

SERVICE SCHEDULE – NON-RESIDENTIAL PER-END-USER CONNECTION

NUCLEUS CONNECT PTE. LTD.

INTERCONNECTION OFFER (ICO) AGREEMENT

SERVICE SCHEDULE – NON-RESIDENTIAL PER-END-USER CONNECTION

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1. INTRODUCTION

- 1.1 This Service Schedule sets out the terms and conditions under which Nucleus Connect will provide the service known as Non-Residential Per-End-User Connection (as defined below) to the Contracting QP.
- 1.2 This Service Schedule comprises the following:
- (a) the provisions herein;
 - (b) the General Service Terms and Conditions and the following Appendices:
 - (i) Appendix 1: Provisioning Timeframe;
 - (ii) Appendix 2: Service Level Guarantees; and
 - (c) Orders submitted by the Contracting QP in relation to this Service Schedule.
- 1.3 In the event of any inconsistency or conflict between the provisions herein, the General Service Terms and Conditions and Orders submitted by the Contracting QP in relation to this Service Schedule, the order of precedence shall be as follows:
- (a) the provisions herein;
 - (b) Orders submitted by the Contracting QP in relation to this Service Schedule; and
 - (c) the General Service Terms and Conditions.
- 1.4 The Master ICO Agreement, including the Annexes, shall apply unless and to the extent amended or supplemented by the provisions of this Service Schedule.
- 1.5 In this Service Schedule, a reference to a paragraph, unless stated otherwise, is to a paragraph of this Service Schedule.

2. DEFINITIONS AND INTERPRETATION

2.1 Unless otherwise defined herein this Service Schedule, all terms and expressions used herein will be construed to have the same meanings as found in the Master ICO Agreement and the General Service Terms and Conditions. Where a term or expression is defined specifically in this Service Schedule herein, the provisions herein shall prevail.

2.2 In this Service Schedule:

Class of Service or CoS means any of the following class of service:

- (a) Class A Real Time (Class A);
- (b) Class B Near Real Time (Class B);
- (c) Class C Mission Critical (Class C); or
- (d) Class D Best Effort (Class D),

each of which is prescribed QoS parameters as set out in the table in paragraph 4.2(c);

Committed Information Rate (CIR) means the minimum bandwidth that Nucleus Connect guarantees over the A-B segment of the diagram in the definition of "QoS", for each Non-Residential Per-End-User Connection;

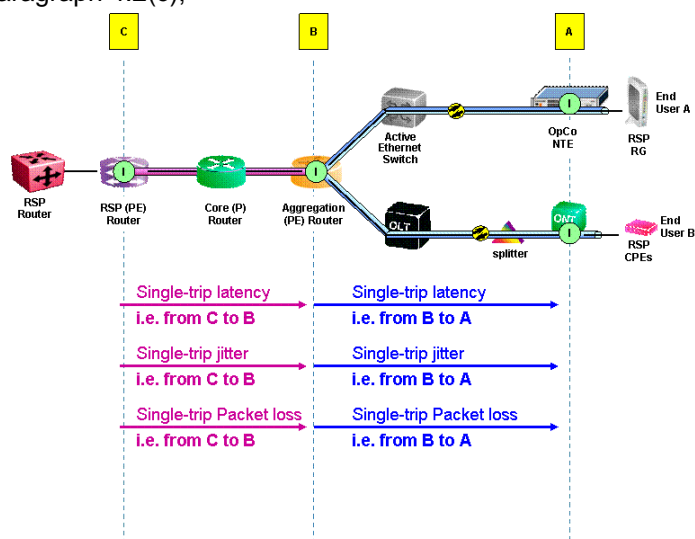
Downlink means bandwidth in the downstream direction (from Aggregation Network to the End-User);

Non- means one connection from the Aggregation Layer to the

Residential Per-End-User Connection means Service Port(s) in Nucleus Connect’s NTE at the Non-Residential Premises specified by the Contracting QP in its Order, and **“Non-Residential Per-End-User Connections”** means more than one Non-Residential Per-End-User Connection;

Peak Information Rate (PIR) means the maximum bandwidth that each Non-Residential Per-End-User Connection can reach over the A-B segment of the diagram in the definition of “QoS” in the absence of any sort of traffic aggregation, congestion or multiplexing;

Quality of Service or (QoS) means the service levels committed for ensuring delivery of services over the A-B segment of the diagram below, measured by Jitter, Latency and Packet Loss as set out in the table in paragraph 4.2(c);



Service Port means the physical port which the Contracting QP’s or End-User’s equipment shall interface to the Active Network for the purpose of receiving or using each Non-Residential Per-End-User Connection;

Symmetrical means equal bandwidth for Uplink and Downlink (between the End-User and the Aggregation Network); and

Uplink means bandwidth in the upstream direction (from the End-User to the Aggregation Network).

3. COMMENCEMENT

This Service Schedule shall commence with effect from the date that the Contracting QP first places Order(s) to take up Non-Residential Per-End-User Connection(s), in accordance with the General Service Terms and Conditions.

4. SERVICE REQUIREMENTS

4.1 The Contracting QP shall place one (1) Order for each Non-Residential Per-End-User Connection. For example, if the Contracting QP wishes to take up two (2) Non-Residential Per-End-User Connections, the Contracting QP shall submit two (2) separate Orders.

4.2 When placing an Order for a Non-Residential Per-End-User Connection, the Contracting QP shall be required to:

- (a) Choose one Service Port type which is either Fast Ethernet (“**FE Service Port**”) or Gigabit Ethernet (“**GE Service Port**”). In the same Order, the Contracting QP may choose up to two (2) additional Service Ports to be aggregated to the same Non-Residential Per-End-User Connection, provided that all the Service Ports are of the same type.

