

Effective Date: 28 October 2020

Name of Service: Singtel DigiNet, Ethernet Line, MetroEthernet and Meg@POP Services. *For more information, refer to www.singtel.com.*

Description: Customised DigiNet, Ethernet Line, MetroEthernet and Meg@POP Service Scheme (**Customised Scheme**)

Prices (including discounts):

Service Package 1 (SP1):

- a) DigiLink (standard and basic outdoor schemes)
- b) MetroEthernet Point-to-Point (standard and basic outdoor schemes)
- c) Singtel Ethernet Line Point-to-Point which comprises of (i) Singtel Ethernet Line PTP (Direct Fibre) and (ii) Singtel Ethernet Line PTP PRT (NGCE) (wholesale standard and basic outdoor schemes)

Table 1: Volume tier pricing for 2 Mbps DigiLink Point-to-Point Service and 50 Mbps and 100 Mbps Singtel Ethernet Line Point-to-Point Service

Table 1.1: Monthly Recurring Charges (MRC)

Aggregated Circuits	MRC (\$ per circuit)		
	DigiLink	Singtel Ethernet Line Point-to-Point	
	2 Mbps	50 Mbps	100 Mbps
1 - 499	\$724	\$825	\$1,400
500 - 899	\$715	\$784	\$1,330
>=900	\$706	\$745	\$1,264

Table 1.2 One-time Installation Charges (OTC) for Table 1

Aggregated Circuits	OTC (\$ per circuit)	
	DigiLink PTP	Singtel Ethernet Line Point-to-Point
	2 Mbps	50 Mbps and 100 Mbps
1 – 499	\$1,600	\$1,500
500 – 899	\$1,600	\$1,500
>=900	\$1,600	\$1,500

Table 2: Volume tier pricing for 300 Mbps to 1 Gbps MetroEthernet Point-to-Point Service

Table 2.1: Monthly Recurring Charges (MRC)

MRC (\$ per circuit)						
Aggregated Circuits	MetroEthernet PTP					
	300 Mbps	300 Mbps (2 End Exchange Diversity)	600 Mbps	600 Mbps (2 End Exchange Diversity)	1 Gbps	1 Gbps (2 End Exchange Diversity)
≤11	\$3,860	\$5,794	\$4,382	\$6,575	\$5,371	\$8,056
≤16	\$3,632	\$5,452	\$4,123	\$6,189	\$5,054	\$7,581
≤21	\$3,497	\$5,248	\$3,970	\$5,957	\$4,865	\$7,297
≤31	\$3,361	\$5,043	\$3,815	\$5,724	\$4,675	\$7,013
≤41	\$3,225	\$4,839	\$3,661	\$5,492	\$4,486	\$6,729
≤51	\$3,088	\$4,635	\$3,505	\$5,261	\$4,296	\$6,444
≤61	\$2,952	\$4,430	\$3,351	\$5,029	\$4,107	\$6,160
>61	\$2,816	\$4,225	\$3,196	\$4,797	\$3,917	\$5,876

Table 2.2: One Time Installation Charge (OTC) for Table 2

	OTC (\$ per circuit)
Bandwidth	MetroEthernet PTP
All bandwidths	\$2,000

Table 3: Volume tier pricing for 200 Mbps to 1 Gbps Singtel Ethernet Line Point-to-Point Service

Table 3.1: Monthly Recurring Charges (MRC)

MRC (\$ per circuit)							
Aggregated Circuits	Singtel Ethernet Line PTP (Direct Fibre)						
	200 Mbps	300 Mbps	400 Mbps	500 Mbps	600 Mbps	800 Mbps	1 Gbps
1 – 499	\$1,535	\$1,580	\$1,715	\$1,878	\$2,120	\$2,708	\$3,320
500 – 899	\$1,459	\$1,501	\$1,630	\$1,785	\$2,014	\$2,573	\$3,158
≥900	\$1,387	\$1,426	\$1,549	\$1,696	\$1,914	\$2,445	\$3,001

