

Effective Date: 4 November 2021

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):

Service	Bandwidth (Mbps)	Monthly Recurring Charge (MRC) (\$ per circuit)	One-Time Charge (OTC) (\$ per circuit)
Meg@POP IPVPN EthernetLink	20	\$450	Standard: Waived
	40	\$525	
Meg@POP IPVPN EthernetLink with Path Diversity	20	\$645	Express: 50% off list price
	40	\$815	

The customised tariffs will be applicable to all new, renewed and upgraded Meg@POP circuits subscribed under the Customised Scheme.

The customer shall be eligible for the following customised OTCs for all Meg@POP IPVPN EthernetLink services subscribed by the customer. For the avoidance of doubt, this applies to Meg@POP IPVPN EthernetLink services which are not included in the pricing table.

Service	OTC
Internal Relocation (hot and parallel)	Standard: \$1,200 Express: \$2,000
External Relocation (hot and parallel)	
Upgrade (parallel)	

For the avoidance of doubt, the OTC for hot upgrade will be waived.

The customer shall be eligible for the following customised visitation and overtime OTCs:

Period	OTC
Monday to Friday: 8.30am – 6pm Saturday: 8.30am – 1pm	\$200 per site per visit (for minimum of 2 hours) \$100 per hour thereafter
Monday to Friday: after 6pm Saturday: after 1pm	
Sundays and public holidays	

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 two (2) years. Should there be any relocation or bandwidth upgrade request for any circuit subscribed under the Customised Scheme, the initial circuit contract term will be unchanged.
3. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
4. The services offered under the Customised Scheme are subject to resource availability.
5. The customer shall not resell the services subscribed under the Customised Scheme.
6. In-building Meg@POP EthernetLink with Path Diversity circuits shall only be provided on different paths if there are two (2) separate lead-ins and two (2) separate risers that lead to the same location upon site survey confirmation.
7. In the event that Meg@POP EthernetLink with Path Diversity service is unavailable due to resource issue, Meg@POP EthernetLink with Exchange Diversity service will be provided at the same MRC as Meg@POP EthernetLink with Path Diversity service as per the pricing table.
8. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
9. All other standard prices, terms and conditions of the Singtel Meg@POP EthernetLink service shall remain applicable.

Suspension and Termination Provisions:

In the event of service downtime, the customer shall have the right to terminate the affected Meg@POP EthernetLink with Path Diversity and/or Meg@POP EthernetLink with Exchange Diversity circuit(s) without any premature termination charges (PTC) subject to the following conditions:

- a. Both Meg@POP EthernetLink and Meg@POP EthernetLink with Path Diversity/ Exchange Diversity circuits must be down at the same time; and
- b. The downtime is caused by Singtel's fault. For the avoidance of doubt, the PTC waiver shall not apply in circumstances of tampering of fibre, natural hazards, force majeure events, negligence or fault on the part of the customer.

Notwithstanding the above, if the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), prevailing PTC shall apply.

Refer to www.singtel.com

As of 7 July 2023

Eligibility:

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

- a) **(With effect from 7 July 2023)** currently has a minimum revenue spend of \$10 million on Singtel services in the last 12 months prior to the start date of the customer's agreement; and
- b) accept the terms and conditions of the Customised Scheme in its entirety.