.	\$5,935	\$5,638	\$5,356
10 Gbps Gigawave	3	\$5,486	\$4,931	\$4,703
10 Gbps Gigawave with Path Diversity	N.A.	\$6,584	\$6,254	\$5,942

Gigawave OTC

Standard OTC (\$ per circuit)		
Contract Term		
1 year	2 years	3 years
\$3,600	\$3,420	\$3,240

c) Meg@POP

Service	Minimum Quantity (circuits)	Contract Term	MRC (\$ per circuit)
5 Mbps Meg@POP IPVPN eLite	N.A.	1 year	\$130
256 Kbps Meg@POP IPVPN EthernetLink			\$358
512 Kbps Meg@POP IPVPN EthernetLink			\$358
1 Mbps Meg@POP IPVPN EthernetLink			\$418

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2 Mbps – 6 Mbps Meg@POP IPVPN EthernetLink			\$440
10 Mbps Meg@POP IPVPN EthernetLink			\$470
100 Mbps Meg@POP IPVPN EthernetLink			\$1,238
512 Kbps Meg@POP IPVPN EthernetLink Disaster Recovery ( <b>DR</b> )			\$270
100 Mbps Meg@POP IPVPN EthernetLink DR			\$1,026
3 Mbps Meg@POP IPVPN EthernetLink Exchange Diversity			\$380

d) ISDN

Service	Minimum Quantity	MRC (\$ per circuit)			OTC (\$ per circuit)
		Contract Term			
		1 year	2 years	3 years	
ISDN30	N.A.	\$308	\$291.60	\$267.14	\$1,215 (all zones)
ISDN30 Exchange Diversity		\$360	\$342	\$324	Waived
ISDN30 DDI (block of 10 numbers)		\$9	\$8.55	\$8.10	\$76.50
ISDN30 Caller Number Display		\$72	\$68.40	\$64.80	\$180
ISDN30 Caller Number Non-Display		\$72	\$68.40	\$64.80	\$180
ISDN30 Multi Line Hunting		\$31.50	\$29.93	\$28.35	\$135

Express OTC will be double the standard OTC unless otherwise specified.

The customised tariffs will be applicable to all new, renewed and upgraded services subscribed under the Customised Scheme.

The customised tariffs for MetroEthernet PTMP services will also be applicable to all downgraded services, subject to the following:

- a. the service has fulfilled its contract term; and
- b. the following OTC will be applicable:

Services	OTC (\$ per circuit)
2 Mbps – 8 Mbps MetroEthernet PTMP Tail-End	Standard: \$200 Express: \$400

10 Mbps MetroEthernet PTMP Tail-End	
1000 Mbps MetroEthernet MTMP Head-End	

The customer will enjoy a tiered rebate every six (6) months on ISDN, Meg@POP, MetroEthernet and Gigawave services based on spending on Singtel, Singtel Mobile and SingNet services in the same period as follows:

<b>Total spending with Singtel, Singtel Mobile and SingNet per 6 months basis (S\$)</b>	<b>Rebate on ISDN, Meg@POP, MetroEthernet and Gigawave services (%)</b>
\$2,400,000 – \$2,499,999	4.00%
\$2,500,000 – \$2,999,999	5.00%
\$3,000,000 – \$3,999,999	6.00%
\$4,000,000 – \$4,999,999	7.00%
≥ \$5,000,000	7.00% (maximum)

In order to enjoy the above tiered rebate, the customer shall maintain a minimum spend of \$600,000 on ISDN, Meg@POP, MetroEthernet and Gigawave services in the same six (6) months period.

### **Key Terms and Conditions**

1. The contract term of the Customised Scheme is three (3) years with an option to extend on a yearly basis for up to two (2) years.
2. The contract term of the services subscribed under the Customised Scheme is as specified in the pricing table.
3. The customer shall subscribe to the minimum quantity as specified in the pricing table above.
4. Services subscribed and spending by the customer and its related companies can be combined to meet the minimum quantity and spending required under the Customised Scheme.
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. During the contract term of the Customised Scheme, the customer may migrate any existing MetroEthernet PTMP Tail-End circuit subscribed under the Customised Scheme to MetroEthernet PTP circuit, subject to the following:
  - a. the contract term of the existing MetroEthernet PTMP service is three (3) years;
  - b. the migrated MetroEthernet PTP service shall have a higher MRC than the existing MetroEthernet PTMP service; and

- c. the contract term of the migrated MetroEthernet PTP service is as follows:

<b>Remaining contract term of existing MetroEthernet PTMP circuit (x)</b>	<b>Contract term for the migrated MetroEthernet PTP circuit</b>
$x > 2$ years	3 years
$1 \text{ year} < x \leq 2$ years	$\geq 2$ years
$x \leq 1$ year	$\geq 1$ year

8. For MetroEthernet and Gigawave services, any cancellation prior to service installation will be subject to standard OTC as per the MetroEthernet and Gigawave OTC pricing tables.
9. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
10. No other discounts, including term and volume discounts, shall be applicable to the Customised Scheme.
11. All other standard prices, terms and conditions of the Singtel Gigawave, ISDN, Meg@POP and MetroEthernet services 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 PTC of the respective service(s) will apply.

The customer is eligible for one (1) free 10 Gbps Gigawave with Path Diversity service if the customer subscribes to at least one (1) 10 Gbps Gigawave service under the Customised Scheme.

If the customer terminates the above mentioned 10 Gbps Gigawave service during the contract term of the service, the customer will have to either:

- a. terminate the free 10 Gbps Gigawave with Path Diversity service; or
- b. choose to convert the free 10 Gbps Gigawave with Path Diversity service to existing prices under the Customised Scheme or prevailing list price. If the customer chooses to convert the service, the service shall continue its remaining contract term and prevailing premature termination charge (**PTC**) shall apply.

PTC will be waived for existing service(s) subscribed outside of the Customised Scheme that are renewed early under the Customised Scheme.

During the contract term of the Customised Scheme, the customer is eligible for PTC waiver of up to seven (7) MetroEthernet PTP services and up to five (5) MetroEthernet PTMP Tail-Ends subscribed under the Customised Scheme, subject to the following:

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- a. the contract term of the service is two (2) and/or three (3) years; and
- b. the service has fulfilled at least one (1) year of its contract term.

During the contract term of the Customised Scheme, the customer is eligible for PTC waiver of one (1) existing 10 Gbps Gigawave service (subscribed under this Customised Scheme, other customised schemes, promotions and/or list price) when downgraded to 2 Gbps Gigawave service under the Customised Scheme, subject to the following:

- a. the 10 Gbps Gigawave service has fulfilled at least one (1) year of its contract term; and
- b. the contract term of the downgraded 2 Gbps Gigawave service is as follows:

<b>Remaining contract term of existing 10 Gbps Gigawave service</b>	<b>Contract term for the downgraded 2 Gbps Gigawave service</b>
1 year < x ≤ 2 years	≥ 2 years
x ≤ 1 year	≥ 1 year

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

**Eligibility:**

The Customised Scheme is available to all similarly situated customers and their related companies who satisfy the following criteria:

- a. currently has a minimum revenue spend of \$4 million on Singtel, Singtel Mobile and SingNet services in the last 12 months prior to the start date of the customer's agreement; and
- b. accept the terms and conditions of the Customised Scheme in its entirety.