

Effective Date: 8 July 2020

Name of Service: Singtel MetroEthernet service. *For details, refer to www.singtel.com.*

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

Prices (including discounts):

Monthly recurring charges (**MRC**) (pct discount off the list price, rounded to the nearest dollar):

a. **(with effect from 2 November 2020)** MetroEthernet Point-to-Point (Zonal)

Bandwidth (Mbps)	MetroEthernet PTP Zonal Discount off List			MetroEthernet PTP with Exchange Diversity Zonal Discount off List			MetroEthernet PTP with Path Diversity Zonal Discount off List		
	1-Year	2-Year	3-Year & Above	1-Year	2-Year	3-Year & Above	1-Year	2-Year	3-Year & Above
2	-73.03%	-74.16%	-75.28%	-79.31%	-80.17%	-81.03%	-76.80%	-77.60%	-79.20%
4	-75.65%	-76.52%	-78.26%	-81.33%	-82.00%	-83.33%	-80.75%	-81.99%	-82.61%
6	-75.17%	-76.55%	-77.93%	-80.95%	-82.01%	-83.07%	-80.30%	-81.28%	-82.27%
8	-72.50%	-73.75%	-75.00%	-78.85%	-79.81%	-80.77%	-78.57%	-79.46%	-80.80%
10	-73.71%	-74.86%	-76.57%	-79.82%	-80.70%	-82.02%	-79.18%	-80.41%	-81.22%
20	-72.93%	-74.03%	-75.69%	-79.15%	-80.00%	-81.28%	-78.66%	-79.84%	-80.63%
30	-75.71%	-77.14%	-78.10%	-81.32%	-82.42%	-83.15%	-80.95%	-81.97%	-82.99%
40	-77.41%	-78.66%	-79.50%	-82.64%	-83.60%	-84.24%	-82.39%	-83.28%	-84.18%
50	-78.46%	-79.62%	-80.77%	-83.43%	-84.32%	-85.21%	-82.97%	-83.79%	-84.62%
60	-80.74%	-81.76%	-82.77%	-85.19%	-85.97%	-86.75%	-84.78%	-85.51%	-86.23%
70	-81.98%	-82.88%	-83.78%	-86.14%	-86.84%	-87.53%	-85.84%	-86.48%	-87.34%
80	-83.51%	-84.32%	-85.14%	-87.32%	-87.94%	-88.57%	-87.07%	-87.64%	-88.42%
90	-84.48%	-85.22%	-85.96%	-88.07%	-88.64%	-89.20%	-87.85%	-88.38%	-89.08%
100	-85.48%	-86.18%	-86.87%	-88.83%	-89.36%	-89.89%	-88.65%	-89.14%	-89.80%
200	-81.84%	-82.74%	-83.63%	-86.03%	-86.72%	-87.41%	-85.74%	-86.38%	-87.18%
300	-82.26%	-83.12%	-83.97%	-86.35%	-87.01%	-87.66%	-86.11%	-86.87%	-87.48%
400	-81.76%	-82.58%	-83.61%	-85.96%	-86.59%	-87.38%	-85.65%	-86.38%	-87.12%
500	-81.37%	-82.35%	-83.14%	-85.67%	-86.43%	-87.03%	-85.29%	-85.99%	-86.69%
600	-81.54%	-82.49%	-83.43%	-85.80%	-86.52%	-87.25%	-85.46%	-86.14%	-86.94%
700	-82.16%	-83.04%	-83.92%	-86.28%	-86.96%	-87.64%	-85.98%	-86.74%	-87.37%
800	-82.56%	-83.39%	-84.22%	-86.59%	-87.23%	-87.87%	-86.24%	-86.95%	-87.66%
900	-83.04%	-83.84%	-84.79%	-86.95%	-87.56%	-88.29%	-86.64%	-87.32%	-88.00%
1000	-83.54%	-84.31%	-85.23%	-87.34%	-87.93%	-88.64%	-87.03%	-87.69%	-88.35%

b. (with effect from 2 November 2020) MetroEthernet Point-to-Multipoint (Zonal)

