

**Effective Date:** 2 October 2008

**Name of Service:** MetroEthernet Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com) under "Business Customers"*

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

**Prices (including discounts):**

(With effect from 16 April 2010)

<b>Point-to-MultiPoint Service</b>	<b>Monthly Recurring Charge (Standard)</b>	<b>Monthly Recurring Charge (Exchange Diversity)</b>
1000Mbps Head End	Waived	\$5,500
10Mbps Tail End	\$1,494	\$1,909
20Mbps Tail End	\$1,660	\$2,158
30Mbps Tail End	\$1,743	\$2,241
40Mbps Tail End	\$1,760	\$2,320
50Mbps Tail End	\$1,840	\$2,400
100Mbps Tail End	\$2,880	\$3,760

<b>Point-to-Point Service</b>	<b>Monthly Recurring Charge (Standard)</b>	<b>Monthly Recurring Charge (one-end Exchange Diversity)</b>	<b>Monthly Recurring Charge (both ends Exchange Diversity)</b>
50Mbps	\$2,880	\$3,760	\$4,640
100Mbps	\$4,800	\$6,240	\$7,680

1. The minimum contract term for the Customised Scheme is two (2) years.
2. The minimum contract term for each circuit subscribed under the Customised Scheme is two (2) years.
3. (With effect from 24 November 2009) The one-time charge for all Point-to-Point and Point-to-MultiPoint MetroEthernet services, including bandwidths that are not listed above, is \$2,000.

**Terms and Conditions:**

1. There will be no auto renewal of the Customised Scheme. For any services required after the expiry of the agreement, the customer will have to re-negotiate the terms and conditions with SingTel.
2. Tail-end circuits subscribed under the Customised Scheme must be connected to head-ends at either of the customer's two (2) pre-specific locations.
3. Services subscribed under the Customised Scheme are subjected to resource availability. If any remote access facilities are required or for any customisation requirements, the customer will be quoted separately.
4. (With effect from 16 April 2010) SingTel reserves the right to upgrade the head-end circuit to a higher bandwidth at no additional charge to the customer. For the avoidance of doubt, SingTel will upgrade the head-end to a higher bandwidth when all existing head-end circuits are at least 80% loaded. SingTel will only activate a new head-end circuit(s) at the location when the existing head-end circuits have been upgraded to 1000M and are 100% loaded. The customer shall be liable for the one-time installation charge for the activation of the new head-end circuit(s).
5. The customer is not allowed to resell the service subscribed under the Customised Scheme.
6. All other terms and conditions of the SingTel MetroEthernet service shall apply.

**Suspension and Termination Provisions:**

1. In the event that the customer terminates the Customised Scheme prior to the expiry of the Customised Scheme contract term, the circuit prices including the head-end circuit will revert to the list price. If termination occurs during the 18-months ramp-up period, the customer will not be subjected to any shortfall payment. If termination occurs after the 18-month period and the customer fails to meet the 200M commitment, the customer will be required to pay SingTel the remaining bandwidth commitment based on \$2,150 per 10M tail-end circuit for the remaining month of the contract term. If termination occurs after the 18-mth period and the customer meets the 200M commitment, the customer will not be subject to any shortfall payment.

**Eligibility:**

The Customised Scheme will be offered to any customer who satisfies the following criteria:

- currently has or is willing to commit to a minimum annual spend of \$8M on SingTel services of which at least \$3M is on domestic data services. For the avoidance of count, domestic data services comprise MetroEthernet, GigawaveLite, DigiNet,

Meg@POP, ISDN, Analogue Leased Line, Videosonic and LATM services;

- commits to a total minimum bandwidth of 200Mbps from the subscription of point-to-multipoint tail-end circuits (with or without exchange diversity) within 18 months from the date of the IDA's approval failing which the Customer shall be required to pay SingTel the remaining bandwidth commitment based on \$2,150 per 10M tail-end circuit;
- commits to maintaining a total minimum bandwidth of 200Mbps from the subscription of point-to-multipoint tail-end circuits (with or without exchange diversity) from months 19 to 24 failing which the Customer shall be required to pay SingTel the remaining bandwidth commitment based on \$2,150 per 10M tail-end circuit;
- (With effect from 16 April 2010) commits to a minimum additional Point-to-Multipoint tail-end bandwidth of 300Mbps within one (1) year from the date the agreement/ revision is signed failing which the customer will be liable for the shortfall chargeable at \$1,494 per 10Mbps; and
- accepts the terms and conditions of the Customised Scheme in its entirety.