The Contracting QP shall specify if it is subscribing to a burstable or non-burstable Non-Residential Per-End-User Connection.

- (i) For FE Service Port(s), each non-burstable Non-Residential Per-End-User Connection will have a Symmetrical PIR of 100Mbps.

For GE Service Port(s) based on GPON, the Contracting QP can request for PIR of above 100Mbps in incremental steps of 50Mbps up to 500Mbps or PIR of 1Gbps for each burstable Non-Residential Per-End-User Connection in accordance with paragraph 5.1.

For GE Service Port(s) based on AE, the Contracting QP can request for either PIR of above 100Mbps in incremental steps of 50Mbps up to 500Mbps or PIR of 1Gbps for each burstable Non-Residential Per-End-User Connection in accordance with paragraph 5.1.

- (ii) For FE Service Port(s) for non-burstable Non-Residential Per-End-User Connections, each Non-Residential Per-End-User Connection will have a Symmetrical PIR equal to the Symmetrical CIR for the same in accordance with paragraph 5.1

For GE Service Port(s), each non-burstable Non-Residential Per-End-User Connection will have a Symmetrical PIR equal to the Symmetrical CIR for the same in accordance with paragraph 5.1

The Contracting QP shall specify whether it requires the underlying access technology for such Non-residential Per-End-User Connection to be based on AE or GPON.

If pursuant to the Contracting QP's request, Nucleus Connect is not able to provide such Non-Residential Per-End-User Connection based on AE, Nucleus Connect shall be entitled to reject the Order for such Non-Residential Per-End-User Connection, but shall not impose any charges on the Contracting QP in respect of the rejection of such an Order.

- (b) Choose any of the following Network Layers:

- (i) Option1: Layer 2 VLAN (IEEE 802.1q and IEEE Q-in-Q). Where there is more than one Service Port sharing the same Non-Residential Per-End-User Connection, each Service Port shall have unique VLAN(s);

- (ii) Option 2: Layer 3 IPv4;

(iii) Option 3: Layer 3 IPv6,

provided that the availability of Option 2 and Option 3 above are subject to the Contracting QP having taken up and completed the L3 Virtual Routing Domain Setup Service, which is an Ancillary Mandated Service provided by Nucleus Connect.

- (c) (x) (In respect of burstable Non-Residential Per-End-User Connections) subscribe to at least one (1) Class of Service for such Non-Residential Per-End-User Connection and indicate the total Symmetrical CIR it wishes to purchase in blocks of 5Mbps, provided that:
- (i) in the case of FE Service Port, the combined aggregate Symmetrical CIR for all subscribed Classes of Service shall be no more than 100Mbps;
 - (ii) in the case of GE Service Port based on GPON, the combined aggregated Symmetrical CIR for subscribed Classes of Service shall be no more than 250Mbps or the subscribed PIR (whichever is lower);
 - (iii) for the case of GE Service Port based on AE, the combined aggregated Symmetrical CIR for subscribed Classes of Service shall be no more than the subscribed PIR; and
 - (iv) such Non-Residential Per-End-User Connection shall have at least one (1) Class of Service with:
 - (a) a minimum Symmetrical CIR of 25Mbps in the case of Service Port based on GPON;
 - (b) a minimum Symmetrical CIR of 25Mbps in the case of Service Port based on AE where the subscribed PIR is less than 500Mbps; or
 - (c) a minimum Symmetrical CIR of 250Mbps in the case of Service Port based on AE where the subscribed PIR is 1Gbps.

The Contracting QP may subsequently from time to time, increase or decrease the Symmetrical CIR of each Class of Service subscribed for such burstable Non-Residential Per-End-User Connection, in blocks of 5Mbps, provided that sub-paragraphs (i) to (iv) above are complied with. Such increase or decrease of Symmetrical CIR shall constitute a Modification for which the Contracting QP shall be required to submit an Order pursuant to and in accordance with the General Service Terms and Conditions.

- (y) (In respect of non-burstable Non-Residential Per-End-User Connections) subscribe to only one (1) Class of Service for such non-burstable Non-Residential Per-End-User Connection and indicate the Symmetrical CIR it wishes to purchase in accordance with paragraph 5.1(b). The Contracting QP may subsequently from time to time, increase or decrease the Symmetrical CIR of each Class of Service subscribed for such non-burstable Non-Residential Per-End-User Connection, in accordance with paragraph 5.1(b). Such increase or decrease of Symmetrical CIR shall constitute a Modification for which the Contracting QP shall be required to submit

an Order pursuant to and in accordance with the General Service Terms and Conditions.

