

Effective Date: 15 September 2012

Name of Service: SingTel Meg@POP service

For details, refer to www.singtel.com.

Description: Revision of Service Level Agreements (SLA) for Meg@POP IPVPN EthernetLink service (**Revision**)

Prices (including discounts):

Standard IPVPN EthernetLink		
Outage (x)	Availability (%)	Rebate (% of Monthly Rental)
4 minutes < x ≤ 5 hours	99.31% to 99.99%	10%
5 hours < x ≤ 10 hours	98.61% to 99.31%	20%
10 hours < x ≤ 24 hours	96.67% to 98.61%	30%
24 hours < x ≤ 48 hours	93.33% to 96.67%	40%
> 48 hours	< 93.33%	50%

All other prices, terms and conditions of the SingTel Meg@POP service and Meg@POP IPVPN EthernetLink service shall remain applicable.

Suspension and Termination Provisions:

For details, refer to www.singtel.com.

Eligibility:

Retail and wholesale customers