

## **ANNEX E**

### **SERVICE SCHEDULE - L2 VPN SERVICE**

**NUCLEUS CONNECT PTE. LTD.**  
**INTERCONNECTION OFFER (ICO) AGREEMENT**  
**SERVICE SCHEDULE – L2 VPN SERVICE**

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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 L2 VPN Service (as defined below) to the Contracting QP.
- 1.2 This Service Schedule comprises the following:
- (a) the provisions herein;
  - (b) subject to paragraph 6, 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**

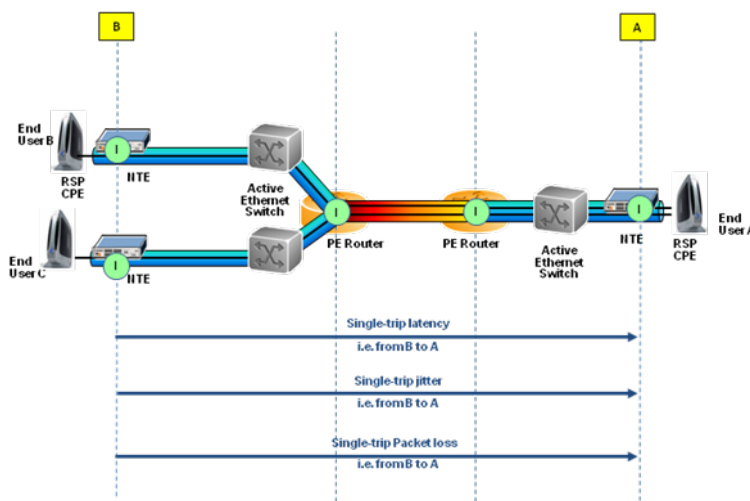
- 2.1 Unless otherwise defined herein this Service Schedule, all terms and expressions used herein will be construed to have the same meanings as found in the Master ICO Agreement and the General Service Terms and Conditions. Where a term or expression is defined specifically in this Service Schedule 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: <ul style="list-style-type: none"><li>(a) Class A Real Time (Class A);</li><li>(b) Class B Near Real Time (Class B); or</li><li>(c) Class C Mission Critical (Class C),</li></ul> each of which is prescribed QoS parameters as set out in the tables in paragraphs 4.2(c) and 4.7(d);
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 L2 VPN Connection (or as the case may be, EPL-Gigabit Connection);

Downlink	means bandwidth in the downstream direction (from Aggregation Network to the End-User);
EPL-Gigabit Connection	means a gigabit point-to-point Ethernet private line between two Non-Residential Premises;
L2 VPN Connection	means an end-to-end private layer 2 connection that allows the End-User to establish point-to-point or point-to-multipoint connections between Non-Residential Premises, excluding any EPL-Gigabit Connection;
L2 VPN Service	means: (a) a point to point L2 VPN Connection and/or L2 VPN Service Port. A point to multipoint topology can be established by ordering multiple point to point L2 VPN Connections on the same L2 VPN Service Port. All the point to point L2 VPN Connections will be uniquely and logically separated by VLAN (IEEE802.1q or IEEEQ-in-Q). Inter L2 VPN Connections traffic will be switched by the End-User's equipment; or (b) an EPL-Gigabit Connection;
L2 VPN Service Port	means the physical port whereby L2 VPN Connection or (as the case may be) EPL-Gigabit Connection will be delivered to the End-User. Multiple point to point L2 VPN Connections multiplexed to a single L2 VPN Service Port is supported for point-to-multipoint topology;
Peak Information Rate (PIR)	means the maximum bandwidth that each L2 VPN Connection (or as the case may be, each EPL-Gigabit 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-A segment of the diagram below, measured by Latency and Packet Loss as set out in the tables in paragraph 4.2(c) and 4.7(d);



Service Port ID means an identification number assigned by Nucleus Connect to a L2 VPN Service Port that has been provisioned for the Contracting QP;

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 an Order to take up a L2 VPN Service, in accordance with the General Service Terms and Conditions.