The tables below set out the performance parameters of each Class of Service (burstable and non-burstable) according to the Service Port type:

Class of Service (GPON)	Jitter	Latency	Packet Loss
Class A Real Time	0.5ms	4ms	0.2%
Class B Near Real Time	1ms	8ms	0.2%
Class C Mission Critical	3ms	15ms	0.1%
Class D Best Effort	Best Effort	30ms	Best Effort

Class of Service (AE)	Jitter	Latency	Packet Loss
Class A Real Time	0.5ms	4ms	0.1%
Class B Near Real Time	0.5ms	8ms	0.1%
Class C Mission Critical	2ms	10ms	0.05%
Class D Best Effort	Best Effort	30ms	Best Effort

- (d) Specify if the Contracting QP require Nucleus Connect to perform VLAN Translation; Provided that the scope of the VLAN Translation must first be agreed between the Parties in writing.
- 4.3 If the Contracting QP injects traffic into any Non-Residential Per-End-User Connection which exceeds the Symmetrical CIR purchased for such Non-Residential Per-End-User Connection pursuant to paragraph 4.2(c), the Contracting QP acknowledges and agrees that notwithstanding that Nucleus Connect will endeavour to deliver such excess traffic, such delivery is not guaranteed. For the avoidance of doubt, the Contracting QP shall not be able to inject traffic into any Non-Residential Per-End-User Connection which exceeds the PIR as set out in paragraph 4.2(a).
- 4.4 The Contracting QP must adhere to Nucleus Connect's QoS tagging scheme when sending or receiving data traffic through any Non-Residential Per-End-User Connection from the relevant Service Port(s). Such QoS tagging scheme requires the use of priority bit value 5 for Class A, priority bit value 4 for Class B, priority bit value 2 for Class C and priority bit value 1 for Class D.
- 4.5 If the Contracting QP requires Nucleus Connect to perform QoS tagging on behalf of the Contracting QP, such tagging shall be on a one C-VLAN and one CoS per Service Port basis.
- 4.6 In relation to any Non-Residential Per-End-User Connection taken up by the Contracting QP, if the Contracting QP wishes to:
- (a) change the then existing Service Port type in respect of such Non-Residential Per-End-User Connection (from FE Service Port to GE Service Port or vice versa); and/or
 - (b) add or reduce the number of Service Ports aggregated to such Non-Residential Per-End-User Connection, provided that the number of Service

Ports sharing such Non-Residential Per-End-User Connection shall not exceed three (3) at all times,

each such event shall constitute a Modification for which the Contracting QP shall be required to submit an Order pursuant to and in accordance with the General Service Terms and Conditions.

4.7 In relation to any Non-Residential Per-End-User Connection taken up by the Contracting QP for which the underlying access technology is based on GPON, if the Contracting QP wishes to change the underlying access technology to AE, the Contracting QP shall:

- (a) place an Order for the Deactivation of such Non-Residential Per-End-User Connection, whereupon paragraph 8 of the General Service Terms and Conditions will apply; and
- (b) place an Order to take up a new Non-Residential Per-End-User Connection with an underlying access technology based on AE, whereupon paragraph 4 of the General Service Terms and Conditions will apply.

This paragraph 4.7 shall also apply mutatis mutandis where the Contracting QP wishes to change the underlying access technology of any Non-Residential Per-End-User Connection then taken up by it from AE to GPON.

4.8 If the Contracting QP indicates to Nucleus Connect in its Order to take up Non-Residential Per-End-User Connection, that it does not require NetLink Trust to provide the cabling and ducting between the FTTB Node and the 1st TP for the relevant Non-Residential Building, the Contracting QP shall be responsible for the supply and maintenance of such cabling and ducting. In such event, the Contracting QP acknowledges and agrees that:

- (a) the Contracting QP shall bear the following charges:
 - (i) ON Charges, except those ON Charges which would be subject to paragraph 4.8(a)(iii), which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, in connection therewith;
 - (ii) any Third Party Charges which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, in connection therewith; and
 - (iii) any other third party charges, NetLink Trust's charges and/or ON Charges agreed pursuant to paragraph 5.2 or 6.3 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, in connection therewith;
- (b) the Contracting QP shall provide such cabling and ducting from the FTTB Node and up to and including the 1st TP that are of a quality that is fit-for-purpose; and
- (c) the Contracting QP shall make such cabling and ducting from the FTTB Node and up to and including the 1st TP, available and ready for Nucleus Connect's use at least three (3) Business Days before the RFS Date in respect of such Non-Residential Per-End-User Connection.

For the avoidance of doubt, if the Contracting QP fails to comply with sub-paragraphs (b) and (c) above and due to such failure, Nucleus Connect is not able to provision

and activate such Non-Residential Per-End-User Connection by the scheduled RFS Date, the Contracting QP shall not be entitled to make any claim under Appendix 1 of the General Service Terms and Conditions, and Nucleus Connect shall be entitled to commence charging the Contracting QP the Monthly Recurring NC Charges set out in paragraph 5.1 with effect from such scheduled RFS Date (and not the delayed date that such Non-Residential Per-End-User Connection is in fact activated).

4.9 In relation to any Non-Residential Per-End-User Connection taken up by the Contracting QP which will be delivered via an NetLink Trust’s Termination Point (the “**Riser TP**”) at the vertical telecommunication riser on the same floor where the relevant Non-Residential Premises is located, the Contracting QP shall be responsible for the supply and maintenance of the cabling and ducting between the Riser TP and the said Non-Residential Premises. In such event, the Contracting QP acknowledges and agrees that:

- (a) the Contracting QP shall provide such cabling and ducting from the Riser TP and up to the said Non-Residential Premises (including the TP located therein) that are of a quality that is fit-for-purpose; and
- (b) the Contracting QP shall make such fibre and cabling and ducting (including the TP located in the said Non-Residential Premises) available and ready for Nucleus Connect’s use at least three (3) Business Days before the RFS Date in respect of such Non-Residential Per-End-User Connection.

For the avoidance of doubt, if the Contracting QP fails to comply with sub-paragraphs (a) and (b) above and due to such failure, Nucleus Connect is not able to provision and activate such Non-Residential Per-End-User Connection by the scheduled RFS Date, the Contracting QP shall not be entitled to make any claim under Appendix 1 of the General Service Terms and Conditions, and Nucleus Connect shall be entitled to commence charging the Contracting QP the Monthly Recurring NC Charges set out in paragraph 5.1 with effect from such scheduled RFS Date (and not the delayed date that such Non-Residential Per-End-User Connection is in fact activated).