MRC (\$ per circuit)							
Aggregated Circuits	Singtel Ethernet Line PTP (Next Gen Carrier Ethernet “NGCE”)						
	200 Mbps	300 Mbps	400 Mbps	500 Mbps	600 Mbps	800 Mbps	1 Gbps
1 – 499	\$1,351	\$1,390	\$1,510	\$1,653	\$1,805	\$2,237	\$2,663
500 – 899	\$1,284	\$1,321	\$1,435	\$1,571	\$1,715	\$2,126	\$2,530
>=900	\$1,220	\$1,255	\$1,364	\$1,493	\$1,630	\$2,020	\$2,404

Table 3.2: One Time Installation Charge (OTC) for Table 3

Installation Type	OTC (\$ per circuit)
New circuit	\$1,500
Migrate from MetroEthernet, Ethernet Line (Direct Fibre)	\$1,500
Bandwidth upgrade of Ethernet Line (Direct Fibre)	\$500
Bandwidth upgrade of Ethernet Line (New Platform)	\$500

The above prices will apply to the standard and basic outdoor schemes for the Services.

No other discounts, including but not limited to any volume discount or any future cost sharing agreement shall apply.

The price tier will be reviewed on a quarterly basis. The price for the quarter will apply to all new and existing circuits.

For the avoidance of doubt, the price tier for the first quarter shall be determined by the total number of eligible service circuits in aggregate as at the day before the effective date of the Customised Scheme contract term.

Service Package 2 (SP2):

- a) Meg@POP IPVPN eLite (wholesale)
- b) Meg@POP IPVPN EthernetLink (wholesale)

Table 4.1: Volume tier pricing for Standard Meg@POP IPVPN eLite Service

Bandwidth	MRC (\$ per circuit)			OTC (\$ per circuit)
	Aggregated Circuits			
	<50	50-299	300-899	
10 Mbps	\$126	\$122	\$118	\$150
20 Mbps	\$136	\$132	\$128	\$150
30 Mbps	\$150	\$146	\$142	\$150
40 Mbps	\$165	\$160	\$155	\$150
50 Mbps	\$170	\$165	\$160	\$150
60 Mbps	\$204	\$198	\$192	\$150
70 Mbps	\$209	\$203	\$197	\$150
80 Mbps	\$213	\$207	\$201	\$150
90 Mbps	\$218	\$211	\$205	\$150
100 Mbps	\$223	\$216	\$210	\$150

Table 4.2: Volume tier pricing for Standard Meg@POP IPVPN EthernetLink Service

Bandwidth	MRC (\$ per circuit)			OTC (\$ per circuit)
	Aggregated Circuits			
	<50	50-99	100-149	
1 Mbps	\$415	\$382	\$338	\$375
2 Mbps	\$415	\$382	\$338	\$375
4 Mbps	\$415	\$382	\$338	\$1,000
6 Mbps	\$415	\$382	\$338	\$1,000
8 Mbps	\$415	\$382	\$338	\$1,000
10 Mbps	\$415	\$382	\$338	\$1,000
20 Mbps	\$415	\$382	\$338	\$1,000
30 Mbps	\$470	\$431	\$382	\$1,000
40 Mbps	\$505	\$463	\$410	\$1,000
50 Mbps	\$545	\$500	\$443	\$1,000
60 Mbps	\$650	\$593	\$525	\$1,000
70 Mbps	\$650	\$593	\$525	\$1,000
80 Mbps	\$870	\$795	\$705	\$1,000
90 Mbps	\$870	\$795	\$705	\$1,000
100 Mbps	\$1,010	\$925	\$820	\$1,000
200 Mbps	\$1,520	\$1,410	\$1,250	\$1,000
300 Mbps	\$2,300	\$2,120	\$1,880	\$1,000
400 Mbps	\$2,920	\$2,800	\$2,500	\$1,000
500 Mbps	\$3,400	\$3,250	\$3,050	\$1,000

