

Effective Date: 26 July 2018

Name of Service: Singtel Gigawave and Managed Fibre. *For additional details, refer to www.singtel.com*

Description: Customised Gigawave and Managed Fibre service
(“Customised Scheme”)

Prices (including discounts):

(with effect from 27 September 2018)

Service	Minimum Contract Term	MRC (per circuit) (prices in SGD unless otherwise stated)	OTC
Managed Fibre (8 Fibre Channel of bandwidth 16Gbps and 4 InfiniBand of bandwidth 5Gbps)	4 months	First 4 months: \$89,000	\$286,000
Managed Fibre with Path Diversity (8 Fibre Channel of bandwidth 16Gbps)		5th month onwards: \$37,380	
5Gbps InfiniBand		First 4 months: \$750 5th month onwards: \$380	\$2,000
1.25Gbps Gigawave Standard (GE)	1 year	\$1,900	Waived
(with effect from 21 June 2019) 1.25Gbps Gigawave with Path Diversity (GE)		\$2,600	Waived
10Gbps Gigawave Standard (10GE)		\$4,300	Waived
(with effect from 21 June 2019) 10Gbps Gigawave with Path Diversity (10GE)		\$5,300	Waived
4Gbps Gigawave Plus (FC)		\$5,238	Waived
1Gbps Gigawave Plus (GE)		\$2,998	Waived
10Gbps Gigawave Plus (10GE)		\$5,750	Waived

10Gbps Gigawave Plus IGA (10GE)		\$4,800 or USD\$3,529	Waived
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The customised prices will be applicable to all new, renewed and upgraded Gigawave and Managed Fibre circuits under the Customised Scheme

Managed Fibre Service Availability

Outage (x)¹	Availability (%)²	Rebate³
0 hrs < x ≤ 8hrs	≥98.89% to <99.999%	5%
8 hrs < x ≤ 14 hrs	≥98.06% to <98.89%	10%
14 hrs < x ≤ 20 hrs	≥97.22% to <98.06%	15%
20 hrs < x ≤ 30 hrs	≥95.83% to <97.22%	25%
> 30 hrs	<95.83%	40%

Terms and Conditions:

1. The contract term for the Customised Scheme is two (2) years.
2. The minimum contract term for the services subscribed under the Customised Scheme is specified in the pricing table.
3. **(with effect from 21 June 2019)** Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
4. The service(s) offered under the Customised Scheme are subject to resource availability.
5. There will be no auto-renewal of the Customised Scheme. For any service(s) required after the contract term, the customer will re-negotiate with Singtel.
6. The customer shall not resell the services subscribed under the Customised Scheme “as is” or as a standalone Gigawave or Managed Fibre service but may use the services as part of its own network to offer its own service(s).
7. If the customer terminates a service(s) subscribed under the Customised Scheme during the service contract term, the customer shall be liable for a premature termination charge of 100% of the MRC for the remaining contract term.

¹ from the time the fault is reported by the customer to the time the fault is resolved

² Calculated on a monthly basis on the total uptime

³ Provided as a rebate on the MRC

8. No other discounts including, but not limited to, term and volume discounts, shall apply to the services subscribed under the Customised Scheme.
9. All other terms and conditions of the Singtel Gigawave and Managed Fibre services shall apply.

Eligibility:

The Customised Scheme will be offered to all similarly situated customers who satisfy the following criteria:

- a. subscribes to a minimum of 2 Managed Fibre circuits and 6 Gigawave circuits under the Customised Scheme; and
- b. accept the terms and conditions of the Customised Scheme in its entirety.