Bandwidth (Mbps)	MetroEthernet PTMP Zonal Discount off List			MetroEthernet PTMP with Exchange Diversity Zonal Discount off List			MetroEthernet PTMP with Path Diversity Zonal Discount off List		
	1-Year	2-Year	3-Year & Above	1-Year	2-Year	3-Year & Above	1-Year	2-Year	3-Year & Above
2	-79.66%	-81.36%	-81.36%	-84.42%	-85.71%	-85.71%	-84.34%	-85.54%	-85.54%
4	-81.94%	-83.33%	-83.33%	-86.17%	-87.23%	-87.23%	-86.14%	-87.13%	-87.13%
6	-81.91%	-82.98%	-84.04%	-86.07%	-86.89%	-87.70%	-85.61%	-86.36%	-87.12%
8	-81.25%	-82.14%	-83.04%	-85.62%	-86.30%	-86.99%	-85.35%	-85.99%	-86.62%
10	-81.30%	-82.11%	-82.93%	-85.63%	-86.25%	-86.88%	-85.47%	-86.05%	-86.63%
20	-80.29%	-81.02%	-82.48%	-84.83%	-85.39%	-86.52%	-84.38%	-84.90%	-85.94%
30	-80.56%	-81.25%	-82.64%	-85.03%	-85.56%	-86.63%	-84.65%	-85.64%	-86.14%
40	-80.79%	-81.46%	-82.78%	-85.20%	-85.71%	-86.73%	-84.83%	-85.78%	-86.26%
50	-80.38%	-81.65%	-82.28%	-84.88%	-85.85%	-86.34%	-84.62%	-85.52%	-85.97%
60	-80.61%	-81.82%	-82.42%	-85.12%	-86.05%	-86.51%	-84.85%	-85.71%	-86.15%
70	-80.34%	-81.46%	-82.02%	-84.85%	-85.71%	-86.15%	-84.34%	-85.14%	-85.94%
80	-80.73%	-81.77%	-82.81%	-85.20%	-86.00%	-86.80%	-84.76%	-85.50%	-86.25%
90	-80.45%	-81.36%	-82.27%	-84.97%	-85.66%	-86.36%	-84.74%	-85.39%	-86.36%
100	-81.38%	-82.19%	-83.40%	-85.67%	-86.29%	-87.23%	-85.26%	-86.13%	-86.71%
200	-80.79%	-81.79%	-82.78%	-85.24%	-86.01%	-86.77%	-84.87%	-85.58%	-86.29%
300	-80.99%	-81.87%	-82.75%	-85.39%	-86.07%	-86.74%	-84.97%	-85.80%	-86.43%
400	-79.67%	-80.78%	-81.62%	-84.37%	-85.22%	-85.87%	-84.10%	-84.89%	-85.69%
500	-78.53%	-79.62%	-80.71%	-83.47%	-84.31%	-85.15%	-83.11%	-83.88%	-84.85%
600	-78.48%	-79.49%	-80.51%	-83.46%	-84.24%	-85.02%	-83.00%	-83.91%	-84.63%
700	-78.33%	-79.52%	-80.48%	-83.33%	-84.25%	-84.98%	-82.99%	-83.84%	-84.69%
800	-78.60%	-79.73%	-80.63%	-83.54%	-84.40%	-85.10%	-83.12%	-83.92%	-84.73%
900	-78.46%	-79.53%	-80.60%	-83.44%	-84.26%	-85.08%	-83.11%	-84.02%	-84.78%
1000	-79.16%	-80.16%	-81.16%	-83.98%	-84.75%	-85.52%	-83.69%	-84.55%	-85.26%

c. (with effect from 2 November 2020) MetroEthernet DC-DC (Zonal)

Bandwidth (Mbps)	MetroEthernet DC-DC Zonal Discount off List		
	1-Year	2-Year	3-Year & Above
2	-62.90%	-64.52%	-66.13%
4	-66.25%	-67.50%	-70.00%
6	-64.44%	-66.67%	-67.78%

8	-60.00%	-62.00%	-64.00%
10	-62.73%	-64.55%	-66.36%
20	-63.33%	-65.00%	-66.67%
30	-66.67%	-68.12%	-70.29%
40	-68.79%	-70.06%	-71.97%
50	-70.76%	-71.93%	-73.68%
60	-73.71%	-75.26%	-76.29%
70	-75.23%	-76.61%	-77.52%
80	-77.27%	-78.51%	-79.34%
90	-78.57%	-79.70%	-80.83%
100	-81.25%	-82.24%	-83.22%
200	-76.60%	-77.88%	-78.85%
300	-77.13%	-78.35%	-79.27%
400	-76.61%	-77.78%	-78.95%
500	-75.91%	-77.03%	-78.43%
600	-76.34%	-77.42%	-78.76%
700	-77.02%	-78.28%	-79.29%
800	-77.43%	-78.62%	-79.57%
900	-78.05%	-79.19%	-80.32%
1000	-78.90%	-80.00%	-81.10%

The installation one-time charges (**OTC**) are as follows:

Contract Term	Normal Installation	Express Installation
1 year	50% off prevailing list price	Prevailing list price
≥ 2 years	100% off prevailing list price	50% off prevailing list price

The customised tariffs will be applicable to all new, migrated, upgraded and downgraded MetroEthernet circuits subscribed under the Customised Scheme, except for circuits migrated from MetroEthernet Point-to-Point (**PTP**) services to MetroEthernet Point-to-Multipoint (**PTMP**) services.

