

**Effective Date:** 1 February 2010

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

**Description:** Customised Rebate Scheme (**Rebate Scheme**) and Premature Termination Charge Waiver Scheme

**Prices (including discounts):**

<b>Annual Spend</b>	<b>Rebate</b>
\$11,000,000 - \$12,999,999	6.00%
\$13,000,000 - \$15,999,999	6.75%
\$16,000,000 - S\$18,999,000	7.25%
≥ \$18,999,999	7.75%

1. Spending on all SingTel Group services will count towards determining the customer's total annual spend however, the following services are not eligible for a rebate:
  - a) All managed services
  - b) GigawaveLite
  - c) Mobile Airtime Pooling
2. Spending on NCS Pte Ltd and Optus services cannot be used to count towards the customer's total group spending.
3. The contract term for the Rebate Scheme is three (3) years.

**Terms and Conditions:**

1. At least 50% of the total group spending must be on ISDN, DigiNet, GigawaveLite, MetroEthernet and Meg@POP services.
2. Services eligible for the rebates must have both ends located at the customer's premises, must be used for the customer's own infrastructure and cannot be resold.
3. The customer is required to renew all existing DEL, ISDN, MetroEthernet and Meg@POP services which have already completed the existing contract term, for a minimum one (1) year contract term.
4. The customer may substitute any service(s) stipulated in paragraph 3 with another service (or combination of services) with total revenue that is not less than the current revenue of the service that it is replacing. The substitute service(s) will be subjected to

a minimum one (1) year contract subscription/ renewal at the start of this agreement.

5. There is no auto-renewal for the Rebate Scheme.
6. The customer's eligible expenditure shall exclude all taxes including, but not limited to, goods and services tax, and other value added taxes, duties, levies and similar charges

**Suspension and Termination Provisions:**

1. Any circuit terminated prior to the end of the contract term will be liable for premature termination charges as governed by the respective terms and conditions except where it satisfies the conditions in paragraph 2.
2. The customer may enjoy a waiver of the premature termination charge under the following conditions:
  - a) Migration of circuits due to changes in technology: the customer maintains at least 70% of the total number of circuits it was subscribing to at the point of termination regardless of which services the circuits are migrated to; or
  - b) Reduction in the volume of circuits due to business consolidation: the customer maintains at least 70% of the circuits it was subscribing to at the point of termination.

**Eligibility:**

- The customer must have a combined annual group spending of at least \$11M on SingTel Group services of which a combined spend of \$1M must be contributed by the subsidiaries.
- The customer must accept the terms and conditions of the rebate and premature termination charge waiver schemes in entirety.