

Effective Date:

16 April 2010

Name of Service:

Meg@POP, MetroEthernet and GigawaveLite Services. For additional details, refer to www.singtel.com under "Business Customers"

Description:

Customised Meg@POP, MetroEthernet, GigawaveLite Service Scheme (Customised Scheme)

Prices (including discounts):

a. Standard EthernetLink

Bandwidth	OTC (Standard)	OTC (Express)	MRC (6 months)	MRC (12 & 18 months)	MRC (24 months)
64kbps	665	1,330	947	536	480
128kbps	665	1,330	947	536	480
256kbps	665	1,330	947	536	480
512kbps	665	1,330	947	536	480
768kbps	665	1,330	1,158	655	587
1Mbps	665	1,330	1,158	655	587
1.5Mbps	665	1,330	1,221	690	619
2Mbps	665	1,330	1,221	690	619
3Mbps	1,750	3,500	1,221	690	619
4Mbps	1,750	3,500	1,221	773	689
5Mbps	1,750	3,500	1,221	773	689
6Mbps	1,750	3,500	1,221	773	689
7Mbps	1,750	3,500	1,221	773	689
8Mbps	1,750	3,500	1,221	773	689

9Mbps	1,750	3,500	1,221	773	689
10Mbps	1,750	3,500	1,221	773	689
20Mbps	1,750	3,500	1,221	773	689
30Mbps	1,750	3,500	1,368	867	772
40Mbps	1,750	3,500	1,474	933	831
50Mbps	1,750	3,500	1,579	1,000	891
60Mbps	1,750	3,500	1,895	1,200	1,069
70Mbps	1,750	3,500	1,895	1,200	1,069
80Mbps	1,750	3,500	2,526	1,600	1,425
90Mbps	1,750	3,500	2,526	1,600	1,425
100Mbps	1,750	3,500	2,947	1,867	1,663
200Mbps	1,750	3,500	4,211	2,667	2,375
300Mbps	1,750	3,500	6,316	4,000	3,563
400Mbps	1,750	3,500	8,421	5,333	4,750
500Mbps	1,750	3,500	10,526	6,667	5,938
600Mbps	1,750	3,500	12,632	8,000	7,125
700Mbps	1,750	3,500	13,684	8,667	7,719
800Mbps	1,750	3,500	14,737	9,333	8,313
900Mbps	1,750	3,500	15,789	10,000	8,906
1Gbps	1,750	3,500	16,842	10,667	9,500

b. Enhanced EthernetLink

Bandwidth	OTC (Standard)	OTC (Express)	MRC (6 months)	MRC (12 & 18 months)	MRC (24 months)
3Mbps	1,750	3,500	1,381	1,036	929
4Mbps	1,750	3,500	1,547	1,160	1,033

5Mbps	1,750	3,500	1,547	1,160	1,033
6Mbps	1,750	3,500	1,547	1,160	1,033
7Mbps	1,750	3,500	1,547	1,160	1,033
8Mbps	1,750	3,500	1,547	1,160	1,033
9Mbps	1,750	3,500	1,547	1,160	1,033
10Mbps	1,750	3,500	1,547	1,160	1,033
20Mbps	1,750	3,500	1,547	1,160	1,033
30Mbps	1,750	3,500	1,742	1,307	1,164
40Mbps	1,750	3,500	1,956	1,467	1,306
50Mbps	1,750	3,500	1,956	1,467	1,306
60Mbps	1,750	3,500	2,489	1,867	1,663
70Mbps	1,750	3,500	2,489	1,867	1,663
80Mbps	1,750	3,500	3,200	2,400	2,138
90Mbps	1,750	3,500	3,200	2,400	2,138
100Mbps	1,750	3,500	3,733	2,800	2,494
200Mbps	1,750	3,500	5,333	4,000	3,563
300Mbps	1,750	3,500	8,000	6,000	5,344
400Mbps	1,750	3,500	9,778	7,333	6,531
500Mbps	1,750	3,500	10,667	8,000	7,125
600Mbps	1,750	3,500	12,444	9,333	8,313
700Mbps	1,750	3,500	13,333	10,000	8,906
800Mbps	1,750	3,500	14,222	10,667	9,500
900Mbps	1,750	3,500	15,111	11,333	10,094
1Gbps	1,750	3,500	16,000	12,000	10,688