600 Mbps	\$3,650	\$3,500	\$3,300	\$1,000
700 Mbps	\$4,000	\$3,850	\$3,650	\$1,000
800 Mbps	\$4,750	\$4,550	\$4,280	\$1,000
900 Mbps	\$5,000	\$4,800	\$4,500	\$1,000
1 Gbps	\$5,300	\$5,150	\$4,900	\$1,000

Table 4.3: Pricing for Meg@POP IPVPN Enhanced EthernetLink Service

Bandwidth	MRC(\$ per circuit)	OTC (\$ per circuit)
4 Mbps	\$508	\$1,000
6 Mbps	\$508	\$1,000
8 Mbps	\$508	\$1,000
10 Mbps	\$508	\$1,000
20 Mbps	\$508	\$1,000
30 Mbps	\$572	\$1,000
40 Mbps	\$614	\$1,000
50 Mbps	\$706	\$1,000
60 Mbps	\$848	\$1,000
70 Mbps	\$847	\$1,000
80 Mbps	\$1,060	\$1,000
90 Mbps	\$1,060	\$1,000
100 Mbps	\$1,273	\$1,000
200 Mbps	\$1,909	\$1,000
300 Mbps	\$2,827	\$1,000
400 Mbps	\$3,741	\$1,000
500 Mbps	\$4,096	\$1,000
600 Mbps	\$4,806	\$1,000
700 Mbps	\$5,161	\$1,000
800 Mbps	\$5,511	\$1,000
900 Mbps	\$5,861	\$1,000
1 Gbps	\$6,216	\$1,000

Table 4.4: Pricing for Meg@POP IPVPN EthernetLink Exchange Diversity Service

Bandwidth	MRC (\$ per circuit)	OTC (\$ per circuit)
1 Mbps	\$494	\$375
2 Mbps	\$523	\$375
4 Mbps	\$523	\$1,000
6 Mbps	\$523	\$1,000
8 Mbps	\$523	\$1,000
10 Mbps	\$523	\$1,000
20 Mbps	\$523	\$1,000
30 Mbps	\$591	\$1,000
40 Mbps	\$632	\$1,000
50 Mbps	\$681	\$1,000
60 Mbps	\$808	\$1,000
70 Mbps	\$808	\$1,000
80 Mbps	\$1,079	\$1,000
90 Mbps	\$1,079	\$1,000
100 Mbps	\$1,261	\$1,000
200 Mbps	\$1,908	\$1,000
300 Mbps	\$2,858	\$1,000
400 Mbps	\$3,560	\$1,000
500 Mbps	\$4,396	\$1,000
600 Mbps	\$4,872	\$1,000
700 Mbps	\$5,160	\$1,000
800 Mbps	\$5,980	\$1,000
900 Mbps	\$6,312	\$1,000
1 Gbps	\$6,644	\$1,000

Table 4.5: Pricing for Meg@POP IPVPN EthernetLink Auto Backup Service

Bandwidth	MRC (\$ per circuit)	OTC (\$ per circuit)
4 Mbps	\$247	\$1,000
6 Mbps	\$247	\$1,000
8 Mbps	\$247	\$1,000
10 Mbps	\$247	\$1,000
20 Mbps	\$247	\$1,000
30 Mbps	\$281	\$1,000
40 Mbps	\$295	\$1,000
50 Mbps	\$323	\$1,000
60 Mbps	\$422	\$1,000
70 Mbps	\$422	\$1,000
80 Mbps	\$564	\$1,000
90 Mbps	\$564	\$1,000
100 Mbps	\$634	\$1,000
200 Mbps	\$916	\$1,000
300 Mbps	\$1,410	\$1,000
400 Mbps	\$1,549	\$1,000
500 Mbps	\$1,690	\$1,000
600 Mbps	\$2,043	\$1,000
700 Mbps	\$2,256	\$1,000
800 Mbps	\$2,398	\$1,000
900 Mbps	\$2,609	\$1,000
1 Gbps	\$2,748	\$1,000

The price tier (where applicable) will be reviewed on a quarterly basis. The price for the quarter will apply to new and renewed circuits.

