

Effective Date: 16 December 2008

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):

(With effect from 8 July 2022)

Services	Annual Recurring Charge per pair (ARC)	Upfront Payment
Original Supply		
One (1) pair of Dark Fibre strands between Tuas Cable Station to Starhub Data Centre <i>(to be relocated within year 2022)</i>	\$94,000	\$13,474,000
One (1) pair of Dark Fibre strands between Starhub Data Centre to Global Switch <i>(to be ceased within year 2022)</i>		
One (1) pair of Dark Fibre strands between Tuas Cable Station to Katong Cable Station		
One (1) pair of Dark Fibre strands between Global Switch to AAG Cable Station		
One (1) pair of Dark Fibre strands between Global Switch to 1-Net		
One (1) pair of Dark Fibre strands between AAG Cable Station to 1-Net		
One (1) pair of Dark Fibre strands between 1-Net to Katong Cable Station		
New Supply		
One (1) pair of Dark Fibre strands between Tuas Cable Station to Global Switch		N.A.

The customised tariffs include diversity commitment and exclude co-location charges.

Service Level Guarantees

a) Faults reported during office hours

Source of Outage	MTTR	Service Credit
Within a building premise	> 5 hours and <= 7.5 hours	10% of the ARC of the affected Dark Fibre pair(s)
	> 7.5 hours	20% of the ARC of the affected Dark Fibre pair(s)
Outside a building premise	> 6 hours and <= 10 hours	10% of the ARC of the affected Dark Fibre pair(s)
	> 10 hours	20% of the ARC of the affected Dark Fibre pair(s)

b) Faults reported after office hours

Source of Outage	MTTR	Service Credit
Within a building premise	> 7 hours and <= 10.5 hours	10% of the ARC of the affected Dark Fibre pair(s)
	> 10.5 hours	20% of the ARC of the affected Dark Fibre pair(s)
Outside a building premise	> 8 hours and <= 12 hours	10% of the ARC of the affected Dark Fibre pair(s)
	> 12 hours	20% of the ARC of the affected Dark Fibre pair(s)

c) Additional service credits

Multiple Faults beyond MTTR	Service Credit
>2 failures beyond above MTTR within rolling 60-day window	Additional 10% of the ARC of all affected Dark Fibre pairs
>3 failures beyond above MTTR within rolling 90-day window	Additional 10% of the ARC of all affected Dark Fibre pairs

d) Implementation

Definition	Delay Credit & Termination Rights
Delayed beyond RFS but within 1 month after RFS	0.018% of upfront payment per day delayed

Delayed beyond 1 month after RFS	0.018% of upfront payment per day delayed and the rights for AT&T to terminate the agreement
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Key Terms and Conditions:

1. The contract term for the Customised Scheme is fifteen (15) years, with the option to extend the contract for a further three (3) years. For the avoidance of doubt, this Customised Scheme shall not be perpetually available.
2. **(With effect from 22 August 2023)** The contract term for the services subscribed under the Customised Scheme is fifteen (15) years, with the option to extend an additional three (3) years.
3. The customer shall not resell the services subscribed under the Customised Scheme as a standalone product or allow the use of the services for any other third-party users. The services subscribed under the Customised Scheme are for the sole use of the customer as part of own network to offer its own services.
4. **(With effect from 8 July 2022)** During the term of the Customised Scheme, the customer may request for one (1) relocation of a Dark Fibre pair under the Customised Scheme. One (1) or both ends of the relocated Dark Fibre pair has to be connected to the customer's existing POPs under the Customised Scheme. Any request for the relocation shall be deemed to be a request for the termination of the Dark Fibre pair and a request for the supply of a new Dark Fibre pair at the requested location.
5. **(With effect from 8 July 2022)** The supply of the new Dark Fibre pair will be subject to a one-time-relocation-charge (OTC) of \$4,000 per Dark Fibre pair.
6. **(With effect from 22 August 2023)** The Annual Recurring Charge (ARC) for each Dark Fibre pair is \$94,000 during the initial contract term or the extension period of the service. Thereafter, services subscribed under the Customised Scheme will continue at a Month Recurring Charge (MRC) of \$7,800 after the expiry of the service contract term.
7. **(With effect from 8 July 2022)** During the duration of the relocation, the customer will be eligible to enjoy a free parallel run for a maximum duration of four (4) months. Thereafter, the new Dark Fibre pair shall assume the remainder of the service contract term of the original Dark Fibre pair which was terminated.
8. The customer shall be responsible for the obtaining all authorisation(s) necessary for Singtel to access the customer's POP.
9. **(With effect from 8 July 2022)** No other discounts, including but not limited to, term and volume discounts, shall apply to the Customised Scheme.
10. **(With effect from 8 July 2022)** The service(s) subscribed under the Customised Scheme are subject to resource availability.

11. **(With effect from 8 July 2022)** All other standard prices, terms and conditions of the commercial Singtel Dark Fibre service shall remain applicable.

Suspension and Termination Provisions:

(With effect from 22 August 2023) In the event the customer terminates a Dark Fibre pair under the Customised Scheme during the initial contract term or extension period of the service, the customer shall be liable for a Premature Termination Charge (**PTC**) of 100% of the charges for the remaining contract term of the service. For the avoidance of doubt, monies already paid will not be refunded.

Refer to www.singtel.com

Eligibility:

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

- a) is a duly licensed Facilities Based Operator (**FBO**); and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.