c. EthernetLink with Exchange Diversity

Bandwidth	OTC (Standard)	OTC (Express)	MRC (6 months)	MRC (12 & 18 months)	MRC (24 months)
64kbps	665	1,330	929	696	624
128kbps	665	1,330	929	696	624
256Kbps	665	1,330	929	696	624
512Kbps	665	1,330	929	696	624
768Kbps	665	1,330	1,135	851	763
1Mbps	665	1,330	1,135	851	763
1.5Mbps	665	1,330	1,444	1,083	971
2Mbps	665	1,330	1,444	1,083	971
3Mbps	1,750	3,500	1,571	1,179	1,057
4Mbps	1,750	3,500	1,760	1,320	1,176
5Mbps	1,750	3,500	1,760	1,320	1,176
6Mbps	1,750	3,500	1,760	1,320	1,176
7Mbps	1,750	3,500	1,760	1,320	1,176
8Mbps	1,750	3,500	1,760	1,320	1,176
9Mbps	1,750	3,500	1,760	1,320	1,176
10Mbps	1,750	3,500	1,760	1,320	1,176
20Mbps	1,750	3,500	1,760	1,320	1,176
30Mbps	1,750	3,500	2,133	1,600	1,425
40Mbps	1,750	3,500	2,133	1,600	1,425
50Mbps	1,750	3,500	2,311	1,733	1,544
60Mbps	1,750	3,500	2,844	2,133	1,900
70Mbps	1,750	3,500	2,844	2,133	1,900
80Mbps	1,750	3,500	3,733	2,800	2,494

90Mbps	1,750	3,500	3,733	2,800	2,494
100Mbps	1,750	3,500	4,267	3,200	2,850
200Mbps	1,750	3,500	6,044	4,533	4,038
300Mbps	1,750	3,500	8,889	6,667	5,938
400Mbps	1,750	3,500	11,200	8,400	7,481
500Mbps	1,750	3,500	12,444	9,333	8,313
600Mbps	1,750	3,500	14,044	10,533	9,381
700Mbps	1,750	3,500	15,111	11,333	10,094
800Mbps	1,750	3,500	16,356	12,267	10,925
900Mbps	1,750	3,500	17,422	13,067	11,638
1Gbps	1,750	3,500	18,489	13,867	12,350

d. Auto-backup

Bandwidth	OTC (Standard)	OTC (Express)	MRC (6 months)	MRC (12 & 18 months)	MRC (24 months)
64kbps	665	1,330	435	326	277
128kbps	665	1,330	435	326	277
256kbps	665	1,330	435	326	277
512kbps	665	1,330	435	326	277
768kbps	665	1,330	463	347	295
1Mbps	665	1,330	463	347	295
1.5Mbps	665	1,330	543	407	346
2Mbps	665	1,330	543	407	346
3Mbps	1,750	3,500	762	571	500
4Mbps	1,750	3,500	895	671	588
5Mbps	1,750	3,500	895	671	588

6Mbps	1,750	3,500	895	671	588
7Mbps	1,750	3,500	895	671	588
8Mbps	1,750	3,500	895	671	588
9Mbps	1,750	3,500	895	671	588
10Mbps	1,750	3,500	895	671	588
20Mbps	1,750	3,500	895	671	588
30Mbps	1,750	3,500	990	743	650
40Mbps	1,750	3,500	1,067	800	700
50Mbps	1,750	3,500	1,143	857	750
60Mbps	1,750	3,500	1,524	1,143	1,000
70Mbps	1,750	3,500	1,524	1,143	1,000
80Mbps	1,750	3,500	1,905	1,429	1,250
90Mbps	1,750	3,500	1,905	1,429	1,250
100Mbps	1,750	3,500	2,286	1,714	1,500
200Mbps	1,750	3,500	3,048	2,286	2,000
300Mbps	1,750	3,500	4,000	3,000	2,625
400Mbps	1,750	3,500	4,571	3,429	3,000
500Mbps	1,750	3,500	4,762	3,571	3,125
600Mbps	1,750	3,500	5,714	4,286	3,750
700Mbps	1,750	3,500	6,286	4,714	4,125
800Mbps	1,750	3,500	6,667	5,000	4,375
900Mbps	1,750	3,500	7,238	5,429	4,750
1Gbps	1,750	3,500	7,619	5,714	5,000

e. Auto-backup with Exchange Diversity

Bandwidth	OTC (Standard)	OTC (Express)	MRC (6 months)	MRC (12 & 18 months)	MRC (24 months)
64kbps	665	1,330	497	373	317
128kbps	665	1,330	497	373	317
256kbps	665	1,330	497	373	317
512kbps	665	1,330	497	373	317
768kbps	665	1,330	540	405	344
1Mbps	665	1,330	540	405	344
1.5Mbps	665	1,330	668	501	426
2Mbps	665	1,330	668	501	426
3Mbps	1,750	3,500	990	743	650
4Mbps	1,750	3,500	1,143	857	750
5Mbps	1,750	3,500	1,143	857	750
6Mbps	1,750	3,500	1,429	1,071	938
7Mbps	1,750	3,500	1,429	1,071	938
8Mbps	1,750	3,500	1,524	1,143	1,000
9Mbps	1,750	3,500	1,524	1,143	1,000
10Mbps	1,750	3,500	1,524	1,143	1,000
20Mbps	1,750	3,500	1,524	1,143	1,000
30Mbps	1,750	3,500	1,905	1,429	1,250
40Mbps	1,750	3,500	1,905	1,429	1,250
50Mbps	1,750	3,500	2,095	1,571	1,375
60Mbps	1,750	3,500	2,476	1,857	1,625
70Mbps	1,750	3,500	2,476	1,857	1,625
80Mbps	1,750	3,500	3,238	2,429	2,125

