

Effective Date:	29 October 2009
Name of Service:	Singtel ISDN, DigiNet, ALLC, MetroEthernet, Gigawave and Meg@POP services. <i>For details, refer to www.singtel.com.</i>
Description:	(With effect from 18 March 2025) Waiver of premature termination charges (PTC) and one-time charges (OTC) for installation and cancellation

Prices (including discounts):

(With effect from 18 March 2025) Waiver of up to 100% of the PTC and installation OTC for service upgrade or migration, subject to the following conditions:

1. **(With effect from 27 February 2012)** Upgrades within the same suite of services:
 - a. Where the new service has a higher monthly recurring charge (**MRC**) than the existing service, the customer will not be required to renew the circuit contract term. For the avoidance of doubt, the upgraded circuit need only complete the remaining contract term.
 - b. Where the new service has a lower MRC than the existing service, the customer will be required to renew the circuit contract term such that the new contract value is higher than the remainder of the existing contract value.
 - c. The waiver will only apply to upgrades within the same suite of service for the following services:
 - ALLC
 - DigiNet
 - Gigawave
 - ISDN
 - Meg@POP
 - MetroEthernet
 - WebNet
 - **(With effect from 26 March 2012)** Videosonic

2. **(With effect from 27 February 2012)** Migrations¹ / upgrades to a different service:
 - a. These will be deemed as new contracts on a minimum one (1) year contract term with effect from the date the service is migrated/upgraded.
 - b. The new contract value must be higher than the remaining contract value of the existing service.
 - c. The waiver will only apply to migrations / upgrades for the following services:
 - Gigawave
 - Meg@POP EVPL EthernetLink
 - Meg@POP EVPN EthernetLink
 - Meg@POP IPVPN eLite
 - Meg@POP IPVPN EthernetLink
 - Meg@POP IPVPN mLink
 - MetroEthernet
 - WebNet

3. **(With effect from 27 February 2012)** Exceptions
 - a. When upgrading from another service to E-Access, there will be no waiver of the E-Access OTC.
 - b. When upgrading from E-Access to another service, there will be no waiver of the E-Access PTC.

(With effect from 18 March 2025) Waiver of cancellation OTC for service upgrade or migration, subject to the following conditions:

1. The service is cancelled after the Service Request-cum-Agreement (**SRCA**) form is submitted and/or site survey done.
2. The waiver will only apply to upgrades within the same suite of services and migrations / upgrades to a different service for the following services:
 - Gigawave
 - MetroEthernet
 - Meg@POP

Key Terms and Conditions:

1. **(With effect from 18 March 2025)** For the waivers of PTC, installation and cancellation OTCs, the service migration / upgrade should result in an increase in the new MRC or

¹ For the purpose of the waiver, an 'upgrade' will be deemed as an increase in bandwidth regardless of whether it is on a different service or not; and a migration will be deemed as a change in service at the same or lower bandwidth.

As of 18 March 2025

remaining contract value. To illustrate services migration / upgrades that are eligible for the waiver(s):

- a. An upgrade to a service tier [within the same suite of services] with a higher MRC or higher contract value; or
 - b. A migration / upgrade to another service that has a higher MRC with a minimum one-year contract term.
2. **(With effect from 18 March 2025)** The PTC, installation and cancellation OTC waiver(s) shall not apply if the contract value of the new service is lower than that of the existing service arising from price revisions or promotions.
 3. **(With effect from 27 February 2012)** The prevailing relocation charge of the migrated / upgraded service shall apply.
 4. **(With effect from 18 March 2025)** The PTC, installation and cancellation OTC waiver(s) shall be done on a per circuit basis, e.g. the combination of multiple low speed circuits to upgrade to a single high speed circuit will result in only one (1) low speed circuit being eligible for the waiver(s). The remaining low speed circuits will be subject to PTC.

Suspension and Termination Provisions:

For details, refer to www.singtel.com.

Eligibility:

Retail customers