

Effective Date: 21 December 2021

Name of Service: Singtel Dark Fibre and Gigawave Service. *For additional details, refer to www.singtel.com*

Description: Customised Dark Fibre and Gigawave service scheme
(Customised Scheme)

Prices (including discounts):

(With effect from 1 August 2024)

Service	Contract Term	Minimum Quantity	Monthly Recurring Charge (MRC)	One Time Charge (OTC)
Standard Dark Fibre / Dark Fibre with Path Diversity	12 months	4 pairs	\$2,650	Standard: Waived
10 Gbps Gigawave DC-to-DC	12 months	3 circuits	\$2,580	Standard: Waived

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

Key Terms and Conditions:

1. The contract term of the Customised Scheme is one (1) year.
2. **(With effect from 1 August 2024)** The contract term of the services subscribed under the Customised Scheme is as stated in the pricing table above.
3. **(With effect from 1 August 2024)** The customer shall subscribe to the minimum quantity as stated in the pricing table above.
4. Both ends of each Dark Fibre pair must be connected to a Data Centre.
5. In the event of relocation, the customer shall pay a relocation OTC of \$4,000 per Dark Fibre pair or Gigawave circuit.
6. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
7. The services offered under the Customised Scheme are subject to resource availability.
8. The customer shall not resell the services subscribed under the Customised Scheme.
9. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.

10. All other standard prices, terms and conditions of the commercial Singtel Dark Fibre and Gigawave services shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the service(s), the customer shall be liable for a premature termination charge of 100% of the MRC for the remaining contract term.

Service Level Agreement

Service Availability for Dark Fibre Service

Outage (x)	Availability	Rebate (% of MRC)
6 hours < x ≤ 8 hours	≥98.89% to < 99.17%	10%
8 hours < x ≤ 15 hours	≥97.92% to < 98.89%	20%
> 15 hours	<97.92%	30%

Eligibility:

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

- a) **(With effect from 1 August 2024)** is a duly licensed Facilities-Based Operator (**FBO**) or Services-Based Operator (**SBO**) or is a Global and/or Regional Content Aggregator; and
- b) accept the terms and conditions of the Customised Scheme in its entirety.

(With effect from 1 August 2024) Singtel will extend the Customised Scheme to instances where the services under the Customised Scheme are procured by a subsidiary on behalf of the parent company (the **End User**). In such cases, the offer of the Customised Scheme is subject to Singtel's verification that the Dark Fibre services are intended for an End User that meets the qualifying criteria.