

(As of 21 February 2023)

**Effective Date:** 21 February 2023

**Name of Service:** Singtel Dark Fibre Service  
For more information refer to [www.singtel.com](http://www.singtel.com)

**Description:** Customised Dark Fibre Service Scheme  
(**Customised Scheme**)

**Prices (including discounts):**

<b>Service</b>	<b>Minimum Quantity (pair)</b>	<b>Monthly Recurring Charge (MRC) (\$ per pair)</b>	<b>One Time Charge (OTC) (\$ per pair)</b>
Standard Dark Fibre	2	\$2,800	\$12,800
Dark Fibre with Path Diversity	2	\$3,200	\$12,800

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 eight (8) years.
2. The contract term of the services subscribed under the Customised Scheme is five (5) 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 minimum quantities of Dark Fibre services 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. The services subscribed under the Customised Scheme are subject to resource availability.
6. The customer shall not resell the services subscribed under the Customised Scheme.
7. 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.

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8. No other discounts, including but not limited to, term and volume discounts, shall be 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.

### **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 13-60 of the contract term.

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### **Service Level Agreement**

#### Installation and Testing

<b>Delay<sup>1</sup> beyond the Scheduled Delivery Date</b>	<b>Rebate (% of OTC)</b>
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

<sup>1</sup>except that the delay is arose by those 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 days beyond the Scheduled Delivery Date.

#### Response Times

- a. General Response Times

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

- b. RCA Response Time

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<b>Provision of Root Cause Analysis Report</b>	<b>Rebate (% of MRC)</b>
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

<b>Monthly Cumulative Outage Time</b>	<b>Rebate (% of MRC)</b>
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) is a duly licensed Facilities-Based Operator (**FBO**) or Service Based Operator (**SBO**) or a Global and/or Regional Content Aggregator; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.