

Effective Date: 22 August 2019

Name of Service: (with effect from 7 July 2020) Singtel Meg@POP service. For details, refer to www.singtel.com.

Description: (with effect from 7 July 2020) Customised Ethernet Line Zonal Scheme (Customised Scheme)

Prices (including discounts):

Refer to Annex 2 for monthly recurring charges (**MRC**) (percentage discount off the list price, rounded to the nearest dollar).

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

(with effect from 4 November 2020) The customised tariffs will be applicable to all new, migrated, upgraded and/or downgraded Ethernet Line circuits subscribed under the Customised Scheme, except for circuits migrated from Ethernet line PTP services to Ethernet Line PTMP services.

(with effect from 4 November 2020) 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.

(With effect from 4 November 2020) Business district pricing is only applicable for Ethernet Line PTP and PTMP 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.

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.

(with effect from 4 November 2020) For the avoidance of doubt, to be eligible for business district pricing, both ends of the Ethernet Line PTP circuit and tail-ends of the Ethernet Line 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. **(with effect from 7 July 2020)** The contract term of the services subscribed under the Customised Scheme is as follows:
 - a) Ethernet Line 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. **(with effect from 4 November 2020)** For the avoidance of doubt, all cross-service migration, upgrade 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. **(with effect from 7 July 2020)** Each customer is eligible for up to three (3) free Ethernet Line 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. Ethernet Line head-end: 100Mbps or 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;
 - 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. **(with effect from 7 July 2020)** The three (3) free Ethernet Line 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. **(with effect from 4 November 2020)** Prevailing relocation charges shall apply.
 - 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. **(with effect from 7 July 2020)** All other standard prices, terms and conditions of the Singtel Ethernet Line service shall remain applicable.

Suspension and Termination Provisions:

(with effect from 30 December 2019) If the customer terminates the Ethernet Line 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 (**PTC**) of 50% 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.

(with effect from 4 November 2020)

Ethernet Line PTP

Bandwidth (Mbps)	Discount off List Price		
	1-year term	2-year term	3 years & above term
10	-40.32%	-43.55%	-46.77%
20	-40.00%	-43.08%	-46.15%
30	-43.06%	-45.83%	-48.61%
40	-47.56%	-50.00%	-52.44%
50	-51.09%	-53.26%	-55.43%
60	-54.00%	-56.00%	-59.00%
70	-55.56%	-57.41%	-60.19%
80	-57.39%	-59.13%	-61.74%
90	-59.35%	-60.98%	-63.41%
100	-64.29%	-65.71%	-67.86%
200	-57.79%	-59.74%	-61.69%
300	-58.23%	-60.13%	-62.66%
400	-58.72%	-61.05%	-62.79%
500	-59.57%	-61.70%	-63.83%
600	-63.21%	-65.09%	-66.98%
700	-66.53%	-68.18%	-69.83%
800	-69.00%	-70.48%	-71.96%
900	-71.52%	-72.85%	-74.50%
1000	-74.10%	-75.30%	-76.81%

(with effect from 4 November 2020)

Ethernet Line PTMP Tail End

Bandwidth (Mbps)	Discount off List Price		
	1-year term	2-year term	3 years & above term
10	-43.75%	-46.88%	-50.00%
20	-40.54%	-43.24%	-45.95%
30	-45.00%	-47.50%	-50.00%
40	-48.89%	-51.11%	-53.33%
50	-48.98%	-51.02%	-53.06%
60	-50.00%	-51.92%	-55.77%

70	-50.88%	-52.63%	-56.14%
80	-51.61%	-53.23%	-56.45%
90	-50.77%	-53.85%	-55.38%
100	-52.17%	-55.07%	-56.52%
200	-55.42%	-57.83%	-60.24%
(with effect from 8 November 2021) 300	-57.73%	-59.79%	-61.86%
(with effect from 8 November 2021) 400	-59.46%	-61.26%	-63.06%
(with effect from 8 November 2021) 500	-60.00%	-61.60%	-64.00%
(with effect from 8 November 2021) 600	-60.14%	-62.32%	-63.77%
(with effect from 8 November 2021) 700	-60.53%	-62.50%	-64.47%
(with effect from 8 November 2021) 800	-60.84%	-62.65%	-64.46%
(with effect from 8 November 2021) 900	-61.11%	-62.78%	-65.00%
(with effect from 8 November 2021) 1000	-62.37%	-64.43%	-65.98%