For the avoidance of doubt, the price tier for the first quarter shall be determined by the total number of eligible service circuits in aggregate as at the day before the effective date of the Customised Scheme contract term.

A term discount of 5% will apply for circuits contracted for at least two (2) years. For the avoidance of doubt, no other discounts shall apply.

Key Terms and Conditions

1. The service packages are as follows:

Service Package 1 (SP1)

- a) DigiLink (standard and basic outdoor schemes)
- b) MetroEthernet Point-to-Point (standard and basic outdoor schemes)
- c) Singtel Ethernet Line Point-to-Point which comprises of (i) Singtel Ethernet Line PTP (Direct Fibre) & (ii) Singtel Ethernet Line PTP (NGCE) (wholesale standard and basic outdoor schemes)

Service Package 2 (SP2)

- a) Meg@POP IPVPN eLite (wholesale)
- b) Meg@POP IPVPN EthernetLink (wholesale)

2. **(With effect from 23 October 2023)** The contract term for the Customised Scheme is three (3) years with an option to extend for six (6) months.
3. The contract term for the services subscribed under the Customised Scheme is a minimum of one (1) year.
4. The customer shall not resell the Services “as is” or as standalone DigiLink, MetroEthernet and/or Meg@POP services, but may use the Services as part of its own network to offer its own services.
5. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
6. Circuits under Service Package 1 will continue to be charged at the customised price after the expiry of the initial circuit contract term for the duration of the Customised Scheme contract term. For the avoidance of doubt, if the circuit was not within contract when it was subsumed under the Customised Scheme, it will still be charged at the customised price.
7. Existing circuits must be re-contracted under the Customised Scheme in order to enjoy the customised prices under Service Package 2. However, any applicable premature termination charge [for early re-contract] will apply subject to suspension and termination provisions. The Customer may also opt to complete the existing circuit contract term prior to re-contracting the circuit under the Customised Scheme. After the expiry of a circuit under Service Package 2, the customer will continue to be charged at the applicable customised price until the Customised Scheme contract term expires.

8. All existing DigiLink, MetroEthernet and Singtel Ethernet Line Point-to-Point circuits will be automatically subsumed under Service Package 1 of the Customised Scheme. For the avoidance of doubt, the existing circuits need not be renewed under the Customised Scheme to enjoy the customised prices.
9. Only new and renewed Meg@POP IPVPN eLite and IPVPN EthernetLink will be subsumed under Service Package 2 of the Customised Scheme. For the avoidance of doubt, the waiver of the premature termination charge for early re-contract will apply.
10. **(With effect from 23 October 2023)** In the event that the prevailing list price for any service(s) offered under the Customised Scheme is lower than the customised price, either the customer or Singtel may initiate negotiations with the other party, for the sole purpose of reviewing and determining the price that shall apply for future orders for that specific service.
 - a) Service Package 1
 - i) During the negotiation period, all new and existing circuits of the affected service(s) shall be charged at the prevailing list prices until the parties mutually agree in writing on the pricing for future orders.
 - ii) The new mutually agreed price shall apply to both new and existing circuits, including upgrade and renewal orders, from a mutually agreed date and will be included as part of the Customised Scheme.
 - b) Service Package 2
 - i) During the negotiation period, all new and upgraded circuits of the affected service(s) shall be charged at the prevailing list prices until the parties mutually agree in writing on the pricing for future orders.
 - ii) The new mutually agreed price shall apply to both new and upgraded circuits from a mutually agreed date and will be included as part of the Customised Scheme.