90Mbps	1,750	3,500	3,238	2,429	2,125
100Mbps	1,750	3,500	3,619	2,714	2,375
200Mbps	1,750	3,500	3,810	2,857	2,500
300Mbps	1,750	3,500	4,762	3,571	3,125
400Mbps	1,750	3,500	5,714	4,286	3,750
500Mbps	1,750	3,500	6,667	5,000	4,375
600Mbps	1,750	3,500	7,429	5,571	4,875
700Mbps	1,750	3,500	8,000	6,000	5,250
800Mbps	1,750	3,500	8,571	6,429	5,625
900Mbps	1,750	3,500	9,333	7,000	6,125
1Gbps	1,750	3,500	9,905	7,429	6,500

f. Disaster Recovery

Bandwidth	OTC (Standard)	OTC (Express)	MRC (6 months)	MRC (12 & 18 months)	MRC (24 months)
64kbps	665	1,330	618	463	394
128kbps	665	1,330	618	463	394
256kbps	665	1,330	618	463	394
512kbps	665	1,330	618	463	394
768kbps	665	1,330	755	566	481
1Mbps	665	1,330	755	566	481
1.5Mbps	665	1,330	922	691	588
2Mbps	665	1,330	922	691	588
3Mbps	1,750	3,500	895	671	588
4Mbps	1,750	3,500	895	671	588
5Mbps	1,750	3,500	895	671	588

6Mbps	1,750	3,500	895	671	588
7Mbps	1,750	3,500	895	671	588
8Mbps	1,750	3,500	895	671	588
9Mbps	1,750	3,500	895	671	588
10Mbps	1,750	3,500	895	671	588
20Mbps	1,750	3,500	895	671	588
30Mbps	1,750	3,500	990	743	650
40Mbps	1,750	3,500	1,067	800	700
50Mbps	1,750	3,500	1,143	857	750
60Mbps	1,750	3,500	1,524	1,143	1,000
70Mbps	1,750	3,500	1,524	1,143	1,000
80Mbps	1,750	3,500	1,905	1,429	1,250
90Mbps	1,750	3,500	1,905	1,429	1,250
100Mbps	1,750	3,500	2,286	1,714	1,500
200Mbps	1,750	3,500	3,429	2,571	2,250
300Mbps	1,750	3,500	4,571	3,429	3,000
400Mbps	1,750	3,500	6,095	4,571	4,000
500Mbps	1,750	3,500	7,238	5,429	4,750
600Mbps	1,750	3,500	7,619	5,714	5,000
700Mbps	1,750	3,500	8,571	6,429	5,625
800Mbps	1,750	3,500	8,571	6,429	5,625
900Mbps	1,750	3,500	9,524	7,143	6,250
1Gbps	1,750	3,500	10,476	7,857	6,875

g. Class of Service

Bandwidth	OTC	Business Class (MRC)			Premium nRT (MRC)			Premium RT (MRC)		
		6 months	12 & 18 months	24 months	6 months	12 & 18 months	24 months	6 months	12 & 18 months	24 months
64Kbps – 1Mbps	100	51	39	30	101	77	60	150	115	90
2Mbps	100	101	77	60	199	153	120	299	160	144
3Mbps	100	150	115	90	299	230	180	449	240	216
4Mbps	100	199	153	120	398	306	239	597	320	288
5Mbps	100	250	192	150	498	383	299	747	400	360
6Mbps	100	299	230	180	597	459	359	896	480	432
7Mbps	100	349	268	209	697	536	418	1046	560	504
8Mbps	100	398	306	239	796	612	478	1194	640	576
9Mbps	100	475	360	285	948	720	569	1423	720	648
10Mbps	100	527	400	316	1053	800	632	1580	800	720
20Mbps	100	896	689	538	1475	1000	885	2106	1600	1440
30Mbps	100	948	729	569	1685	1296	1011	2370	1823	1422
40Mbps	100	1001	770	601	1896	1458	1138	2633	2025	1580
50Mbps	100	1053	810	632	2106	1620	1264	2897	2228	1738
60Mbps	100	1224	941	734	2446	1881	1468	3335	2565	2001
70Mbps	100	1334	1026	801	2668	2000	1601	3613	2779	2168
80Mbps	100	1446	1112	867	2890	2000	1734	3891	2993	2335
90Mbps	100	1557	1197	934	3113	2000	1734	4170	3207	2501
100Mbps	100	1668	1283	1001	3335	2000	1734	4446	3420	2668
200Mbps	100	2548	1960	1864	5096	3500	3200	6370	4900	4659