### 4. SERVICE REQUIREMENTS

#### Requirements for L2 VPN Connections

- 4.1 The Contracting QP shall place one (1) Order for each L2 VPN Connection. For example, if the Contracting QP wishes to take up two (2) L2 VPN Connections, the Contracting QP shall submit two (2) separate Orders.
- 4.2 When placing an Order for an L2 VPN Connection, the Contracting QP shall be required to:
- (a) Specify two (2) L2 VPN Service Port types and the addresses of the installation locations. The L2 VPN Service Ports may be new or then existing and if the latter, the Contracting QP shall be required to specify the Service Port IDs in respect of such L2 VPN Service Ports. The L2 VPN Service Port

type is either Fast Ethernet (“**FE Service Port**”) or Gigabit Ethernet (“**GE Service Port**”).

For FE Service Port(s), each L2 VPN Connection will have a Symmetrical PIR of 100Mbps.

For GE Service Port(s), each L2 VPN Connection will have a Symmetrical PIR of 1Gbps.

- (b) Specify the VLAN (IEEE 802.1q or IEEEQ-in-Q) tag permitted to be transparently carried by the L2 VPN Connection. In the case of multiple L2 VPN Connections sharing the same L2 VPN Service Port, the maximum number of VLANs that can be configured per L2 VPN Service Port is sixteen (16).
- (c) Subscribe to only one (1) Class of Service for such L2 VPN Connection and indicate the total Symmetrical CIR it wishes to purchase in blocks of 5Mbps, provided that:
  - (i) the Symmetrical CIR for such Class of Service shall be no more than 100Mbps for FE Service Port, and 1Gbps for GE Service Port;
  - (ii) such Class of Service shall have a minimum Symmetrical CIR of 25Mbps; and
  - (iii) where there are multiple L2 VPN Connections sharing the same L2 VPN Service Port, the aggregate Symmetrical CIR for such L2 VPN Connections shall be no more than 100Mbps for FE Service Port, and 1Gbps for GE Service Port.

The Contracting QP may subsequently from time to time, increase or decrease the Symmetrical CIR of the Class of Service subscribed for such L2 VPN Connection, in blocks of 5Mbps, provided that sub-paragraphs (i) to (iii) 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.

The table below sets out the performance parameters of the Classes of Services for L2 VPN Connection.

<b>Class Of Service</b>		<b>Latency</b>	<b>Packet Loss</b>
Class A Real Time		8ms	0.1%
Class B Near Real Time		15ms	0.1%
Class C Mission Critical		20ms	0.05%

- 4.3 If the Contracting QP injects traffic into any L2 VPN Connection which exceeds the Symmetrical CIR purchased 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 L2 VPN Connection which exceeds the PIR as set out in paragraph 4.2(a).

- 4.4 Only one (1) Class of Service is supported per L2 VPN Connection. A L2 VPN Service Port can support multiple L2 VPN Connections of the same or different Classes of Service.
- 4.5 The Contracting QP must adhere to Nucleus Connect’s QoS tagging scheme when sending or receiving data traffic through any L2 VPN Connection from the relevant L2 VPN 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 and priority bit value 2 for Class C.
- 4.6 In relation to any L2 VPN Connection taken up by the Contracting QP, if the Contracting QP wishes to change the then existing L2 VPN Service Port type in respect of such L2 VPN Connection (from FE Service Port to GE Service Port or vice versa), 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.

Requirements for EPL-Gigabit Connections

- 4.7 When placing an Order for an EPL-Gigabit Connection, the Contracting QP shall be required to:
  - (a) place one (1) Order for each EPL-Gigabit Connection. For example, if the Contracting QP wishes to take up two (2) EPL-Gigabit Connections, the Contracting QP shall submit two (2) separate Orders.
  - (b) Specify two (2) L2 VPN Service Ports (GE (1Gbps) Service Port for Non-Residential Premise type only) and the addresses of the installation locations. The installation locations shall be Non-Residential Premises only. The underlying access technology for such L2 VPN Service Ports shall be based on AE. If pursuant to the Contracting QP’s request, Nucleus Connect is not able to provide such EPL-Gigabit Connection based on AE, Nucleus Connect shall be entitled to reject the Order for the EPL-Gigabit Connection, but shall not impose any charges on the Contracting QP in respect of the rejection of such Order.
  - (c) Specify the VLAN (IEEE 802.1q or IEEEQ-in-Q) tag permitted to be transparently carried by the EPL-Gigabit Connection. Sharing of multiple EPL-Gigabit Connection(s), or EPL-Gigabit Connection and L2 VPN Connection(s) on the same L2 VPN Service Port (GE (1Gbps) Service Port for Non-Residential Premise type only) is not permitted.
  - (d) Subscribe to only one (1) Class of Service for such EPL-Gigabit Connection. Each EPL-Gigabit Connection shall have a Symmetrical PIR/CIR of 1Gbps

