

Effective Date: 2 September 2010

Name of Service: SingTel Wholesale B-Access service

Description: Revision of Wholesale B-Access service scheme (**Service**)

Prices (including discounts):

Monthly Recurring Charges (**MRC**) – Aggregation Core

Aggregation Core Service MRC			PE-EVC (1 to 1)	A-EVC (1 to all)
EVC services	Class of Service	Voice	\$1,650 per 250Mbps block	\$8,400 for the first 1Gbps block; \$2,100 for subsequent 250Mbps block
		Video	\$1,400 per 250Mbps block	\$7,200 for the first 1Gbps block; \$1,800 for subsequent 250Mbps block
		Internet	\$850 per 250Mbps block	\$4,350 for the first 1Gbps block; \$1,100 for subsequent 250Mbps block
IP Multicast			\$6,600 per 100Mbps block	
QP-EP + Link		1Gbps port	\$8,000	
		10Gbps port	\$20,000	

MRC – Residential End-User Access*

Class of Service	MRC of Service Schemes (Download/Upload)				
	10Mbps/ 2Mbps CIR	150Mbps/ 75Mbps PIR (40Mbps download CIR)	200Mbps/ 100Mbps PIR (40Mbps download CIR)	Additional 2Mbps/ 2Mbps CIR	Additional 10Mbps/ 2Mbps CIR
Voice				\$8	
Video	\$24				\$12
Internet		\$24	\$31		

*For additional service ports required, up to 2 additional ports will be provided at an MRC of \$2 per port

MRC – Business End-User Access*

Class of Service	MRC of Service Schemes (Download/Upload)			
	10Mbps/ 2Mbps CIR	100Mbps/ 100Mbps PIR (40Mbps download CIR)	Additional 5Mbps/ 5Mbps CIR	Additional 10Mbps/ 2Mbps CIR
Voice			\$8	
Video	\$75			\$12
Internet		\$75		

*For additional service ports required, up to 2 additional ports will be provided at an MRC of \$20 per port

One-Time Charges (OTC) – PE-EVC/A-EVC

Description	Standard OTC
Service Installation	\$1,500
Service Cancellation	\$50
Modification Charge (before/ after customer request date)	\$200
Service Termination	\$50
Onsite Visit (includes joint investigation)	\$800 per staff (up to 2 hours) \$400 per staff per subsequent 1 hour
No Fault Found	\$350
Disconnection/Deactivation	\$150

OTC – QP-EP

Description	Standard OTC
Service Installation	\$1,500
Service Cancellation	\$50
Modification Charge (before/ after customer request date)	\$200
Service Termination	\$50
Onsite Visit (includes joint investigation)	\$800 per staff (up to 2 hours) \$400 per staff per subsequent 1 hour
No Fault Found	\$350
Disconnection/Deactivation	\$150

OTC – Residential End-User Access

Description	Standard OTC
Service Installation	\$50
Service Cancellation	\$30
Modification Charge (before/ after customer request date)	\$30
Service Termination	\$30
Onsite Visit (includes joint investigation)	\$130 per staff (up to 2 hours) \$20 per staff per subsequent 1 hour
No Fault Found	\$350
Disconnection/suspension	\$30
Reconnection	\$15
ONT Collection charge on termination	\$12

OTC – Business End-User Access

Description	Standard OTC
Service Installation	\$350
Installation of Vertical Fibre	\$363
Service Cancellation (before installation of vertical fibre)	\$50
Modification Charge (before/ after customer request date)	\$100
Service Termination	\$50 (applicable for service termination after installation of vertical fibre or customer request date)
Onsite Visit (includes joint investigation)	\$400 per staff (up to 2 hours) \$200 per staff per subsequent 1 hour
No Fault Found	\$350
Disconnection/suspension	\$150

OTC multiplier for service provisioning

Day	Period	Time		Multiplier Factor
Business Day	Monday – Friday	Working Hours	9am – 5pm	1
	Monday – Friday	Off Working Hours	Before 9am and/or after 5 pm	1.5
Non-Business Day	Saturday, Sunday and Public Holidays	Throughout		2

SingTel will pass on any additional OTC imposed in relation to the provision, maintenance and termination of the Service as charged by OpenNet.

Volume Discount – Aggregation Core

Total Aggregate Core and Port Bandwidth	Discount off total charges
250Mbps – 10 Gbps	N.A.
11 – 20 Gbps	5%
21 – 30 Gbps	10%
31 – 40 Gbps	15%
41 – 50 Gbps	20%
More than 50 Gbps	25%

Volume Discount – Residential End-User Access

Number of Residential Fibre-based Wholesale B-Access lines	10Mbps/ 2Mbps CIR	150Mbps/ 75Mbps PIR (40Mbps download CIR)	200Mbps/ 100Mbps PIR (40Mbps download CIR)	Additional 2Mbps/ 2Mbps CIR	Additional 10Mbps/ 2Mbps CIR
1 – 2,000	\$24	\$24	\$31	\$8	\$12
2,001 to 5,000	\$23	\$23	\$30	\$7	\$10
5,001 to 10,000	\$22	\$22	\$29	\$6	\$8
More than 10,000	\$21	\$21	\$28	\$5	\$6

Volume Discount – Business End-User Access

Number of Business Fibre-based Wholesale B-Access lines	10Mbps/ 2Mbps CIR	100Mbps/ 100Mbps PIR (40Mbps download CIR)	Additional 5Mbps/ 5Mbps CIR	Additional 10Mbps/ 2Mbps CIR
1 – 2,000	\$75	\$75	\$8	\$12
2,001 to 5,000	\$72.50	\$72.50	\$7.50	\$11
5,001 to 10,000	\$70	\$70	\$7	\$10
More than 10,000	\$67.50	\$67.50	\$6.50	\$9

Key Terms and Conditions

1. The minimum contract term for the Service agreement is one (1) year, with a termination notice of six (6) months.
2. The minimum contract term for the service components (i.e. Aggregation Core component and End-User Access component) is one (1) year.
3. The customer does not need to subscribe to a domain name for the Service.

4. The Service is provided to the customer as a wholesale service. The customer shall not brand the service which it provides to its own end-users as a “SingTel” service.
5. The customer will be responsible for providing first level maintenance and service support to its own end-users.
6. The offer of the Service is subject to availability of resources at the end-users’ premises and any relevant third party (including building owners, etc).

Suspension and Termination Provisions:

The early termination charge for the PE-EVC/A-EVC, QP-EP, residential end-user access component and business end-user access component will be 100% of the remaining contract value

Eligibility:

The Service will be available to Facilities-Based Operators, Services-Based Operators and Broadcast providers (excluding class licences) licensed by the IDA and the MDA respectively