

**Effective date:** 29 October 2009

**Name of service:** SingTel ISDN, DigiNet, ALLC, MetroEthernet, GigawaveLite and Meg@POP. *For additional details, refer to [www.singtel.com](http://www.singtel.com) under "Business Customers"*

**Description:** Waiver of premature termination charge (PTC) and one-time installation charge (OTC)

- Waiver of up to 100% of the PTC and OTC for service upgrade(s)
- All upgraded contracts will be deemed as new contracts with effect from the date the service is upgraded.
- The terms and conditions of the specific product shall apply to the new contract.

**Suspension and Termination Provisions:** *refer to <http://www.singtel.com> under "Business Customers"*

**Eligibility:**

- The waiver only applies to ISDN, DigiNet, ALLC, MetroEthernet, GigawaveLite or Meg@POP service upgrades within the same suite of services or an upgrade to a MetroEthernet, GigawaveLite or Meg@POP service.
- The service upgrade should result in an increase in the remaining contract value per circuit. If the per circuit value of the new contract is lower than the per circuit value of the remaining contract, the service upgrade shall not be eligible for the waiver(s). We provide the following scenarios to illustrate services upgrades that are eligible for the waiver(s):
  - an upgrade to a service tier with a higher price per circuit; or
  - a change to another service within the same product group that has a higher price per circuit.
- The waiver(s) shall not apply if the circuit price of the new service is lower than that of the existing service arising from price revisions or promotions.
- Waiver(s) of PTC and OTC shall be done on a per circuit basis e.g. the combination of multiple low speed circuits to upgrade to a single high speed circuit will result in only one (1) low speed circuit being eligible for the waiver(s). The remaining low speed circuits will be subject to PTC.

- The service upgrade should not involve any re-location of services.