

Effective Date: 6 March 2020

Name of Service: Singtel Digital Speed-Call and Digital Wire Services. *For additional details, refer to www.singtel.com*

Description: Introduction of Singtel Digital Speed-Call and Digital Wire services

Prices (including discounts):

Service	Monthly Recurring Charge (MRC) (1-year term) (\$ per circuit)	Temporary Service (15 days)* (\$ per circuit)
Digital Speed-Call	\$170	\$170
Digital Wire	\$140	\$140

*Charges for the temporary service is on a per 15 calendar day block basis.

OTC

Type	Normal Lead-time OTC	Express Lead-time OTC
Installation (per circuit)	\$600	\$1,200
External relocation (per site)	\$300	\$600
Internal relocation* (per site)	\$250	\$500
Cancellation charge#	\$500#	\$500#
Site survey charge	\$500	–

*within 15m radius of the fibre termination point

upon SRCA form submitted and/or site survey done. Where cancellation is requested after installation of service, customer will be liable for 100% of installation OTC instead.

- Normal lead-time: 14 working days (with existing resource coverage)
- Express lead-time: 7-13 working days (with existing resource coverage)
- Site survey charge is waived if customer successfully places order for the service

The following term discounts shall apply:

- a. Contract term of two (2) years: 5%
- b. Contract term of \geq three (3) years: 10%

Discounts of up to 10% may be applicable to customers based on factors such as contract value, total expenditure and/or customer tenure.

Service Level Agreement

Service Provisioning rebate

Service Level (delay by)	Rebate (% of installation charges)
1 working day	10%
2 working days	15%
3 working days	20%
4 working days	30%
≥ 5 working days	50%

Service Outage rebate

Digital Speed-Call and Digital Wire		
Outage (x)	Availability (%)	Rebate (% of monthly rental)
22 minutes < x ≤ 5 hours	≥99.31% to <99.95%	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%

Rebate calculation

Service Availability calculation

Service Availability is calculated on a calendar month basis as follows:

$$\frac{(A - B)}{(A)} \times 100\%$$

Where A = Total available time for the Month in minutes
= 24 hours *60* days in Month

B = Total Network Outage time for each Circuit in the Same Month

Terms and Conditions:

1. The minimum contract term for the services is one (1) year, with a termination notice of one (1) month.
2. In the event that the customer terminates the services before the end of the contract term, the customer will be liable for premature termination charges of 100% of the MRC for the remaining contract term.

Suspension and Termination Provisions:

refer to www.singtel.com

Eligibility:

All customers