The Contracting QP may subsequently from time to time, change the Class of Service subscribed for such EPL-Gigabit Connection. Such changes 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 table below sets out the performance parameters of the Classes of Services for EPL-Gigabit Connection.

<b>Class Of Service</b>		<b>Latency</b>	<b>Packet Loss</b>
Class A Real Time		16ms	0.025%



Class B Near Real Time		30ms	0.050%
Class C Mission Critical		40ms	0.10%

- 4.8 Only one (1) Class of Service is supported per EPL-Gigabit Connection. A L2 VPN Service Port can only support a single EPL-Gigabit Connection.
- 4.9 The Contracting QP must adhere to Nucleus Connect's QoS tagging scheme when sending or receiving data traffic through any EPL-Gigabit Connection from the relevant L2 VPN 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 and priority bit value 2 for Class C.

General Requirements

- 4.10 In relation to any L2 VPN Connection/Service Port taken up by the Contracting QP, if the Contracting QP wishes to change the L2 VPN Connection/Service Port into an EPL-Gigabit Connection, the Contracting QP shall:
- (a) place an Order for the Deactivation of such L2 VPN Connection/Service Port, whereupon paragraph 8 of the General Service Terms and Conditions will apply; Provided That no Deactivation Charge or Early Termination Charge will be imposed on the Contracting QP in respect of such Order which was submitted by the Contracting QP to Nucleus Connect before 9 May 2011; and
  - (b) pursuant to paragraph 4.7, place an Order to take up a new EPL-Gigabit Connection/Service Port with an underlying access technology based on AE, whereupon paragraph 5.3 of the General Service Terms and Conditions will apply.

The provisions of sub-paragraphs (a) and (b) shall also apply mutatis mutandis where the Contracting QP wishes to change from an EPL-Gigabit Connection to a L2 VPN Connection.

- 4.11 If, in relation to an Order to take up a L2 VPN Service, the installation location required is a Non-Residential Premises and the Contracting QP indicates to Nucleus Connect in such Order that it does not require OpenNet to provide the fibre and in-building cabling between the FTTB Node and the 1<sup>st</sup> TP for the relevant Non-Residential Building, the Contracting QP shall be responsible for the supply and maintenance of such fibre and in-building cabling. In such event, the Contracting QP acknowledges and agrees that:
- (a) the Contracting QP shall bear the following Charges on a per L2 VPN Service Port basis:
    - (i) ON Charges, except those ON Charges which would be subject to paragraph 4.11(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, OpenNet'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 fibre and in-building cabling from the FTTB Node and up to and including the 1<sup>st</sup> TP that is of a quality that is fit-for-purpose; and
- (c) the Contracting QP shall make such fibre and in-building cabling from the FTTB Node and up to and including the 1<sup>st</sup> TP, available and ready for Nucleus Connect’s use at least three (3) Business Days before the RFS Date in respect of such L2 VPN Service.

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 L2 VPN Service 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 on such scheduled RFS Date (and not the delayed date that such L2 VPN Service is in fact activated).

**5. CHARGES**

The Charges set out in this paragraph 5 are the rates payable by the Contracting QP on a L2 VPN Connection (or as the case may be, an EPL-Gigabit Connection) and a L2 VPN Service Port basis.

**5.1 Monthly Recurring NC Charges**

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

Per End-to-End L2 VPN Connection		Monthly Recurring NC Charge	
		First 25Mbps	Next 5Mbps
Class of Service	Real Time	\$420	\$84.00
	Near Real Time	\$358	\$71.60
	Mission Critical	\$277	\$55.40

Per EPL-Gigabit Connection (Symmetrical 1Gbps PIR/CIR)		Monthly Recurring NC Charge
Class of Service	Real Time (Class A)	\$4,500
	Near Real Time (Class B)	\$4,200
	Mission Critical (Class C)	\$3,600
Per L2 VPN Service Port		Monthly Recurring NC Charge
FE (100Mbps) Service Port	Non-Residential Premise	\$100
GE (1Gbps) Service Port	Non-Residential Premise	\$600

## 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 the 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 by the Contracting QP, 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(f)(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; and
- (iv) any other third party charges, OpenNet'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.

