

(as of 8 July 2022)

**Effective Date:** 1 August 2008

**Name of Service:** SingTel PhoneNet, ISDN, ALLC and Dark Fibre services

*For additional details, refer to [www.singtel.com](http://www.singtel.com) under "Business Customers".*

**Description:** Customised PhoneNet, ISDN, ALLC and Dark Fibre service package  
(**Customised Package**)

**Prices (including discounts):**

Services provided to the customer

(Wef 4 Sept 2017)

<b>Service Description</b>	<b>One-Time Charge</b>	<b>Charge for block of 30 calendar days (\$)</b>	<b>Charge for subsequent block of 30 calendar days (\$)</b>
PhoneNet service <sup>1</sup>	Waived	\$239	\$55
ISDN 2 service <sup>2</sup>	Waived	\$521.49	\$133
ALLC service <sup>3</sup>	Waived	\$448.40	N.A.

<b>Service Description</b>	<b>One-Time Charge (\$)</b>
Standby Technical Support	\$72,252

(Wef 12 Sept 2011) The express installation charge will be waived for all services.

Services provided to Media Delegates

<b>Service Description</b>	<b>Charge for block of 15 calendar days (\$)</b>
PhoneNet service <sup>1</sup>	\$128.97
ISDN 2 service <sup>2</sup>	\$435.51

Services provided to broadcasters, contractors, traders and others

<b>Service Description</b>	<b>Charge for block of 15 calendar days (\$)</b>	<b>Charge for block of 30 calendar days (\$)</b>	<b>Charge for subsequent block of 30 calendar days (\$)</b>
PhoneNet service <sup>1</sup>	\$215.88	\$259.81	\$55.14
ISDN 2 service <sup>2</sup>	\$521.49	\$559.81	\$133.64

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<sup>1</sup> **(Wef 9 Sept 2008: including charges for change of facility)** includes installation of service, rental of phone set equipment, standard PhoneNet features, waiver of charges for IDD/STD authorisation code, collect call screening service and waiver of local voice call charges

<sup>2</sup> includes installation of service, rental of ISDN 2 equipment and waiver of local data call charges

<sup>3</sup> includes installation of service and rental of phone set equipment at each end of the hotline

**(Wef 9 Jul 2018)**

<b>Dark Fibre Service</b>	<b>Contract Term</b>	<b>Annual Recurring Charge</b>	<b>One-Time Charge</b>
1 x 192 Core	4 years	\$24,750	\$450,000

**(Wef 8 July 2022)** Waiver of the Annual Recurring Charge of \$24,750 for Year 3 and 4 of Dark Fibre services because of the cancellation of the Singapore Grand Prix 2020 and 2021 under exceptional circumstances (COVID-19 pandemic) resulting in the customer not being able to utilise Dark Fibre services for the event.

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

**(Wef 9 Jul 2018)**

1. The contract term for the Customised Package will be four (4) years with an option to extend for a period of one (1) year for a maximum of two (2) extensions.
2. The contract term of the Dark Fibre service subscribed under the Customised Package is four (4) years, with an option to extend for a period of one (1) year for a maximum of two (2) extensions.
3. The customer shall not resell the Dark Fibre services subscribed under the Customised Package “as is” or as a standalone Dark Fibre service but may use the service as part of its own network to offer its own service(s).
4. The total length of each cable can be up to a maximum of five (5) kilometres.
5. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed to the Customised Package.
6. **(Wef 26 Aug 2019)** Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
7. The service(s) provided under the Customised Package must be used for the Singapore Grand Prix race.
8. The service(s) are available in blocks of 15 or 30 calendar days, up to a maximum of four (4) months, after which the service(s) will be terminated.

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9. The customer will pay the charges for the service(s) upfront. There will be no refund of charges should the customer decide to stop using the service(s) before the end of the block of 15 or 30 calendar days.
10. The customer is not allowed to resell the service(s) provided under the Customised Package.
11. The service(s) under the Customised Package are subject to resource availability. Remote location charges shall apply if there are no resources to the location.
12. **(Wef 9 Sept 2008)** The customer shall agree to procure PhoneNet, ISDN and ALLC services from SingTel during the contract term of the Customised Package.
13. **(Wef 9 Sept 2008)** The charges for the service(s) under the Customised Package shall remain valid and not subject to review during the contract term.
14. All other standard terms and conditions of SingTel PhoneNet, ISDN, ALLC and Dark Fibre shall remain applicable.

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

**(Wef 9 Jul 2018)** If the customer terminates the services subscribed under the Customised Package before the end of the contract term, the customer will be liable for Premature Termination Charge (**PTC**) of 100% of the recurring charge for the remaining contract term.

*For details, refer to [www.singtel.com](http://www.singtel.com) under “Business Customers”.*

#### **Eligibility:**

**(Wef 12 Sept 2011)** The Customised Package will be available to all similarly-situated customers who satisfy the following criteria:

- a) **(Wef 26 Aug 2019)** The customer must be willing to commit to a minimum spending of \$150,000 per year during the 2-year contract term;
- b) The services are offered to the customer as part of an international event; and
- c) The customer accepts the terms and conditions of the Customised Package in its entirety.