

**Effective Date:** 7 May 2010

**Name of Service:** SingTel Meg@POP service

*For additional details, refer to [www.singtel.com](http://www.singtel.com) under “Business Customers”*

**Description:** Customised Meg@POP service package (**Customised Package**)

**Prices (including discounts):**

<b>Service</b>	<b>Bandwidth</b>	<b>Monthly Recurring Charges (“MRC”) per circuit</b>
Standard IPVPN EthernetLink service	256kbps	\$365
	512kbps	\$365
	768kbps	\$446
	1Mbps	\$446
BizLink service	512kbps	\$168
	1Mbps	\$168
	1.5Mbps	\$168
	2Mbps	\$168
	3Mbps	\$210
	4Mbps	\$250
	6Mbps	\$283
	8Mbps	\$315
10Mbps	\$331	

The one-time charges (**OTC**) for the following Meg@POP services will be waived under the Customised Package:

- a) Standard IPVPN EthernetLink service: 256kbps to 10Mbps, 20Mbps to 1Gbps
- b) IPVPN EthernetLink Auto Back-up with Exchange Diversity service: 3Mbps to 1Gbps
- c) IPVPN EthernetLink Disaster Recovery service: 60Mbps
- d) BizLink service: 512kbps to 10Mbps

With effect from 4 May 2011

The customer will enjoy the following when signing up for one (1) standard IPVPN EthernetLink circuit and one (1) IPVPN EthernetLink auto-backup with exchange diversity circuit:

- (a) Waiver of OTC on the EthernetLink Virtual Circuits (**EVCs**) for both the standard IPVPN EthernetLink circuit and the IPVPN EthernetLink auto-backup with exchange diversity circuit; and

- (b) Waiver of MRC on the EVCs for the IPVPN EthernetLink auto-backup with exchange diversity circuit

### **Key Terms & Conditions**

1. The contract term of the Customised Package is three (3) years, which will be auto-renewed at the end of every 3 years.
2. The minimum contract term of each Meg@POP BizLink and EthernetLink circuit subscribed under the Customised Package is one (1) year.
3. The customer is not allowed to resell the service(s) subscribed under the Customised Package. The customer must ensure that the services are meant for its own use or used by its business affiliates or business units.
4. The service(s) under the Customised Package are subject to resource availability.
5. The tariffs will be applicable during the first year of the contract term. In the subsequent years of the contract term, if the prevailing list price of the Meg@POP service(s) is lower than the tariffs, the customer will be entitled to the prevailing list prices of the respective service/circuit. Else, the tariffs will remain applicable.
6. The customer has a ramp-up period of 1 year to meet the minimum volume commitment in the first year of the contract term. Subsequently, the customer is required to meet the following minimum volume commitments:
  - a. Within the first year of the contract term of the Customised Package: minimum volume commitment of 50 EthernetLink circuits and 5 BizLink circuits;
  - b. Subsequent years of the Customised Package: the customer must maintain a minimum volume commitment of 55 circuits on any Meg@POP service each month for the remaining duration of the Customised Package.
7. Upon completion of the first year of the contract term of the Customised Package, the customer may request to migrate his existing Meg@POP service to any other Meg@POP service. Any applicable premature termination charges (“PTC”) will be waived in such circumstances.
8. If the customer fails to meet the minimum volume commitment due to SingTel’s failure to provide services as requested by the customer (e.g. delay in installation, circuit RFS, equipment or network issue), no penalty charges will be incurred.
9. In the event the customer is unable to meet the minimum volume commitment as described in paragraph 6, the customer will be liable for a shortfall of 100% of the MRC (based on the terminated circuit which resulted in the shortfall) for the number of circuits below the minimum volume commitment.
10. (With effect from 4 May 2011) The customer must take up one (1) standard IPVPN EthernetLink circuit and one (1) IPVPN EthernetLink auto-backup with exchange diversity circuit in a single application in order to enjoy the waiver of the OTC/MRC for the EVCs.
11. (With effect from 4 May 2011) Both the standard IPVPN EthernetLink circuit and the IPVPN EthernetLink auto-backup with exchange diversity circuit must be subscribed at list prices.
12. (With effect from 4 May 2011) The customer must take up at least four (4) EVCs each for the standard IPVPN EthernetLink circuit and the IPVPN EthernetLink auto-backup with exchange diversity circuit.
13. (With effect from 4 May 2011) The minimum contract term for the standard IPVPN EthernetLink circuit, the IPVPN EthernetLink auto-backup with exchange diversity circuit and the EVCs will be three (3) years.

14. All other standard terms and conditions of SingTel Meg@POP service, Meg@POP BizLink and Meg@POP IPVPN EthernetLink service shall remain applicable.

**Suspension and Termination Provision:**

In the event that the customer terminates a circuit prior to the end of the circuit contract term, the customer will be liable for a PTC of 100% of the remaining contract term for each Meg@POP circuit.

Should the customer be charged PTC as described above, the customer will not be charged the shortfall for the minimum volume commitment described in paragraph 9.

**Eligibility:**

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

- Must have or be willing to commit to a minimum volume commitment as follows:
  - Within the first year of the contract term of the Customised Package: minimum volume commitment of 50 EthernetLink circuits and 5 BizLink circuits;
  - Subsequent years of the Customised Package: the customer must maintain a minimum volume commitment of 55 circuits on any Meg@POP service each month for the remaining duration of the Customised Package; and
- Accepts the terms and conditions of the Customised Package in its entirety.