(b) Installation Charge

- (i) Upon the installation of a L2 VPN Connection (or as the case may be, an EPL-Gigabit Connection) by Nucleus Connect, the following Charges shall be imposed on the Contracting QP on a per L2 VPN Service Port basis:
  - (a) the following NC Charges (the following NC Charges shall be multiplied by 2 if Express SAP applies for the L2 VPN Service):

Description		One-Time Charges
Installation Charge	Non-Residential Premises	\$350
Installation of environmental hardened NTE (at the request of the Contracting QP for Service Port at Non-Residential Premises)		\$500

(b) (Intentionally Deleted)

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

- (a) A Patching Charge in addition to the Installation Charge 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 NC CO. This will be charged at \$40 per patch point.
- (b) 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) Modification Charge

An NC Charge of \$200 shall be imposed on the Contracting QP upon the submission of a Modification Order by the Contracting QP.

(d) 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 or any Authorised MOE Personnel. 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.

However, if Nucleus Connect decides in its sole discretion that Nucleus Connect and/or its contractors (including OpenNet) need(s) to be onsite to assess the service impact and/or perform the necessary fault rectification, Nucleus Connect will charge a fixed charge of \$400 per onsite visit or joint investigation.

- (ii) The No Fault Found Charge referred to in the General Service Terms and Conditions is \$350 per Fault report.

(e) Disconnection

Upon a disconnection of a L2 VPN Service by reason of suspension pursuant to the ICO Agreement, an NC Charge of \$300 shall be imposed on the Contracting QP.

(f) Deactivation

Upon the Deactivation of a L2 VPN Service, the following Charges shall be imposed on the Contracting QP:

- (i) the following NC Charges:

Description	Charges
Deactivation Charge	\$300
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; and
- (iv) any other third party charges, OpenNet'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.

**6. CHANGES FROM THE GENERAL SERVICE TERMS AND CONDITIONS**

6.1 (Intentionally Deleted)

6.2 Paragraph 2 of Appendix 1 of the General Service Terms and Conditions

For the purpose of this Service Schedule, paragraph 2 of Appendix 1 of the General Service Terms and Conditions shall not apply and the following provisions of this paragraph 6.2 shall apply instead:

“The Prescribed SAPs in relation to taking up of new Connections are:

<b>Type of Connection</b>	<b>Prescribed SAP – Standard SAP (from SAP Start Date)</b>
(i) L2 VPN Connection (where the Connection provided is through a Non-Residential Service Port)	15 Business Days
(ii) EPL-Gigabit Connection	<p style="text-align: center;">15 Business Days (where there is sufficient network capacity in existing AE access)</p> <p style="text-align: center;">One (1) calendar month (where there is insufficient network capacity in existing AE access)</p>

MOE Schools Connections

<b>Type of Connection for MOE Schools Network</b>	<b>Prescribed SAP - Express SAP (from SAP Start Date)</b>
(i) L2 VPN Connection (where the Connection provided is through a Non-Residential Service Port)	One (1) calendar week (provided that there are available service port(s) and sufficient bandwidth capacity in existing NTE)
(ii) EPL-Gigabit Connection (where the Connection provided is through a Non-Residential Service Port)	One (1) calendar week (provided that there are available service port(s) and sufficient bandwidth capacity in existing NTE)

Notes:

- (a) The Standard SAP will apply unless the Contracting QP requests in the relevant Order for Express SAP for a new Connection which is to be provided via a Non-Residential Service Port from an existing NTE located at the same Non-Residential Premises (installation site); provided that Express SAP will only be available if there are available service port(s) and sufficient bandwidth capacity in the existing NTE. The Nucleus Connect’s Installation Charge in respect of a Connection under Express SAP shall be twice the applicable Nucleus Connect’s Installation Charge for a similar Connection under Standard SAP. For the avoidance of doubt, if Express SAP is not available, the Standard SAP will apply to the relevant Order.
- (b) In the event that an Order for a new Connection requires the installation of a new fibre TP, the Contracting QP acknowledges and agrees that (i) Nucleus Connect shall be entitled to reject such Order in any of the circumstances as set out in paragraphs 5.5(a) to 5.5(i) of these General Service Terms and Conditions and (ii) all additional charges (including material and labour costs)

incurred in connection with such installation shall be passed on to the Contracting QP.”





