

As of 4 November 2022

Effective Date: 4 November 2022

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	Minimum Quantity (pairs)	Type	Monthly Recurring Charge (MRC) (\$ per pair)	One Time Charge (OTC) (\$ per pair)
Standard Dark Fibre / Dark Fibre with Path Diversity	7	Data Centre to Data Centre	\$3,000	Standard: Waived
		One-End Data Centre	\$3,500	Standard: Waived

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

Terms and Conditions:

1. The contract term of the Customised Scheme is two (2) years.
2. The contract term of the services subscribed under the Customised Scheme is minimum twelve (12) months.
3. The customer shall subscribe to the minimum quantity of Dark Fibre service as per the pricing table under the Customised Scheme in a single order.
4. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.
5. The services offered under the Customised Scheme are subject to resource availability.
6. Any request for a relocation of the Dark Fibre service under the Customised Scheme will be subject to a relocation charge of \$2,000 per end of the Dark Fibre service.
7. The customer shall not resell the Dark Fibre services subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre product.

8. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
9. All other standard prices, terms and conditions of the commercial Singtel Dark Fibre service shall remain applicable.

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%
Each 15 days period after 60 days	Additional 50%

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%	

As of 4 November 2022

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)

Suspension and Termination Provisions:

If the customer terminates the services subscribed under the Customised Scheme before the end of the contract term of the services, the customer will be liable for Premature Termination Charge (**PTC**) of 100% of the MRC for the remaining contract term.

Notwithstanding above, the customer is eligible for a waiver of PTC for up to 3 pairs of Dark Fibre service during the contract term of Customised Scheme, subject to the following:

- a) early renewal of existing circuit(s) to the Customised Scheme; and
- b) the new contract value is higher than the remaining contract value of the existing circuit.

refer to www.singtel.com

Eligibility:

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

- a) has a minimum revenue spend of \$6 million on Singtel Group services in the last 12 months prior to the start of the customer's agreement;
- b) is a commercial bank or has similar technical and security requirements as that offered under the Customised Scheme; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.