4.10 Nucleus Connect will make available to the Contracting QP the DHCP Option 82 Service in respect of the Non-Residential Per-End-User Connections taken by the Contracting QP.

5. CHARGES

The Charges set out in this paragraph 5 are the rates payable by the Contracting QP on a Non-Residential Per-End-User Connection basis.

5.1 Monthly Recurring NC Charges

(a) Twelve (12) months’ contract term

(i) Burstable Non-Residential Per-End-User Connection

Nucleus Connect will commence charging the Contracting QP the Monthly Recurring NC Charges specified below on the RFS Date.

Burstable Non-Residential Per-End-User Connection GPON (PIR less than 500Mbps)	Monthly Recurring NC Charge (12 months’ contract term)		
	100Mbps PIR First 25Mbps CIR	Next 5Mbps CIR (up to 250Mbps aggregate)	Each Additional Block of 50Mbps PIR (up to 500Mbps aggregate)

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Class of Service	Real Time	\$95	\$8.00	\$25
	Near Real Time	\$89	\$6.80	\$25
	Mission Critical	\$81	\$5.20	\$25
	Best Effort	\$75	\$4.00	\$25

Burstable Non-Residential Per-End-User Connection GPON (PIR equal to 1Gbps)		Monthly Recurring NC Charge (12 months' contract term)	
		First 25Mbps CIR	Next 5Mbps CIR (up to 250Mbps aggregate)
Class of Service	Real Time	\$345	\$8.00
	Near Real Time	\$339	\$6.80
	Mission Critical	\$331	\$5.20
	Best Effort	\$325	\$4.00

Burstable Non-Residential Per-End-User Connection AE (PIR less than 500Mbps)		Monthly Recurring NC Charge (12 months' contract term)		
		100Mbps PIR First 25Mbps CIR	Next 5Mbps CIR (up to subscribed PIR)	Each Additional Block of 50Mbps PIR (up to 500Mbps aggregate)
Class of Service	Real Time	\$150	\$8.00	\$50
	Near Real Time	\$144	\$6.80	\$50
	Mission Critical	\$136	\$5.20	\$50
	Best Effort	\$130	\$4.00	\$50

Burstable Non-Residential Per-End-User Connection AE (PIR equal 1Gbps)		Monthly Recurring NC Charge (12 months' contract term)	
		First 250Mbps	Next 5Mbps
Class of Service	Real Time	\$1,060	\$8.00
	Near Real Time	\$1,000	\$6.80
	Mission Critical	\$920	\$5.20
	Best Effort	\$860	\$4.00

If the Contracting QP requires an additional Service Port or additional two (2) Service Ports pursuant to paragraph 4.2(a), there will be an additional Monthly Recurring NC Charge of \$20 for each additional Service Port.

(ii) Non-Burstable Non-Residential Per-End-User Connection

Non-Burstable Non-Residential Per End-User Connection GPON (100Mbps Port)

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Non-Burstable Non-Residential Per-End-User Connection GPON (100Mbps Port)		Symmetrical CIR / Bandwidth Type	Monthly Recurring NC Charge
Class of Service	Class A Real Time	2Mbps	\$95.00
	Class A Real Time	4Mbps	\$95.00
	Class A Real Time	6Mbps	\$95.00
	Class A Real Time	8Mbps	\$95.00
	Class A Real Time	10Mbps	\$95.00
	Class A Real Time	15Mbps	\$95.00
	Class A Real Time	20Mbps	\$95.00
	Class A Real Time	25Mbps	\$95.00
	Class A Real Time	30Mbps	\$103.00
	Class A Real Time	40Mbps	\$119.00
	Class A Real Time	50Mbps	\$135.00
	Class A Real Time	60Mbps	\$151.00
	Class A Real Time	70Mbps	\$167.00
	Class A Real Time	80Mbps	\$183.00
	Class A Real Time	90Mbps	\$199.00
Class A Real Time	100Mbps	\$215.00	
Class of Service	Class B Near Real Time	2Mbps	\$89.00
	Class B Near Real Time	4Mbps	\$89.00
	Class B Near Real Time	6Mbps	\$89.00
	Class B Near Real Time	8Mbps	\$89.00
	Class B Near Real Time	10Mbps	\$89.00
	Class B Near Real Time	15Mbps	\$89.00
	Class B Near Real Time	20Mbps	\$89.00
	Class B Near Real Time	25Mbps	\$89.00
	Class B Near Real Time	30Mbps	\$95.80
	Class B Near Real Time	40Mbps	\$109.40
	Class B Near Real Time	50Mbps	\$123.00
	Class B Near Real Time	60Mbps	\$136.60
	Class B Near Real Time	70Mbps	\$150.20
	Class B Near Real Time	80Mbps	\$163.80
	Class B Near Real Time	90Mbps	\$177.40
Class B Near Real Time	100Mbps	\$191.00	
Class of Service	Class C Mission Critical	2Mbps	\$81.00
	Class C Mission Critical	4Mbps	\$81.00
	Class C Mission Critical	6Mbps	\$81.00
	Class C Mission Critical	8Mbps	\$81.00
	Class C Mission Critical	10Mbps	\$81.00
	Class C Mission Critical	15Mbps	\$81.00
	Class C Mission Critical	20Mbps	\$81.00
	Class C Mission Critical	25Mbps	\$81.00
	Class C Mission Critical	30Mbps	\$86.20
	Class C Mission Critical	40Mbps	\$96.60
	Class C Mission Critical	50Mbps	\$107.00