# Application Form

## Layer 2 VPN Service (L2 VPN)



Installation Location not within a addressable room(e.g NBAP)	GPS Co-ordinate: Elevation above floor:	Description:
Site Contact:	Name:	Contact number:

### L2 VPN Service Port B (B – end)

New Order   
  Modification   
  Deactivation   
  Others (Please specify): \_\_\_\_\_  
 Existing Service Port ID (Mandatory field unless New Order): \_\_\_\_\_   
  Hub port

<input type="checkbox"/> Fast Ethernet UTP (100MBps) <input type="checkbox"/> Gigabit Ethernet UTP (1Gbps) <input type="checkbox"/> Environmental hardened NTE is required	<input type="checkbox"/> Residential <input type="checkbox"/> Non-Residential <input type="checkbox"/> Non-Building Address Point (NBAP)
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Service Port Installation Location	Address:	Postal Code:
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Installation Location not within a addressable room(e.g NBAP)	GPS Co-ordinate: Elevation above floor:	Description:
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Site Contact:	Name:	Contact number:
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### Instructions

Class of Services option: • Class A (Real Time), • Class B (Near Real Time), • Class C (Mission Critical) and • Class D (Best Effort)	L2 VPN Connection option: • Only 1 Class of Service per L2 VPN Connection • Minimum subscription of 25Mbps per L2 VPN Connection • Total subscribed bandwidth per connection is in blocks of 5Mbps
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### Connection Configuration

Network protocol options	<input type="checkbox"/> L2 VLAN IEEE802.1q <input type="checkbox"/> L2 VLAN IEEE Q-in-Q
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<input type="checkbox"/> L2VPN Connection <input type="checkbox"/> EPL-Gigabit Connection	<b>Class Of Service</b>	<b>Symmetrical CIR Bandwidth</b>	<b>VLAN information</b>
<input type="checkbox"/> New <input type="checkbox"/> Modification <input type="checkbox"/> Deactivation <input type="checkbox"/> Existing Connection ID: _____	<input type="checkbox"/> Class A <input type="checkbox"/> Class B <input type="checkbox"/> Class C <input type="checkbox"/> Class D	Bandwidth : _____	VLAN : _____

### Contract Period

Minimum Term <sup>Ⓛ</sup>	<input type="checkbox"/> 12 Months <input type="checkbox"/> Others (Please specify): _____
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Customer requested RFS date <sup>^</sup>	
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OpenNet Appointment Date <sup>Ⓜ</sup>	Date:	Slot: AM <input type="checkbox"/>	PM <input type="checkbox"/>
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Nucleus Connect Appointment Date <sup>**#</sup>	Date:	Slot: AM <input type="checkbox"/>	PM <input type="checkbox"/>	EVENING <sup>®</sup> (After 5pm) <input type="checkbox"/>
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### Additional Information

Requires OpenNet to provide the fibre and in-building cabling between the FTTB Node and 1<sup>st</sup> TP for the Non-Residential Building: Yes/No\*

Others:

<sup>^</sup> Subject to agreement, resource availability and confirmation by Nucleus Connect.  
<sup>Ⓛ</sup> If Minimum Term is not specified, the Contracting QP shall be deemed to have selected 12 months.  
<sup>Ⓜ</sup> Timeslot is not available on weekends and public holidays  
<sup>#</sup> NC Multiplier factor / OpenNet Onsite Charges shall apply accordingly.  
<sup>Ⓜ</sup> OpenNet 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 OpenNet's appointment date.

### Customer Signature

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.

**Application Form**  
 Layer 2 VPN Service (L2 VPN)



<u>Signature of Authorised Officer</u>	<u>Date</u>	<u>Company Stamp</u>
<b>For Nucleus Connect Use</b>		
<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)