

**Effective Date:** 22 May 2015

**Name of Service:** Gigawave services

*For details, refer to [www.singtel.com](http://www.singtel.com).*

**Description:** Customised Gigawave service package (**Customised Package**)

**Prices (including discounts):**

The Customised Package consists of the following components:

- (a) Fibre – 4 pairs of fibre with path diversity
- (b) DWDM equipment – 2 sets of DWDM multiplexers, each set consisting of 2 multiplexers. Each set of multiplexer is supported by 2 pairs of fibre (1 active and 1 standby)
- (c) Interface and bandwidths – the interfaces and bandwidths on each set of multiplexer are as follows:

(with effect from 26 July 2019)

- i. 8 Fibre Channel of bandwidth 4Gbps each;
- ii. 4 Ficon of bandwidth 4Gbps each; and
- iii. 8 10Gigabit Ethernet of bandwidth 10Gbps each.

Customised tariffs

Year	Monthly Recurring Charge (MRC) for Equipment	MRC for Maintenance and Monitoring	Total MRC
1	\$35,000	\$90,000	\$125,000
2	\$20,000	\$90,000	\$110,000
3	\$10,000	\$90,000	\$100,000
4	\$8,000	\$90,000	\$98,000
5	-	\$90,000	\$90,000

Other charges

- a) Activation of additional ports – MRC of \$400 per port per site
- b) Installation, activation and deactivation of ports – OTC of \$3,000 per site per visit
- c) Relocation charges – OTC of \$25,000 per multiplexer per site
- d) **(With effect from 3 January 2019)** Each additional port is subject to the following One Time charges for hardware supply, for avoidance of doubt, this excludes OTC for Installation, Activation and Deactivation of Port”:

Interface Type	Bandwidth	One Time Charge (SGD) per port per site
Gigabit Ethernet	1Gbps	\$0
FICON/Fibre Channel	4Gbps	\$700
Fibre Channel	8Gbps/10Gbps	\$1200
10Gigabit Ethernet	10Gbps	\$550

### Service level agreement (SLA)

<b>Outage (x)</b>	<b>Availability (%)</b>	<b>Rebate (% of MRC)</b>
0 hours < x ≤ 8 hours	≥ 98.89% to 99.99%	5%
8 hours < x ≤ 14 hours	≥ 98.06% to 98.89%	10%
14 hours < x ≤ 20 hours	≥ 97.22% to 98.06%	15%
20 hours < x ≤ 30 hours	≥ 95.83% to 97.22%	25%
> 30 hours	< 95.83%	40%

- a) The SLA offered is based on 1 set of fibre and equipment setup, i.e. 2 DWDM multiplexers and 1 active and standby fibre pair.
- b) The SLA rebate will be based on the MRC of \$45,000, consisting of the maintenance and monitoring MRC of 1 set of fibre and equipment setup.
- c) The SLA is only applicable where the outage affects the whole set of fibre and equipment.

Under the Customised Package, Singtel will also provide a temporary Gigawave service to facilitate the customer's migration to the Customised Package. The temporary Gigawave service consists of 2 Fibre Channel / Gigabit Ethernet of bandwidth 1Gbps each. The temporary Gigawave service will be provided at no charge for a period of up to 9 months.

### **Key Terms and Conditions:**

1. The minimum contract term of the Customised Package is 5 years.
2. For avoidance of doubt, additional ports subscribed under the Customised Package will follow the contract end date of the Main Managed Fibre Package.
3. There shall be no auto-renewal for the Customised Package.
4. The services subscribed under the Customised Package are subject to resource availability.
5. The customer is not allowed to resell the services subscribed under the Customised Package.
6. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Package.
7. **(with effect from 13 May 2020)** Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
8. All other standard prices, terms and conditions of the Singtel Gigawave service shall apply.

### **Suspension and Termination Provisions:**

In the event that the customer terminates the Customised Package before the end of the contract term, the customer shall be liable for a premature termination charge (PTC) of 100% of the remaining contract value. However, in the event that Singtel's liability to the customer (whether in contract, tort, or otherwise) exceeds S\$2 million, Singtel will waive the applicable PTC capped at a maximum of \$500,000.

### **Eligibility:**

The Customised Package will be offered to any similarly situated customer who accepts the terms and conditions of the Customised Package in its entirety.