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	Class C Mission Critical	60Mbps	\$117.40
	Class C Mission Critical	70Mbps	\$127.80
	Class C Mission Critical	80Mbps	\$138.20
	Class C Mission Critical	90Mbps	\$148.60
	Class C Mission Critical	100Mbps	\$159.00
Class of Service	Class D Best Effort	2Mbps	\$75.00
	Class D Best Effort	4Mbps	\$75.00
	Class D Best Effort	6Mbps	\$75.00
	Class D Best Effort	8Mbps	\$75.00
	Class D Best Effort	10Mbps	\$75.00
	Class D Best Effort	15Mbps	\$75.00
	Class D Best Effort	20Mbps	\$75.00
	Class D Best Effort	25Mbps	\$75.00
	Class D Best Effort	30Mbps	\$79.00
	Class D Best Effort	40Mbps	\$87.00
	Class D Best Effort	50Mbps	\$95.00
	Class D Best Effort	60Mbps	\$103.00
	Class D Best Effort	70Mbps	\$111.00
	Class D Best Effort	80Mbps	\$119.00
	Class D Best Effort	90Mbps	\$127.00
Class D Best Effort	100Mbps	\$135.00	

Non-Burstable Non-Residential Per End-User Connection AE (100Mbps Port)

Non-Burstable Non-Residential Per-End-User Connection AE (100Mbps Port)		Symmetrical CIR / Bandwidth Type	Monthly Recurring NC Charge
Class of Service	Class A Real Time	2Mbps	\$150.00
	Class A Real Time	4Mbps	\$150.00
	Class A Real Time	6Mbps	\$150.00
	Class A Real Time	8Mbps	\$150.00
	Class A Real Time	10Mbps	\$150.00
	Class A Real Time	15Mbps	\$150.00
	Class A Real Time	20Mbps	\$150.00
	Class A Real Time	25Mbps	\$150.00
	Class A Real Time	30Mbps	\$158.00
	Class A Real Time	40Mbps	\$174.00
	Class A Real Time	50Mbps	\$190.00
	Class A Real Time	60Mbps	\$206.00
	Class A Real Time	70Mbps	\$222.00
	Class A Real Time	80Mbps	\$238.00
	Class A Real Time	90Mbps	\$254.00
Class A Real Time	100Mbps	\$270.00	
Class of Service	Class B Near Real Time	2Mbps	\$144.00
	Class B Near Real Time	4Mbps	\$144.00
	Class B Near Real Time	6Mbps	\$144.00

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	Class B Near Real Time	8Mbps	\$144.00
	Class B Near Real Time	10Mbps	\$144.00
	Class B Near Real Time	15Mbps	\$144.00
	Class B Near Real Time	20Mbps	\$144.00
	Class B Near Real Time	25Mbps	\$144.00
	Class B Near Real Time	30Mbps	\$150.80
	Class B Near Real Time	40Mbps	\$164.40
	Class B Near Real Time	50Mbps	\$178.00
	Class B Near Real Time	60Mbps	\$191.60
	Class B Near Real Time	70Mbps	\$205.20
	Class B Near Real Time	80Mbps	\$218.80
	Class B Near Real Time	90Mbps	\$232.40
	Class B Near Real Time	100Mbps	\$246.00
Class of Service			
	Class C Mission Critical	2Mbps	\$136.00
	Class C Mission Critical	4Mbps	\$136.00
	Class C Mission Critical	6Mbps	\$136.00
	Class C Mission Critical	8Mbps	\$136.00
	Class C Mission Critical	10Mbps	\$136.00
	Class C Mission Critical	15Mbps	\$136.00
	Class C Mission Critical	20Mbps	\$136.00
	Class C Mission Critical	25Mbps	\$136.00
	Class C Mission Critical	30Mbps	\$141.20
	Class C Mission Critical	40Mbps	\$151.60
	Class C Mission Critical	50Mbps	\$162.00
	Class C Mission Critical	60Mbps	\$172.40
	Class C Mission Critical	70Mbps	\$182.80
	Class C Mission Critical	80Mbps	\$193.20
	Class C Mission Critical	90Mbps	\$203.60
Class C Mission Critical	100Mbps	\$214.00	
Class of Service			
	Class D Best Effort	2Mbps	\$130.00
	Class D Best Effort	4Mbps	\$130.00
	Class D Best Effort	6Mbps	\$130.00
	Class D Best Effort	8Mbps	\$130.00
	Class D Best Effort	10Mbps	\$130.00
	Class D Best Effort	15Mbps	\$130.00
	Class D Best Effort	20Mbps	\$130.00
	Class D Best Effort	25Mbps	\$130.00
	Class D Best Effort	30Mbps	\$134.00
	Class D Best Effort	40Mbps	\$142.00
	Class D Best Effort	50Mbps	\$150.00
	Class D Best Effort	60Mbps	\$158.00
	Class D Best Effort	70Mbps	\$166.00
	Class D Best Effort	80Mbps	\$174.00
	Class D Best Effort	90Mbps	\$182.00
Class D Best Effort	100Mbps	\$190.00	

Non-Burstable Non-Residential Per End-User Connection AE (1Gbps Port)

