

Effective Date: 21 May 2018

Name of Service: Singtel Dark Fibre and Gigawave Service. *For more information refer to www.singtel.com.*

Description: Customised Dark Fibre and Gigawave Service Scheme (**Customised Scheme**)

Prices (including discounts):

Table 1

Service	Contract Term	Type	MRC (\$/pair)	OTC (\$/pair)
Dark Fibre (Standard/ Path Diversity)	38 months, with option to extend for 2 years	Data Centre- Data Centre	\$3,000	Waived
		One-End Data Centre	\$3,500	

Table 2

Service	Contract Term	MRC (\$/pair)	OTC (\$/pair)
Dark Fibre (Standard/ Path Diversity)	9 months	\$4,280	Waived

Table 3

Service	Contract Term	MRC (\$/circuit)	OTC (\$/circuit)
1.25G Gigawave Plus	1 year with an option to extend for 6 months	\$5,350	Prevailing List Price

The customised tariffs will be applicable to all new and renewed Dark Fibre and Gigawave circuits subscribed under the Customised Scheme.

For avoidance of doubt, the Service Level Agreement (SLA) under the Customised Scheme applies to Dark Fibre services only.

Terms and Conditions:

1. The contract term for the Customised Scheme is three (3) years with an option to be extended for two (2) years.
2. The contract term for the services subscribed under the Customised Scheme is 38 months, with an option to be extended for two (2) years.
3. (with effect from 17 December 2019) The customer will be eligible for:
 - a) a waiver of first two (2) months of MRC for Dark Fibre services subscribed under Table 1 of the Customised Scheme. For the avoidance of doubt, a customer contracts for 38 months of Dark Fibre services, but will only pay the equivalent of 36 months' MRC.
 - b) a waiver of first four (4) months of MRC for up to three (3) Dark Fibre circuits subscribed under Table 1 of the Customised Scheme. For the avoidance of doubt, a customer contracts for 40 months of Dark Fibre services, but will only pay the equivalent of 36 months' MRC.
4. The customer shall not resell the Dark Fibre service 'as is' or as a full or sub-bandwidth standalone Dark Fibre product. The customer shall not resell the Gigawave service 'as is'.
5. The services offered under the Customised Scheme are subject to resource availability.
6. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the contract term.
7. No other discounts including, but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
8. All other standard prices, terms and conditions of the commercial Singtel Dark Fibre and Gigawave service shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), the customer shall be liable for a premature termination charge (PTC) of 100% of the remaining contract term.

Refer to www.singtel.com

Service Level Agreement (SLA)

Installation Service Credits

1. If the affected Dark Fibre service is not made available for acceptance testing by the communicated Ready for Service Date, the customer will be entitled to a Service Credit in accordance with the following table:

Delay	Rebate (% of MRC)
Up to 30 days	100%
31 to 45 days	150%
46 to 60 days	300%
(with effect from 21 February 2020) Each 15 days period after 60 days	Additional 150%

2. The customer will not be entitled to any credits for Ready for Service Date delays arising out of the customer's acts or omissions, the failure of a third-party to deliver or provide services (excluding Local Access provided by Singtel, if any), or a Force Majeure event.
3. The customer will be entitled to a Service Credit in accordance with the following table for each Dark Fibre that fails to meet the Dark Fibre Time to Restore (**TTR**) guarantee:

Amount of downtime	Rebate (% of MRC) for downtime on a single fibre route at one time	Rebate (% of MRC) for downtime on two fibre routes at one time	Termination Right of affected fibre route
Less than 24 hours	0%	5%	In the event that the service is not restored or temporary fibre is not provided within 14 days
24 to 25 hours	5%	10%	
More than 25 hours	Additional 5% for each 2-hour interval, up to 100%	Additional 10% for each 2-hour interval, up to 100%	

TTR is the time required to restore service and resume availability and is stated in terms of fibre outages. The time is measured from the moment the outage is reported until the service is available.

TTR shall be calculated as (Trouble Ticket Resolved Timestamp – Trouble Ticket Opened Timestamp)

Eligibility:

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

- a) subscribes to a minimum of 10 pairs of Dark Fibre services, of which at least seven (7) pairs of Dark Fibre services are subscribed under Table 1 of the Customised Scheme;
- b) has or is willing to subscribe to a minimum annual spend of \$6 million on Singtel services;
- c) is a commercial bank or has similar technical and security requirements as that offered under the Customised Scheme; and
- d) accepts the terms and conditions of the Customised Scheme in its entirety.