

**Effective Date:** 5 November 2021

**Name of Service:** Singtel Meg@POP, Dark Fibre and Gigawave Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised Meg@POP, Dark Fibre and Gigawave service scheme (“Customised Scheme”)

**Prices (including discounts):**

(With effect from 8 December 2021) Table A

Service	Minimum Quantity (circuits)	Monthly Recurring Charge (MRC) (\$ per circuit)		One Time Charge (OTC) (\$ per circuit)	
		1 year term	2 year term	1 year term	2 year term
20Mbps Meg@POP IPVPN EthernetLink	6	\$441	\$420	50% off list	Waived
20Mbps Meg@POP IPVPN EthernetLink with Exchange Diversity		\$557	\$530	50% off list	Waived

(With effect from 8 December 2021) Table B

Service	Contract Term	Minimum Quantity (circuit)	Monthly Recurring Charge (MRC) (\$ per circuit)	One Time Charge (OTC) (\$ per circuit)
1.25Gbps Gigawave Standard (Interface: Gigabit Ethernet)	1 Year	1	\$1,000	Waived

(With effect from 8 December 2021) Table C

Service	Contract Term	Minimum Quantity (pairs)	Monthly Recurring Charge (MRC per pair)	One Time Charge (OTC per pair)
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Standard Dark Fibre/ Dark Fibre with Path Diversity	1 Year	2	\$2,600	Standard: \$1,000
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**(With effect from 8 December 2021)** The customised tariffs will be applicable to all new, renewed and upgraded Dark Fibre, Gigawave and Meg@POP circuits subscribed under the Customised Scheme.

**(With effect from 8 December 2021) Service Level Agreement (SLA) for Dark Fibre Service**

Installation Service Level

Number of day(s) after Target Date	Percent of OTC Rebate
1 – 7	15%
8 – 14	25%
15 – 30	50%
Greater than 30	100%

Service Availability

Outage (x)	Availability	Rebate (% of monthly rental)
4 hours < x ≤ 24 hours	≥ 96.66% to < 99.44%	5%
24 hours < x ≤ 48 hours	≥ 93.33% to < 96.66%	10%
48 hours < x ≤ 72 hours	≥ 90% to < 93.33%	15%
x > 72 hours	< 90%	20%

Fault Response Credit

Service Level Failure	Percent of MRC Amount Credited
Response	1%

**Terms and Conditions:**

1. The contract term for the Customised Scheme is two (2) years.
2. The contract term for the services subscribed under the Customised Scheme is as stated in the pricing tables.

3. The customer shall subscribe to the minimum quantities as stated in the pricing table above.
4. Services subscribed and spending by the customer and its wholly-owned subsidiaries can be combined to meet the minimum volume and spending required.
5. The services offered under the Customised Scheme are subject to resource availability.
6. **(With effect from 8 December 2021)** The customer shall not resell the services subscribed under the Customised Scheme. In the case of Dark Fibre service(s), the customer shall not resell the services subscribed under the Customised Scheme “as is” or as a standalone Dark Fibre service but may use the service as part of its own network to offer its own service(s).
7. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.
8. **(With effect from 8 December 2021)** Both ends of each pair of Dark Fibre services subscribed under the Customised Scheme must connect to a Data Centre.
9. **(With effect from 8 December 2021)** In the event of relocation, the customer shall pay a relocation OTC of \$2,000 for each relocated Dark Fibre circuit.
10. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
11. **(With effect from 8 December 2021)** All other standard prices, terms and conditions of Singtel Meg@POP, Gigawave and Dark Fibre service(s) shall remain applicable.

#### **Suspension and Termination Provisions:**

If the customer terminates the services subscribed under the Customised Scheme before the end of the contract term, the customer shall be liable for a premature termination charge of 100% of the remaining contract term.

#### **Eligibility:**

The Customised Scheme is offered to all similarly situated customers and their wholly-owned subsidiaries who satisfy the following criteria:

- a) has a minimum total spend of \$4 million on Singtel Group services in the last 12 months prior to the start of the customer’s agreement;
- b) **(With effect from 24 February 2022)** the customer (parent company) is a duly licenced Facilities Based Operator or Services Based Operator or is a global and/or regional online aggregator; and
- c) accept the terms and conditions of the Customised Scheme in its entirety.