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Non-Burstable Non-Residential Per-End-User Connection AE (1Gbps Port)		Symmetrical CIR / Bandwidth Type	Monthly Recurring NC Charge
Class of Service	Class A Real Time	100Mbps	\$1,060.00
	Class A Real Time	200Mbps	\$1,060.00
	Class A Real Time	300Mbps	\$1,140.00
	Class A Real Time	400Mbps	\$1,300.00
	Class A Real Time	500Mbps	\$1,460.00
	Class A Real Time	600Mbps	\$1,620.00
	Class A Real Time	700Mbps	\$1,780.00
	Class A Real Time	800Mbps	\$1,940.00
	Class A Real Time	900Mbps	\$2,100.00
	Class A Real Time	1000Mbps	\$2,260.00
Class of Service	Class B Near Real Time	100Mbps	\$1,000.00
	Class B Near Real Time	200Mbps	\$1,000.00
	Class B Near Real Time	300Mbps	\$1,068.00
	Class B Near Real Time	400Mbps	\$1,204.00
	Class B Near Real Time	500Mbps	\$1,340.00
	Class B Near Real Time	600Mbps	\$1,476.00
	Class B Near Real Time	700Mbps	\$1,612.00
	Class B Near Real Time	800Mbps	\$1,748.00
	Class B Near Real Time	900Mbps	\$1,884.00
	Class B Near Real Time	1000Mbps	\$2,020.00
Class of Service	Class C Mission Critical	100Mbps	\$920.00
	Class C Mission Critical	200Mbps	\$920.00
	Class C Mission Critical	300Mbps	\$972.00
	Class C Mission Critical	400Mbps	\$1,076.00
	Class C Mission Critical	500Mbps	\$1,180.00
	Class C Mission Critical	600Mbps	\$1,284.00
	Class C Mission Critical	700Mbps	\$1,388.00
	Class C Mission Critical	800Mbps	\$1,492.00
	Class C Mission Critical	900Mbps	\$1,596.00
	Class C Mission Critical	1000Mbps	\$1,700.00
Class of Service	Class D Best Effort	100Mbps	\$860.00
	Class D Best Effort	200Mbps	\$860.00
	Class D Best Effort	300Mbps	\$900.00
	Class D Best Effort	400Mbps	\$980.00
	Class D Best Effort	500Mbps	\$1,060.00
	Class D Best Effort	600Mbps	\$1,140.00
	Class D Best Effort	700Mbps	\$1,220.00
	Class D Best Effort	800Mbps	\$1,300.00
	Class D Best Effort	900Mbps	\$1,380.00
	Class D Best Effort	1000Mbps	\$1,460.00

(b) One (1) month's contract term

(i) Subject to sub-paragraph (iii) below, when the Contracting QP subscribes to a Non-Residential Per-End-User Connection with a Minimum Term of one (1) month, the Contracting QP shall pay NC Charges (“**1-month NC Charges**”) as calculated below:

- 1-month NC Charges = MRC x 3

where MRC means all relevant Monthly Recurring NC Charges as set out in paragraph 5.1(a).

(ii) Nucleus Connect will commence charging the Contracting QP the 1-month NC Charges on the RFS Date.

(iii) When placing the Order for such Non-Residential Per-End-User Connection, the Contracting QP shall select the date of Deactivation, failing which:

(1) such Non-Residential Per-End-User Connection will not be Deactivated upon the expiry of the said 1-month term but will continue to remain active until it is Deactivated in accordance with the General Service Terms and Conditions; and

(2) the Contracting QP shall continue to be liable to pay the 1-month NC Charges even after the expiry of the said 1-month term until such Non-Residential Per-End-User Connection is Deactivated in accordance with the General Service Terms and Conditions.

5.2 One-Time Charges

The Charges set out below are non-refundable once they are imposed on the Contracting QP by Nucleus Connect in the manner specified below. In addition, depending on when the relevant action is preferred by Contracting QP to be undertaken by Nucleus Connect, the following multiplier factor will be applied to the NC Charges set out below. For the avoidance of doubt, the multiplier factor to be applied shall be one (1) unless the Contracting QP requests that the relevant action be undertaken by Nucleus Connect on off-working hours during Business Day(s) or on non Business Day(s).

	Period	Time		Multiplier Factor
Business Day	Monday to Friday	Working Hours	9.00am to 5.00pm	1
	Monday to Friday	Off-working hours	Before 9am and after 5.00pm	1.5
Non-Business day	Saturday, Sundays and Public Holidays	Throughout		2

(a) Cancellation Charge

Upon any Cancellation of any Order relating to Non-Residential Per-End-User Connection, the following Charges shall be imposed on the Contracting QP:

(i) an NC Charge of \$50 if Cancellation happens before Nucleus Connect's acknowledgement of its receipt of the Order or an NC

Charge of an amount equal to the applicable NC Charges as set out in paragraph 5.2 if Cancellation happens after Nucleus Connect's acknowledgement of its receipt of the Order;

- (ii) ON Charges, except those ON Charges which would be subject to paragraph 5.2(a)(iv), which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Cancellation;
- (iii) any Third Party Charges which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Cancellation;
- (iv) any other third party charges, NetLink Trust's charges and/or ON Charges agreed pursuant to paragraph 5.2 or 6.3 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Cancellation; and
- (v) any charges agreed to be on-passed to the Contracting QP pursuant to paragraph 5.3 or 5.4 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Cancellation.

