

Effective Date: 2 January 2019

Name of Service: Singtel Meg@POP Service. *For additional details, refer to www.singtel.com*

Description: Customised Meg@POP service scheme
(“Customised Scheme”)

Prices (including discounts):

(with effect from 2 April 2019)

Service	Quantity	Monthly Recurring Charge (MRC)	One-Time Charge (OTC)
1M Meg@POP eLite	Minimum 500	\$73	(Standard) Waived
5M Meg@POP eLite		\$112	(Standard) Waived
mLink SIM with 500GB Data Pool	Minimum 450	\$4/SIM*	Waived
20M Standard Meg@POP IPVPN EthernetLink	Maximum 8	Waived	(Standard) Waived
20M Meg@POP IPVPN EthernetLink with Path Diversity	Maximum 18	Waived	(Standard) Waived

*User can choose any of the speeds available for the SIM cards at 7.2Mbps, 21Mbps, 75Mbps and 150Mbps.

Service Level Availability (SLA)

The following SLA applies to tariffs under the Customised Scheme. The SLA is applicable on a per site basis, with each site consisting of one (1) eLite and one (1) mLink circuit.

Outage (x)	Availability (%)	Rebate (% of MRC)
0 minutes < x ≤ 5 hours	≥99.31% to <100%	10%
5 hours < x ≤ 10 hours	≥98.61% to <99.31%	20%
10 hours < x ≤ 24 hours	≥96.67% to <98.61%	30%
24 hours < x ≤ 48 hours	≥93.33% to <96.67%	40%
> 48 hours	<93.33%	50%

(with effect from 19 November 2020) The customised tariffs will be applicable to all new, renewed, upgraded and/or downgraded Meg@POP circuits subscribed under the Customised Scheme.

Terms and Conditions

1. The contract term of the Customised Scheme will be two (2) years.
2. The contract term for services subscribed under the Customised Scheme will be two (2) years.
3. (with effect from 2 April 2019) The services offered under the Customised Scheme are subject to resource availability. In the event that path diversity resources are not available, Singtel will provide the customer with an exchange diversity service at the same proposed price.
4. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
5. The customer shall not resell the services subscribed under the Customised Scheme.
6. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed to the Customised Scheme.
7. If the customer terminates the services subscribed under the Customised Scheme before the end of the contract term, the customer will be liable for prevailing premature termination charges.
8. **(with effect from 19 November 2020)** In the event of downgrading from 5M Meg@POP eLite to 1M Meg@POP eLite circuits subscribed under the Customised Scheme, any applicable premature termination charges shall be waived. For the avoidance of doubt, the downgraded 1M Meg@POP eLite circuits will be subscribed on a 2-year contract term.
9. All other standard prices, terms and conditions of Singtel Meg@POP service shall remain applicable.

Eligibility:

The Customised Scheme is offered to any similarly situated customers and their affiliates who satisfy the following criteria:

- a) is willing to subscribe to the minimum circuits requirements prescribed under the Customised Scheme; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.