Effective Date:	6 September 2021
Name of Service:	Singtel Dark Fibre Service.
	For more information refer to www.singtel.com
Description:	Customised Dark Fibre Service Scheme
	(**Customised Scheme**)

Prices (including discounts):

Service	Total Quantity (Cables)	Monthly Recurring Charge (MRC) ($ per cable)	Total Upfront Payment (OTC) (for 4 cables)
Dark Fibre Cable (Standard/Path Diversity)	4	$1,728	$3,433,018

The customised tariffs will be applicable to all new Dark Fibre services subscribed under the Customised Scheme.

Terms and Conditions:

1. The contract term of the Customised Scheme is nine (9) years with an option to extend for another one (1) year.

2. The contract term of the services subscribed under the Customised Scheme is three (3) years with the option to extend an additional three (3) years per extension, up to a maximum of two (2) extensions.

3. The customer shall subscribe to the total quantity of Dark Fibre cables prescribed under the Customised Scheme.

4. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.

5. Both ends of the Dark Fibre service subscribed under the Customised Scheme must connect to the customer's POP located at a Data Centre.

6. The service(s) subscribed under the Customised Scheme are subject to resource availability.

7. The customer shall not resell the service(s) subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre product.

8. Each Dark Fibre cable may have a maximum of 1,728 cores of fibre.

9. In the event that the customer requires a relocation of the Dark Fibre services from the existing location to another location within mainland Singapore, both parties shall negotiate the prices applicable for relocation.

10. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.

11. All other standard prices, terms and conditions of the commercial Singtel Dark Fibre service shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates any of the services subscribed under the Customised Scheme during the contract term of the services, the customer shall be liable for the following premature termination charges (PTC):

a. 100% of the MRCs payable for the unexpired remainder of months 1-12 of the contract term;
b. 0% of the MRCs payable for the unexpired remainder of months 13-36 of the contract term.

refer to www.singtel.com

Service Level Agreement

Installation and Testing

Delay[1] beyond the Scheduled Delivery Date	Rebate (% of OTC)
1 calendar day	10%
2 calendar days	30%
3 calendar days	50%
≥ 4 calendar days	100% plus $1,000 for each additional day after 5 calendar days

[1]except that the delay arose by root causes attributed to the customer's own factors or Force Majeure

a. The customer may terminate the Customised Scheme should the delay reach the 5th calendar day beyond the Scheduled Delivery Date.

Response Times

a. General Response Times

Nature of Incident	Response Time (> 4 hours after customer's notification per incident)	Rebate (% of MRC)
Outage	15 minutes	10%
Other Problem	1 hour	10%

b. RCA Response Time

Provision of Root Cause Analysis Report	Rebate (% of MRC)
Within 5 Business Days of the Outage being resolved	0%
>5 Business Days of the Outage being resolved	10% of each additional 5 Business Days

c. Availability

Monthly Cumulative Outage Time	Rebate (% of MRC)
0 to 4 hours	No compensation
>4 to 6 hours	10%
>6 hours to 8 hours	20%
>8 hours to 12 hours	30%
>12 hours to 48 hours	40%
>48 hours	100%

Eligibility

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

a) subscribes to the total quantity of Dark Fibre cables prescribed under the Customised Scheme;
b) is a duly licensed Facilities-Based Operator or Services-Based Operator or a Global and/or Regional Content Aggregator; and
c) accepts the terms and conditions of the Customised Scheme in its entirety.