(b) Installation Charge

(i) Upon the installation of a Non-Residential Per-End-User Connection by Nucleus Connect, the following Charges shall be imposed on the Contracting QP:

(I) the following NC Charges:

Description	NC Charges
Installation charge	\$350
Charge for installation of environmentally hardened NTE (at the request of the Contracting QP)	\$500

- (II) ON Charges, except those ON Charges which would be subject to paragraph 5.2(b)(i)(IV), which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such installation;
- (III) any Third Party Charges which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such installation;
- (IV) any other third party charges, NetLink Trust's charges and/or ON Charges agreed pursuant to paragraph 5.2 or 6.3 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such installation; and
- (v) any charges agreed to be on-passed to the Contracting QP pursuant to paragraph 5.3 or 6.4 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such installation.

(ii) Patching Charge in the NC CO and Co-location Space

- (I) A Patching Charge in addition to the installation charge set out above will be imposed if Nucleus Connect is required to provide Patching Services. Nucleus Connect may be required to provide Patching Services where the installation address is located at the Co-location Space or the NC CO. This will be charged at \$40 per patch point.
- (II) This Patching Service will be provided by Nucleus Connect if required. The Contracting QP will be required to submit a separate Order for this Patching Service.

(c) Express SAP Charge

- (i) In addition to the Charges referred to in paragraph 5.2(b), an NC Charge of \$100 per Connection shall be imposed on the Contracting QP upon the submission of an Order for Express SAP in respect of the Connection.
- (ii) In addition to the Charges referred to in paragraph 5.2(b), an NC Charge of \$100 per Connection shall be imposed on the Contracting QP if the Contracting QP cancels the Order for Express SAP after Nucleus Connect's acceptance of such Order.

(d) Modification Charge

In addition to any charges agreed to be on-passed to the Contracting QP pursuant to paragraphs 6.3 and 6.4 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, an NC Charge of \$100 shall be imposed on the Contracting QP upon the submission of a Modification Order by the Contracting QP.

(e) Maintenance or Repair

- (i) Nucleus Connect will charge for every onsite visit or joint investigation according to the length of time spent by Nucleus Connect's representative during such onsite visit or joint investigation respectively, if such onsite visit or joint investigation is requested by the Contracting QP. There will be a minimum charge of \$400 per onsite visit or joint investigation (as the case may be) up to the first two hours. Subsequent hour blocks are charged at \$200 per hour.
- (ii) The No Fault Found Charge referred to in the General Service Terms and Conditions is \$350 per Fault report.

(f) Disconnection

Upon a disconnection of a Non-Residential Per-End-User Connection by reason of suspension pursuant to the ICO Agreement, an NC Charge of \$150 shall be imposed on the Contracting QP.

(g) Deactivation

Upon the Deactivation of a Non-Residential Per-End-User Connection, the following Charges shall be imposed on the Contracting QP:

- (i) the following NC Charges:

Description	Charges
Deactivation Charge	\$150
Early Termination Charge	100% of remaining contract value

- (ii) ON Charges, except those ON Charges which would be subject to paragraph 5.2(f)(iv), which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Deactivation;
- (iii) any Third Party Charges which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Deactivation;
- (iv) any other third party charges, NetLink Trust's charges and/or ON Charges agreed pursuant to paragraph 5.2 or 6.3 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Deactivation; and
- (v) any charges agreed to be on-passed to the Contracting QP pursuant to paragraph 5.3 or 6.4 of the General Service Terms and Conditions which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Deactivation.

Application Form

Non-Residential Per-End-User Connection



ATTN: NUCLEUS CONNECT, ORDER DESK FACSIMILE NO. : (65) 6808 2820 EMAIL: orderdesk@nucleusconnect.com	
Type of Order	
<input type="checkbox"/> New Order <input type="checkbox"/> Modification <input type="checkbox"/> Deactivation <input type="checkbox"/> Others (Please specify): _____ Existing Service ID (Mandatory field unless New Order): _____	
Business Customer Information	
Company Details	Authorised Officer Particulars
Name of Firm/Company as in RCB:	Name of Authorised Officer as in NRIC/PASSPORT/FIN*. Please underline surname. (Dr/Mr/Miss/Mrs/Mdm):_
Registered Address as in RCB:	NRIC/PASSPORT/FIN* No. of Authorised Officer (Dr/Mr/Miss/Mrs/Mdm):
	E-mail of Authorized Officer:
Main Office Contact No.:	Designation:
Main Office Fax No.:	Contact No. (Office):_
Business Registration Number (BRN):	Contact No. (Fax):
Account Information (For New Accounts, please refer to www.nucleusconnect.com for instruction to sign up Nucleus Connect's Services)	<input type="checkbox"/> Account Number:
Customer Reference ID : (This ID is issued by customer for their internal reference of the service that is set out in this application form)	
Billing Details (If different from Business Customer Information)	
Company Name:	Billing Address :_
City & Postal Code:	Country:
Contact Person Name (Billing):	Customer Contact Number :
Customer Fax Number:	E-mail:

* Please select where appropriate

Customer Technical Contact	
Installation Contact (for service delivery)	Operations/Technical Contact (after service delivery)
Name:	Name:
Telephone (O):	Telephone (O):
Mobile:	Mobile:
Email:	Email:
Notification Mode: 24 Hours Daily <input type="checkbox"/> Office Hours (9am-5pm, Mon-Fri) <input type="checkbox"/>	Notification Mode: 24 Hours Daily <input type="checkbox"/> Office Hours (9am-5pm, Mon-Fri) <input type="checkbox"/>

