

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

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

Prices (including discounts):

This scheme offers a waiver of up to 100% of the PTC and OTC for service upgrade or migration subject to the following conditions.

1. (With effect from 27 February 2012) Upgrades within the same suite of services:
 - (a) Where the new service has a higher monthly recurring charge (**MRC**) than the existing service, the customer will not be required to renew the circuit contract term. For the avoidance of doubt, the upgraded circuit need only complete the remaining contract term.
 - (b) Where the new service has a lower MRC than the existing service, the customer will be required to renew the circuit contract term such that the new contract value is higher than the remainder of the existing contract value.
 - (c) The waiver will only apply to upgrades within the same suite of services for the following services:
 - ALLC
 - DigiNet
 - GigawaveLite
 - ISDN
 - Meg@POP
 - MetroEthernet
 - WebNet
 - (With effect from 26 March 2012) Videosonic
2. (With effect from 27 February 2012) Migrations¹/ upgrades to a different service:
 - (a) These will be deemed as new contracts on a minimum one (1) year contract term with effect from the date the service is migrated/ upgraded.

¹ For the purpose of the waiver, an 'upgrade' will be deemed as an increase in bandwidth regardless of whether it is on a different service or not; and a migration will be deemed as a change in service at the same or lower bandwidth

- (b) The new contract value must be higher than the remaining contract value of the existing service.
- (c) The waiver will only apply to migrations/ upgrades for the following services:
 - GigawaveLite
 - MegaPOP EVPL EthernetLink
 - MegaPOP EVPN EthernetLink
 - MegaPOP IPVPN eLite
 - MegaPOP IPVPN EthernetLink
 - MegaPOP IPVPN mLink
 - MetroEthernet
 - Webnet

3. (With effect from 27 February 2012) Exceptions

- (a) When upgrading from another service to E-Access, there will be no waiver of the E-Access OTC.
- (b) When upgrading from E-Access to another service, there will be no waiver of the E-Access PTC.

Terms and Conditions:

1. (With effect from 27 February 2012) The service migration/ upgrade should result in an increase in the new MRC or remaining contract value. We provide the following scenarios to illustrate services migration/ upgrades that are eligible for the waiver(s):
 - (a) An upgrade to a service tier [within the same suite of services] with a higher MRC or higher contract value; or
 - (b) A migration/ upgrade to another service that has a higher MRC with a minimum one-year contract term.
2. The waiver(s) shall not apply if the contract value of the new service is lower than that of the existing service arising from price revisions or promotions.
3. (With effect from 27 February 2012) The prevailing relocation charge of the migrated/ upgraded service shall apply.
4. 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.

Suspension and Termination Provisions:

refer to <http://www.singtel.com>

Eligibility:

Retail customers