New circuits that are migrated from other Singtel services and/or another service provider during the Customised Scheme will be eligible for:

- a. Waiver of standard OTC; and
- b. Waiver of up to two (2) weeks' MRC of the service subscribed under the Customised Scheme during the parallel migration, if any.

Business district pricing is only applicable for MetroEthernet PTP and PTMP (standard, exchange diversity and/or path diversity) circuits terminating in the following locations:

- a) **(With effect from 5 October 2021)** Postal codes 01 to 19, 21 to 25, 27, 30, 33 to 34, 39 to 41, 46, 48 to 50, 52 to 53, 55 to 57, 60 to 64, 71, 73, 75 to 76, 78 to 79, and 81¹; and
- b) Data centres as listed under the MetroEthernet Data Centre-to-Data Centre scheme.

For the avoidance of doubt, to be eligible for business district pricing, both ends of the MetroEthernet PTP circuit and tail-end circuits of the MetroEthernet PTMP circuits must be located within the eligible business district postal codes and/or data centres.

Key Terms and Conditions:

1. The contract term of the Customised Scheme is two (2) years.
2. The contract term of the services subscribed under the Customised Scheme is as follows:
 - a) MetroEthernet PTMP head-end circuits: minimum two (2) years, up to a maximum of five (5) years
 - b) All other circuits: minimum one (1) year
3. For the avoidance of doubt, all cross-service migration, upgrades and downgrades are subject to the minimum contract term under the Customised Scheme and the new contract value must be higher than existing remaining contract value.
4. Each customer is eligible for up to three (3) free MetroEthernet PTMP head-end circuits under the Customised Scheme, subject to the following conditions:
 - a) head-end circuits will be provisioned at a bandwidth range below to be determined by Singtel in consultation with the customer:
 - i. MetroEthernet PTMP head-end: 30Mbps to 1Gbps;
 - b) The customer must maintain a total tail-end circuit bandwidth of at least 50% of the total free head-end circuit bandwidth each month for the duration of the head-end circuit contract term, otherwise the head-end circuit will be charged at the prevailing list price for that particular month. In the event the free head-end circuit(s) is charged at the list price, the customer will only be billed the excess amount once each year;

¹ **(With effect from 5 October 2021)** First 2 digits of postal code for Central Business Districts, districts where business parks and industrial estates are located at e.g. International Business Park, Changi Business Park, Tampines Regional Centre, Jurong Innovation District and Senoko Industrial Estate.

- c) The customer will be allowed a ramp-up period equivalent to 25% of the free head-end circuit contract term to meet the minimum tail-end circuit bandwidth required; and
 - d) The first two head-end circuits must be at least 70% utilised before the third free head-end circuit is provisioned. For the avoidance of doubt, the customer may upgrade the existing free head-end circuit bandwidth after the expiry of the Customised Scheme at prevailing list price and/or promotional rates.
5. The three (3) free MetroEthernet PTMP head-end circuits may be located in any POP.
 6. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
 7. The service(s) subscribed under the Customised Scheme are subject to resource availability.
 8. The customer shall not resell the service(s) offered under the Customised Scheme “as is” or as a standalone service but may resell these services as part of its own network services.
 9. Prevailing relocation charges shall apply, subject to the following conditions:
 - a) Where the relocation request is submitted in the same order as a new, upgraded and/or downgraded circuit, the relocation charge will be waived according to the OTC table above.
 10. No other promotions or discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
 11. Services subscribed under the Customised Scheme must be activated within three (3) months from the date the contract is signed.
 12. The Customised Scheme does not apply to temporary schemes, installation surcharge, remote locations, additional pipe/fibre connection charges and relocation requests except where specified above.
 13. All other standard prices, terms and conditions of the Singtel MetroEthernet service shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates the MetroEthernet service(s) subscribed under the Customised Scheme during the contract term of the service(s), the customer shall be liable for a premature termination charge of 100% of the remaining contract term.

Refer to www.singtel.com

Eligibility:

The Customised Scheme is offered to all duly licenced Facilities-Based Operators and/or Services-Based Operators who accept the terms and conditions of the Customised Scheme in its entirety.