

**Effective Date:** 26 March 2012

**Name of Service:** Videosonic service

*For additional details, refer to [www.singtel.com](http://www.singtel.com).*

**Description:** Introduction of Digital Videosonic (HD) service (**Service**)

**Prices (including discounts):**

Standard Scheme

<b>Service</b>	<b>Monthly Recurring Charge (MRC)</b>	<b>One-Time Charge (OTC)</b>	<b>Minimum Contract Term</b>
1 <sup>st</sup> channel (main channel)	\$8,000	\$4,000	1 year
Exchange Diversity (for 1 <sup>st</sup> channel)	\$1,800	Nil	

Temporary Scheme

<b>Service</b>	<b>Monthly Recurring Charge (MRC)</b>	<b>One-Time Charge (OTC)</b>	<b>Minimum Contract Term</b>
1 <sup>st</sup> channel (main channel)	\$12,000	\$4,000	1 month
Exchange Diversity (for 1 <sup>st</sup> channel)	\$2,700	Nil	

Relocation and conversion charges shall apply.

Term discount: 2 years – 5% of MRC; 3 years and above – 10% of MRC

Discounts of up to 10% may be applicable to customers based on factors such as contract value, total expenditure and/or customer tenure.

**Key Terms and Conditions (Standard Scheme):**

1. The A-end and B-end of the Service must be a legally valid business or residential address at the premises owned by the customer in Singapore. The Service shall not terminate at any premises not approved by SingTel for that purpose, including but not limited to cable stations, SingTel telephone exchanges, manholes, rooms housing a main distribution frame, power rooms, lead-in pipes, ducting, at any outdoor sites, or at any premises not owned by the customer. SingTel shall not entertain any request for termination of Service at any such sites.
2. The Service can be terminated into an earth station for the purpose of carrying video and audio signals only. The customer shall ensure that no other forms of data are delivered except digital video and audio.
3. The Service is only available in Singapore and will be subject to availability of resources. Remote access procedures shall apply if the site cannot be reached.

4. There shall be no diversity commitment or Service Level Agreement. The routing of the link will be at the sole discretion of SingTel.
5. The Service shall not be re-sold 'as is' but may be provided by the customer to duly licensed Facilities-Based Operators and Service-Based Operators. The terms and conditions for the SingTel Videosonic resale scheme shall apply.
6. The provisioning lead-time will be within 8 weeks from SingTel's written acceptance of the customer's order.
7. If the customer reports a fault and following investigations by SingTel, either no fault is found or SingTel determines that the fault is not within the SingTel network and the fault (if any) does not lie with the SingTel equipment, the following surcharges shall apply:

<b>Period</b>	<b>Call Out Rates (per man)</b>
Monday to Friday: 8.30am – 6pm Saturday: 8.30am – 1pm	\$200 per site per visit (for minimum of 2 hours) \$100 per hour thereafter
Monday to Friday: after 6pm Saturday: after 1pm	\$300 per site per visit (for minimum of 2 hours) \$150 per hour thereafter
Sundays and public holidays	\$400 per site per visit (for minimum of 2 hours) \$200 per hour thereafter

Office hours are defined as follows:

<b>Day</b>	<b>Office Hours</b>
Monday to Friday	8.30am to 6pm
Saturday	8.30am to 1pm
Sundays and public holidays	excluded

8. The above charges will also apply in the following scenarios:
  - a) Customer requested a maintenance visit (excludes fault troubleshooting)
  - b) Overtime surcharges shall be imposed when the whole or part of the work related to circuit removal, circuit installation and any other cases is performed outside office hours. It is applicable in addition to any other OTC such as installation and removal charges.
9. All other terms and conditions of the SingTel Digital Videosonic service shall apply.

**Key Terms and Conditions (Temporary Scheme):**

1. The Temporary Scheme recurring charge will be charged on a monthly basis. Payment will not be refunded should the customer choose to terminate the circuit before the end of the circuit contract term.
2. All other terms and conditions of the SingTel Digital Videosonic (HD) and Digital Videosonic services shall apply.

**Key Terms and Conditions (Exchange Diversity):**

1. The contract term for the Exchange Diversity service must be equivalent to the contract term of the channel on which Exchange Diversity service is to be applied.
2. All other terms and conditions of the SingTel Digital Videosonic (HD) and Digital Videosonic services shall apply.

**Suspension and Termination Provisions:**

In the event the customer terminates the Service before the end of the contract term, the customer will be liable for a premature termination charge of 100% of the remaining contract term.

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**Eligibility:**

SingTel authorized reseller and retail customers