11. Relocation

- a) Service Package 1

The customer may request for the relocation of one (1) end of a Service. The relocation charge shall be equivalent to the one-time installation charges stated above. Relocation of both ends of the Service shall be deemed to be a request for the termination of that Service and a request for the supply of a new Service at the requested location in which case the relevant premature termination and one-time charges shall apply.

b) Service Package 2

- i) **(With effect from 21 November 2023)** Relocation of a Tail End circuit: Where the relocation is for the same end-user of the customer, the relocation charge shall be equivalent to the one-time installation charges stated above. Otherwise, the relocation request shall be deemed as a request for termination and a request for new supply of the Service at the requested location. In such a case, the relevant premature termination and one-time charges shall apply.
- ii) Relocation of a Head End circuit: If the customer requests for any Head End circuit to be relocated, the request for relocation shall be deemed as a request for termination and a request for new supply of a new Service at the requested location in which case the relevant premature termination and one-time charges shall apply.
- iii) For the avoidance of doubt, in the event that a relocation and a bandwidth upgrade of the Service occur concurrently, the relocation terms shall prevail.

Revenue Commitment

1. The customer is required to commit to the following minimum spending amounts:
 - a) **(With effect from 23 October 2023)** an annual spend of at least \$8 million on the Services for the duration of the initial 3-year Customised Scheme contract term; and
 - b) **(With effect from 23 October 2023)** a total spend of at least \$30 million on the Services.
2. For the avoidance of doubt, the minimum spend will comprise of the combined spending by the customer and its subsidiary(s).
3. In the event that the customer fails to meet the minimum spending amounts, the customer shall pay Singtel the shortfall.
4. Spending on value added services and one-time charges shall not count towards the revenue commitment.
5. In the event that the customer opts to subscribe to the services listed under Service Package 2 at promotional and/or list price(s), this spending will be counted towards the revenue commitment on the condition that the promotional and/or list price(s) is lower than the customised price(s). For the avoidance of doubt, spending on circuits that were previously subscribed under a promotion and reverted to the list price upon expiry of the circuit

contract term will continue to be counted towards the revenue commitment even if the list price is higher than the customised price.

Key Terms and Conditions for the Basic Outdoor Scheme

1. The customer is required to subscribe to the Basic Outdoor Scheme where installation is at a site that does not meet standard operating conditions of Singtel's standard indoor product specifications for DigiLink, MetroEthernet and/or Singtel Ethernet Line Point-to-Point services which includes, but is not limited to the following conditions:
 - a) Installation site is not within a building that has controlled temperature and/or humidity; or
 - b) Installation site is at any outdoor area such as at or near the roadside, corridor, rooftop (including sheltered) and car park (including a covered car park) etc; or
 - c) Installation site is at any other area or location that is or may be exposed or vulnerable to sunlight and/or rain or other weather conditions.
2. The Basic Outdoor Scheme service shall not terminate at locations that are stated in the Service Request Cum Agreement (**SRCA**) form to be prohibited in respect of any standard product(s) such as any earth station, cable station, off-shore islands, telephone exchange, on equipment provided by a Facilities-Based Operator (**FBO**) or another Service-Based Operator (**SBO**), or at any sites not owned by the Customer, including (but not limited to) manholes, main distribution frame (**MDF**) rooms, power rooms, lead-in pipes, ducting, etc.
3. This scheme is only offered to FBOs operating base stations. This shall include mobile base stations, WBA base stations as well as Hotspot WiFi or Mesh WiFi base stations.
4. The customer shall submit its application for the Basic Outdoor Scheme service to Singtel using the Basic Outdoor Scheme SRCA Form containing no less than the following information:
 - a) Customer's name and address;
 - b) Exact installation addresses (or locations if there is no official mailing address) of the A-End and B-End;
 - c) Customer's contact details; and
 - d) Documentation necessary to enable Singtel to access the site where service is to be provided.
5. The Basic Outdoor Scheme service is not provided with any Service Level Guarantee (**SLG**).

