

**Effective Date:** 5 July 2013

**Name of Service:** SingTel Meg@POP service and i-PhoneNet service

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

**Description:** Introduction of Meg@POP and i-PhoneNet service packages  
**(Packages)**

**Prices (including discounts):**

Name of Package	Monthly Recurring Charge (MRC) (\$ per package)		One-Time Charge (OTC) (\$ per package)
Meg@POP Business Solutions (Voice)	10Mbps eLite circuit	\$233	\$500
	20Mbps eLite circuit	\$309	\$500
Meg@POP Business Solutions (Office Comms)	10Mbps eLite circuit	\$242	\$500
	20Mbps eLite circuit	\$318	\$500

The Meg@POP Business Solutions (Voice) consists of 1 Meg@POP eLite circuit (bandwidth of 10Mbps or 20Mbps), 1 SRP541 router, 1 subscription of the i-PhoneNet Basic Plan and 1 unit of the Yealink TP-20 IP Phone.

The Meg@POP Business Solutions (Office Comms) consists of 1 Meg@POP eLite circuit (bandwidth of 10Mbps or 20Mbps), 1 Cisco 881 router, 1 subscription of the Meg@POP Secured Internet Access service (bandwidth of 5Mbps) and 1 subscription of the One Office service (1 user).

A term discount of 5% is applicable for a contract term of 2 years and 10% for a contract term of 3 years. Discounts of up to 10% may be applicable to customers based on factors such as contract value, total expenditure and/or customer tenure.

The price of the Package(s) includes the circuit, the equipment (router and/or IP phone handset) as well as the installation and maintenance charge of the IP phone handset. The Package(s) excludes other charges such as installation charge or maintenance charge for the router.

The equipment (router and/or IP phone handset) provided under the Package(s) is subject to stock availability. In the event that there is insufficient stock, SingTel may replace the equipment with another model of equivalent value.

**Key Terms and Conditions:**

1. The minimum contract term of the Package(s) shall be 1 year.
2. The services offered under the Package(s) are fixed and not inter-changeable.

3. If the customer wishes to upgrade the bandwidth of the existing service to a bandwidth available under the Package(s) in order to take up the Package(s), the standard upgrade policy shall apply.
4. If a customer who subscribes to the Package(s) wishes to upgrade the bandwidth of the service to a bandwidth that is not available under the Package(s), it will be deemed as a termination of the entire Package(s). The standard upgrade policy shall apply and the customer may be charged the premature termination charge (**PTC**) of the Package(s), if applicable.
5. Customers who wish to upgrade their existing bandwidth during the contract term and require a change of router to another router provided by SingTel shall be charged a one-time charge of \$350.
6. The customer shall not resell the services subscribed under the Package(s).
7. A termination of any service(s) within the Package(s) will be deemed as a termination of the entire Package(s). In such a situation, the customer will be charged the PTC for the Package(s), if applicable.
8. All other prevailing standard prices, terms and conditions of SingTel Meg@POP service, Meg@POP IPVPN eLite service, Meg@POP Secured Internet Access service, i-PhoneNet service and One Office service shall remain applicable.

#### **Suspension and Termination Provisions:**

If the customer terminates the Package(s) or any service(s) within the Package(s) during the contract term, the customer shall be liable for a PTC of 100% of the remaining contract term.

#### **Eligibility:**

Retail customers