

**Effective Date:** 18 December 2019

**Name of Service:** Singtel Managed Fibre, ISDN and Gigawave Services. *For more information, refer to [www.singtel.com](http://www.singtel.com).*

**Description:** Customised Managed Fibre, ISDN and Gigawave Scheme (**Customised Scheme**)

**Prices (including discounts):**

**Section A: Managed Fibre service**

The Customised Scheme consists of the following components:

- (a) Fibre – 2 pairs of Managed Fibre with path diversity
- (b) DWDM Equipment – One (1) set of DWDM multiplexers, the set consisting of two (2) multiplexers
- (c) Interface and bandwidths – the interfaces and bandwidths on each set of multiplexers are as follows:
  - i. Six (6) Fibre Channel of bandwidth 4 Gbps each: (Multi mode fibre)
  - ii. Four (4) 10 Gigabit Ethernet of bandwidth 10 Gbps each: (Multi mode fibre)
  - iii. One (1) 100 Gigabit Ethernet of bandwidth 100 Gbps each: (Multi mode fibre)

**(with effect from 8 November 2022) Tariffs: Table 1**

<b>Service</b>	<b>Contract Term</b>	<b>Monthly Recurring Charge (MRC)</b>	<b>One-Time Charge (OTC)</b>
Managed Fibre with Path Diversity	36 months	\$16,700	\$32,140

**(with effect from 8 November 2022) Table 2**

<b>Service</b>	<b>Contract Term</b>	<b>MRC</b>	<b>OTC</b>
Managed Fibre with Path Diversity	24 months	\$15,500	N.A.

**(with effect from 8 November 2022)** Upon fulfilling Table 1, the customer is eligible to renew Table 1 services under Table 2.

Other Optional services and charges

<b>Service</b>	<b>OTC</b>
Activation of additional port of 4 Gbps Fibre Channel (Multi Mode fibre)	\$1,310 per port per site
Activation of additional port of 4 Gbps Fibre Channel (Single Mode fibre)	\$1,860 per port per site
Activation of additional port of 8 Gbps Fibre Channel (Multi Mode fibre)	\$1,468 per port per site
Activation of additional port of 10 Gbps Ethernet (Multi Mode fibre)	\$790 per port per site
Activation of additional port of 100 Gbps Ethernet (Multi Mode fibre)	\$5,530 per port per site
Activation of additional optical card (for port bandwidth up to 10 Gbps)	\$19,990 per card
Activation of additional optical card (for port bandwidth of 100 Gbps)	\$182,050 per card
Upgrade two (2) Fibre Channel of 4 Gbps bandwidth each to a single (1) Fibre Channel of 8 Gbps	\$790 per site

1. For the avoidance of doubt, any replacement of port(s) will not affect the MRC.

Managed Fibre Service Availability

<b>Outage (x)</b>	<b>Availability</b>	<b>Rebate (% of Monthly Rental)</b>
0 hr < x <= 8 hrs	>= 98.89% to < 99.99%	5%
8 hrs < x <= 14 hrs	>= 98.06% to < 98.89%	10%
14 hrs < x <= 20 hrs	>= 97.22% to < 98.06%	15%
20 hrs < x <= 30 hrs	>= 95.83% to < 97.22%	25%
> 30 hrs	< 95.83%	40%

Service Latency

<b>Service Level (Round Trip Latency)</b>	<b>Rebate (% of Monthly Rental)</b>
> 2 ms	10%

Section B: ISDN service

Service	(with effect from 4 April 2023) Contract Term	Minimum Quantity	MRC (\$ per circuit)	OTC (for renewed circuits)
ISDN30	12 months	33	\$300	Waived
Exchange Diversity		11	\$120	N.A.
Switch Diversity		10	\$108	Waived
Caller ID		30	Waived	Waived
Multi Line Hunting		30	\$31.50	Waived
DDI per block of 10		575	\$9	Waived

1. The contract term for the ISDN service will be twelve (12) months.
2. The customised tariffs will be applicable to all new and renewed ISDN circuits subscribed under the Customised Scheme. Standard OTC will apply for new circuits.

**Section C: Gigawave service (With effect from 28 December 2020)**

Service	(with effect from 4 April 2023) Contract Term	Minimum Quantity	MRC (\$ per circuit)	OTC (\$ per circuit)
10 Gbps Gigawave	Minimum 24 months	1	\$3,680	Waived (Standard)
(With effect from 6 July 2021) 1 Gbps Gigawave		1	\$2,380	Waived (Standard)
(With effect from 6 July 2021) 1 Gbps Gigawave with Path Diversity		1	\$3,180	Waived (Standard)
(with effect from 15 March 2022) 1 Gbps Gigawave Plus		N.A.	\$3,360	Waived (Standard)

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

**Terms and Conditions:**

1. **(with effect from 8 November 2022)** The contract term for the Customised Scheme is three (3) years with an option to extend for another two (2) years.
2. **(with effect from 4 April 2023)** The contract term for the services subscribed under the Customised Scheme is specified in the respective pricing tables.
3. **(with effect from 15 March 2022)** The customer shall subscribe to the minimum quantities under the Customised Scheme as specified in the respective pricing tables.
4. **(with effect from 8 November 2022)** Managed Fibre Table 2 is only applicable for the renewal of Managed Fibre with Path Diversity services subscribed under Table 1.
5. The service(s) offered under the Customised Scheme are subject to resource availability.
6. There will be no auto-renewal of the Customised Scheme. For any service(s) required after the contract term, the customer will re-negotiate with Singtel.
7. Service(s) subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service(s) contract term.
8. The customer is not allowed to resell the services subscribed under the Customised Scheme.
9. For the avoidance of doubt, additional ports subscribed under the Customised Scheme for Managed Fibre service(s) will follow the contract end date of the main Managed Fibre service.
10. Any field support for maintenance or provisioning support are subject to prevailing Singtel rates.
11. **(with effect from 15 March 2022)** If the customer terminates the service(s) subscribed under the Customised Scheme during the service contract term, the customer shall be liable for a premature termination charge of 100% of the MRC for the remaining contract term.
12. No other discounts including, but not limited to, term and volume discounts, shall apply to the services subscribed under the Customised Scheme.
13. **(With effect from 28 December 2020)** All other prices, terms and conditions of the Singtel Managed Fibre, ISDN and Gigawave services shall apply.

**Eligibility:**

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

- a) is a commercial bank or institution offering financial-related services;
- b) **(with effect from 15 March 2022)** *deleted*
- c) **(with effect from 8 November 2022)** currently has a minimum revenue spend of \$4 million on Singtel Group services in the last 12 months prior to the start of the customer's agreement; and
- d) accepts the terms and conditions of the Customised Scheme in its entirety.