

**Effective Date:** 18 January 2010

**Name of Service:** SingTel MetroEthernet Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com) under "Business Customers".*

**Description:** Customised MetroEthernet Service Scheme  
**(Customised Scheme)**

**Prices (including discounts):**

Service	One-Time Installation Charge	Monthly Recurring Charge
1 x 300Mbps Head-End (upgrade from 100Mbps)	\$1,000	S\$8,690
1 x 70Mbps Tail-end (existing circuit)	NA	
1 x 10Mbps Tail-end	\$3,000	
1 x 20Mbps Tail-end	\$3,000	

1. The contract term for the Customised Scheme and each circuit subscribed under the Customised Scheme is two (2) years.
2. The contract term for all the circuits in the above table will be aligned to the same date.

**Terms and Conditions:**

1. There shall be no auto-renewal for the Customised Scheme.
2. The customer is not allowed to upgrade the head-end bandwidth.
3. Should the head-end utilisation reach 100%, the customer will need to re-negotiate a new agreement with SingTel.
4. Services subscribed under the Customised Scheme are subject to resource availability.
5. All other terms and conditions of the SingTel MetroEthernet service shall apply.

**Suspension and Termination Provisions:**

1. In the event that the customer terminates a circuit during the first year of the contract term, the customer shall be liable for the standard MetroEthernet premature termination charge (PTC) based on the following list prices:

Service	Monthly Recurring Charge
300Mbps head-end	\$5,000
70 Mbps	\$2,600

10 Mbps	\$1,800
20 Mbps	\$2,000

For the avoidance of doubt, any remaining circuit(s) will be charged at the above list price(s).

2. In the event that the customer terminates a circuit after the first year of the contract term, the customer shall be liable for the following PTC:
  - a) 10Mbps: NIL
  - b) 20Mbps: NIL
  - c) 70Mbps and/or 300Mbps: \$4,258. The customer must maintain both the 70Mbps and 300Mbps circuits to ensure that the head-end is not under-utilised. However, the customer will not be liable for any PTC on the 70Mbps circuit if the total remaining tail-end bandwidth exceeds 100Mbps.
  
3. For the avoidance of doubt, the above PTCs are only applicable to the four (4) circuits in the price table. Any additional circuits will be subject to the standard PTC.

**Eligibility:**

The Customised Scheme will be offered to any customer who meets the following qualifying criteria:

- subscribes to all four (4) circuits in the price table;
- currently has or is willing to commit to a minimum annual spend of \$3.2M on SingTel services;
- accepts the terms and conditions of the Customised Scheme in its entirety.