300Mbps	100	3185	2450	2330	7007	5390	5125	8281	6370	6056
400Mbps	100	3822	2940	2796	8918	6860	6522	9555	7250	6988
500Mbps	100	4459	3430	3261	10829	8330	7920	11466	8820	8386
600Mbps	100	5096	3920	3727	12740	9800	9317	13377	10290	9783
700Mbps	100	5733	4410	4193	15288	11760	11181	15925	12250	11647
800Mbps	100	6625	5096	4845	17836	13720	13044	18473	14210	13510
900Mbps	100	7644	5880	5591	20384	15680	14907	21021	16170	15373
1Gbps	100	8918	6860	6522	22932	17640	16771	23569	18130	17237

h. MetroEthernet Point-to-Point

Bandwidth	MRC			OTC		
	1 year contract term	Site Charge	Link Charge	Channel Charge		
10Mbps	2300					
20Mbps	2500					
30Mbps	2900					
40Mbps	3300					
50Mbps	3600					
60Mbps	4100	1000	1000	1000		
70Mbps	4600					
80Mbps	5100					
90Mbps	5600					
100Mbps	6000					

i. GigawaveLite

Service	OTC	MRC		
		1 year contract term	2 years contract term	3 years contract term
1.25Gbps protected with Exchange Diversity	Prevailing list price	10500	9240	8190
1.25Gbps protected		8077	7108	6300
1.25Gbps unprotected with Exchange Diversity		7000	6160	5460
1.25Gbps unprotected		5385	4739	4200

1. The minimum contract term for the Customised Scheme is three (3) years.
2. The customised Service Level Guarantees (SLGs) for the Meg@POP services are as follows:
 - a) resolve the service interruption within two (2) hours for at least 40% of the incidents reported in each month;
 - b) resolve the service interruption within four (4) hours for at least 60% of the incidents reported in each month; and
 - c) resolve the service interruption within three (3) working days for all the incidents reported in each month.
3. In the event that either of the above timelines is not met, the customer is entitled to a rebate of 10% of the monthly recurring charge for each circuit that did not meet the SLG(s).
4. For the avoidance of doubt, the standard Meg@POP SLG applies.

Terms and Conditions:

1. In the event that the customer fails to meet the volume or revenue commitment, all prices will revert to the list price and the customised SLG will be removed.
2. There shall be no auto-renewal for the Customised Scheme.
3. For any service that is required after the end of the Customised Scheme contract term, SingTel and the customer shall negotiate a new agreement.
4. The customer shall not resell the services subscribed under the Customised Scheme “as is” or as standalone Meg@POP, MetroEthernet and GigawaveLite services but may use the services as part of its own network to offer its own services (**Bundled Services**) to the government agencies under the Standard Operating Environment (SOE) project. For the avoidance of doubt, EDS may sell the Bundled Services itself or

via a third party so long as the end user is a government agency under the SOE project.

5. No other discounts, including but not limited to term, volume and discretionary discounts, will apply to the Customised Scheme unless indicated otherwise.
6. All other terms and conditions of the SingTel Meg@POP, MetroEthernet and GigawaveLite services shall apply.

Suspension and Termination Provisions:

1. In the event that the customer terminates the Customised Scheme prior to the end of the contract term, the customer will be liable for a premature termination charge of 100% on all the existing circuits at the point of termination.
2. In the event that the customer terminates a circuit subscribed under the Customised Scheme prior to the end of the contract term, the customer shall be liable for the prevailing premature termination charges.

Eligibility:

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

- has been awarded the SOE tender;
- re-contracts at least 300 existing Meg@POP circuits on a 2-year contract. For the avoidance of doubt, the customer may not downgrade the circuits to be re-contracted;
- subscribes to at least 150 additional Meg@POP circuits within six (6) months from the date of the agreement or by 31 October 2010 whichever is later;
- in the event that the customer does not have sufficient Meg@POP circuits to meet the second criteria or is a new customer, the customer is required to subscribe to at least 450 Meg@POP circuits within six (6) months from the date of the agreement or by 31 October 2010 whichever is later;
- maintains a minimum annual spend of \$4M on SingTel services throughout the duration of the Customised Scheme contract term; and
- accepts the terms and conditions of the Customised Scheme in its entirety.