6. Any new infrastructure set up to fulfil the customer's order for the Basic Outdoor Scheme service at the required location(s) shall remain the property of Singtel, with Singtel possessing sole rights over its use of the infrastructure even if the cost is borne by the Customer.
7. The Customer shall be responsible for taking preventative measures to minimise any risk of failure to Singtel's terminating equipment, taking into consideration that the service works best within the standard indoor scheme conditions which are stated in our standard product specifications, so as to limit the number of on-site visits and/or ensure that no other services shall be adversely affected.
8. Singtel shall provide a target service level (SL) for the Basic Outdoor Scheme that service restoration shall typically not exceed more than six (6) hours for DigiLink, MetroEthernet and Singtel Ethernet Line Point-to-Point, with the exception of those parts of the network that are outdoor where Singtel may have limited accessibility due to site conditions, which includes, but is not limited to, either the customer not being at site, or where Singtel's personnel/ contractor are unable to be on site such as the roof top after office hours. This SL does not come with any rebates or any compensation or entitle the Customer to make any claim for loss or damage in the event it is not met by Singtel.
9. Customer accepts the full risk and responsibility of placing or using the equipment in any area or place whatsoever where it could be lost, damaged, stolen, defaced, or otherwise rendered defective. Should any of such events occur, the customer shall be liable to pay Singtel all repair and replacement charges incurred in respect of any such affected Singtel equipment.
10. Due to the need for the customer to take over the responsibility of the terminating unit, the customer must be present on site to accept the commissioned link after successful installation of any equipment hereunder at the appointed or agreed time of installation.
11. The customer will be liable for visitation or labour charges for any maintenance work which requires the activation of field staff at the rooftop installation site. Standard call out rates (both visitation and labour charges) are as follows:

- a) During office hours:

Period	Call Out Rates (per man)
Monday to Friday: 8.30am to 6pm Saturday: 8.30am to 1pm	\$200 per visit (for a minimum of 2 hours) \$100 per hour thereafter

- b) After office hours:

Period	Call Out Rates (per man)
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Saturday: 1pm to 6pm	\$300 per visit (for a minimum of 2 hours) \$150 per hour thereafter
Sunday and Public Holidays: 8:30am to 6pm	\$400 per visit (for a minimum of 2 hours) \$200 per hour thereafter

12. There shall be no maintenance work from 6 pm to 8.30 am on any day (Monday to Sunday) if the installation site is a rooftop.
13. Subject to prior notification to and consent from the customer, whenever required by Singtel, the customer must ensure that Singtel's authorised personnel be permitted to enter any premises occupied or controlled by the customer at such a time as may be specified by Singtel, and to remain safely on such premises for such period as may be required:
 - a) to carry out any inspection, repair, replacement or testing of any Basic Outdoor Scheme service and/ or Singtel equipment and any other equipment relevant to the provisioning of the Basic Outdoor Scheme service;
 - b) to check and verify the manner in which the service is being utilised, redistributed or provided as the case may be by the customer;
 - c) to install, collect, remove, maintain or replace any equipment; and
 - d) for any other purposes in relation to the Basic Outdoor Scheme service.
14. In the event that Singtel's authorised personnel or contractor is unable (at the date and time specified in any such appointment) to gain access to the site or to carry out such installation, inspection, maintenance, repair or replacement for any reason not attributed to Singtel or its personnel or contractor, Singtel may, at its discretion, charge the customer such call-out fee for the visit of Singtel's personnel or contractor to the site premises on that date at Singtel's then prevailing rate.
15. Standard Indoor (Air-con) Specification:
 - a) Temperature: Up to 22 °C
 - b) Relative Humidity: Up to 45%, non-condensing
 - c) Proper dedicated neutral and a grounding grid should be provided.
 - d) No exposure to direct sunlight and rain.
 - e) Proper Water-proofing to prevent water seepage.
 - f) Secured location or enclosure to prevent unauthorised access to avoid theft and vandalism.
 - g) Dust free.
16. Proper grounding for static discharge to prevent damage to equipment.