Application Form

Non-Residential Per-End-User Connection



Instruction					
Bandwidth option:					
The Order Form shall only reflect the final CoS/CIR combination to be effected by this Order. At all times, the Non-Residential Per-End-User Connection must have at least one Class of Service with:					
(i) a minimum Committed Information Rate (CIR) of 25Mbps Symmetrical in the case where the Service Port(s) are FE Service Port(s); or					
(ii) a minimum Committed Information Rate (CIR) of 250Mbps Symmetrical in the case where the Service Port(s) are GE Service Port(s).					
Note: Unique VLAN shall be assigned for each service port; no two service ports shall share the same VLAN.					
Type of Service Port					
<input type="checkbox"/> Fast Ethernet UTP(100Mbps) over GPON <input type="checkbox"/> Gigabit Ethernet UTP(1Gbps) over GPON <input type="checkbox"/> Fast Ethernet UTP(100Mbps) over AE <input type="checkbox"/> Gigabit Ethernet UTP(1Gbps) over AE <input type="checkbox"/> PIR (applicable for GE Service Port: _____ <input type="checkbox"/> Others: _____ <input type="checkbox"/> Additional Service Ports: _____ (Aggregated to the same End-User-Connection) <input type="checkbox"/> Environmental hardened NTE					
Service Port Installation Address		Address:		Postal Code:	
Site Contact:		Name:		Contact number:	
Network Layer Configuration					
Network protocol options <input type="checkbox"/> L2 VLAN IEEE802.1q <input type="checkbox"/> L2 VLAN IEEE q-in-q <input type="checkbox"/> Layer 3 IPV4 <input type="checkbox"/> Layer 3 IPV6 <input type="checkbox"/> untagged					
Class Of Service	Committed Information Rate per CoS (Multiple of 5Mbps)	VLAN ID assigned to per CoS	Class Of Service	Committed Information Rate per CoS (Multiple of 5Mbps)	VLAN ID assigned to per CoS
CoS: _____	Bandwidth: _____	VLAN : _____	CoS: _____	Bandwidth: _____	VLAN : _____
CoS: _____	Bandwidth: _____	VLAN : _____	CoS: _____	Bandwidth: _____	VLAN : _____
Service Destination at Aggregation	<input type="checkbox"/> PB-EVC Svc ID: _____		<input type="checkbox"/> AG-EVC Svc ID: _____		<input type="checkbox"/> IP Multicast ID: _____
	<input type="checkbox"/> PB-EVC Svc ID: _____		<input type="checkbox"/> AG-EVC Svc ID: _____		<input type="checkbox"/> IP Multicast ID: _____
	<input type="checkbox"/> PB-EVC Svc ID: _____		<input type="checkbox"/> AG-EVC Svc ID: _____		
Dynamic routing information (BGP Configuration)				Static Routing information PE: Provider Equipment; CE: Customer Equipment	
<input type="checkbox"/> L3 Virtual Routing Domain: _____		<input type="checkbox"/> Prefix1: _____		<input type="checkbox"/> L3 Virtual Routing Domain: _____	
<input type="checkbox"/> VLAN: _____		<input type="checkbox"/> Prefix2: _____		<input type="checkbox"/> VLAN: _____	
<input type="checkbox"/> BGP ASN: _____		<input type="checkbox"/> Prefix3: _____		PE-CE IP subnet: _____	
<input type="checkbox"/> MD5 Password: _____		<input type="checkbox"/> Additional Attachment: _____		CE LAN IP Subnet: _____	
				<input type="checkbox"/> Additional Attachment: _____	
Service Port Configuration					
Service Port A: VLAN: _____		Service Port B: VLAN: _____		Service Port C: VLAN: _____	
Contract Period					
Minimum Term [®]	<input type="checkbox"/> 12 months		<input type="checkbox"/> Others (Please specify): _____		
Customer requested RFS Date [^]					
NetLink Trust Appointment Date ^{®#}	Date:	Slot: AM <input type="checkbox"/>		PM <input type="checkbox"/>	
Nucleus Connect Appointment Date ^{**#}	Date:	Slot: AM <input type="checkbox"/>		PM <input type="checkbox"/> EVENING [®] (After 5pm) <input type="checkbox"/>	
Additional Information					
Requires NetLink Trust to provide the cabling and ducting between the FTTB Node and 1 st TP for the Non-Residential Building: <u>Yes/No*</u>					
Others:					

[^] Subject to agreement, resource availability and confirmation by Nucleus Connect.

[®] If Minimum Term is not specified, the Contracting QP shall be deemed to have selected 12 months.

[®] Timeslot is not available on weekends and public holidays.

[#] NC Multiplier factor / NetLink Trust Onsite Charges shall apply accordingly.

[®] NetLink Trust's appointment is required if there is a installation of a termination point

^{**} When there is a termination point installation, Nucleus Connect's appointment shall be no more than 3 Business Days after NetLink Trust's appointment date.

Application Form

Non-Residential Per-End-User Connection



Customer Signature		
<p>We hereby agree to subscribe to the abovementioned services on the terms and subject to the conditions contained in the Master ICO Agreement and the Service Schedule for the abovementioned services, which terms and conditions shall apply upon Nucleus Connect's acceptance of this application. We certify that all information provided by us herein are true, correct and complete. Further, we agree that any cancellation of the abovementioned services may result in a charge to us at Nucleus Connect's prevailing rates.</p>		
<u>Signature of Authorised Officer</u>	<u>Date</u>	<u>Company Stamp</u>
For Nucleus Connect Use		
<input type="checkbox"/> Application Rejected:	Reason for rejection:	
<input type="checkbox"/> Application Accepted	Service ID/s:	Work Order No.:
No. of pages attached (Excluding application forms):	Approval code:	Processed by (Name, Contact, Signature and Date)