Suspension and Termination Provisions

1. In the event that the customer terminates a circuit subscribed under the Customised Scheme prior to the end of the contract term, the customer shall be liable for a premature termination charge (**PTC**) of 20% of the remaining contract term for DigiLink services, 100% of the remaining contract term for MetroEthernet services and 50% of the remaining contract term for Meg@POP services.
2. Any applicable PTC and/or OTC arising from a termination or upgrade may be waived under the following circumstances:
 - a) Migration of 2 Mbps DigiLink Point-to-Point Service to Singtel Ethernet Line Point-to-Point Service (50 Mbps and 100 Mbps) subject to the following conditions:
 - i. 2 Mbps DigiLink Services to be migrated to Singtel Ethernet Line Point-to-Point Services must be within the same location (same A-End and B-End);
 - ii. The contract value of the Service migrated to must not be lower than the contract value of the remainder of the contract term for the existing Services; and
 - iii. The Service migrated to shall have a new Minimum Subscription Period with a start date from the date of migration.
 - b) Migration of MetroEthernet Point-to-Point Service to Singtel Ethernet Line Point-to-Point Service, subject to the following conditions:
 - i. Services to be migrated to Singtel Ethernet line Point-to-Point Service must be within the same location (same A-End and B-End);
 - ii. The contract value of the Service migrated to must not be lower than the contract value of the remainder of the contract term for the existing Services; and
 - iii. The Service migrated to shall have a new Minimum Subscription Period with a start date from the date of migration.
 - c) Migration of Meg@POP IPVPN eLite to Meg@POP IPVPN EthernetLink service subject to the following conditions:
 - i. the contract value of the new circuit must not be lower than the remaining contract value of the Meg@POP eLite circuit;
 - ii. the Meg@POP IPVPN EthernetLink service must be used to serve the same end user as the eLite service;
 - iii. the A and B-ends of the new circuit must be the same as that of the IPVPN eLite circuit; and

- iv. all new circuits will have to subscribe to a new contract term with effect from the date the service is migrated.
3. PTC shall be waived for the migration of Singtel Ethernet Line Point-to-Point Service (Direct Fibre) to Singtel Ethernet Line Point-to-Point Service (NGCE), subject to the following conditions:
 - i. Services to be migrated to Singtel Ethernet Line Point-to-Point (NGCE) Service must be within the same location (same A-End and B-End);
 - ii. The contract value of the Service migrated to must not be lower than the contract value of the remainder of the contract term for the existing Service; and
 - iii. The Service migrated to shall have a new Minimum Subscription Period with a start date from the date of migration.

OTC for such migration shall be applicable:

4. If the termination of Services is due to the demolition of the building that the service(s) is housed in, the customer shall produce a letter from the building management evidencing the same in order to obtain a waiver of the PTCs. In the event that the customer wishes to relocate the affected service(s) to a new location, the customised OTC will apply. Such relocated circuits need not be renewed on a new contract term.
5. The reconfiguration charge for the Singtel Ethernet Line Point-to-Point circuits subscribed under the Customised Scheme will be \$100 per circuit reconfigured.
6. All other terms and conditions of the Singtel DigiLink, MetroEthernet and Meg@POP services shall apply.

Eligibility

(With effect from 23 October 2023) The Customised Scheme is offered to all similarly situated customers and their subsidiaries who satisfy the following criteria:

- a) if subscribing to Service Package 1:
 - i) uses the services for connecting to its own mobile base station(s), wireless base station(s) and/or its operations centre;
- b) if subscribing to Service Package 2:
 - i) is a duly licensed Internet Service Provider in Singapore and remains licensed for the duration of the Customised Scheme and circuit contract terms;

As of 21 November 2023

- ii) uses the Services for the sole purpose of providing Internet service to end-users; and
- iii) installs the Services subscribed on its own network;
- c) is a duly licensed Facilities Based Operator (**FBO**) or Service Based Operator (**SBO**);
- d) (**With effect from 23 October 2023**) currently has a minimum revenue spend of S\$10 million on Singtel services in the last 12 months prior to the start of the customer's agreement; and
- e) accepts the terms and conditions of the Customised Scheme in its entirety.