

**Effective Date:** 24 October 2024

**Name of Service:** Singtel Gigawave, Dark Fibre and Meg@POP service.  
For additional details, refer to [www.singtel.com](http://www.singtel.com)

**Description:** Customised Gigawave, Dark Fibre and Meg@POP Service Scheme (**Customised Scheme**)

**Prices (including discounts):**

Table A

Service	Minimum Quantity (Pairs)	Contract Term	Monthly Recurring Charge (MRC) (\$ per pair)	One Time Charge (OTC) (\$ per pair)
Standard Dark Fibre	6	Minimum of 12 months	\$2,000	Standard: \$800
Dark Fibre with Path Diversity		Minimum of 12 months	\$2,000	Standard: \$800

Table B

Service	Minimum Quantity (circuits)	Contract Term	Monthly Recurring Charge (MRC) (\$ per circuit)	One Time Charge (OTC) (\$ per circuit)
20 Mbps Meg@POP EthernetLink	6	Minimum of 12 months	\$399	Standard: Waived
20 Mbps Meg@POP EthernetLink with Exchange Diversity		Minimum of 12 months	\$503	Standard: Waived
1 Gbps Gigawave Standard	2	Minimum of 12 months	\$1,000	Standard: Waived

The customised tariffs will be applicable to all new, renewed and upgraded Gigawave, Dark Fibre and Meg@POP services subscribed under the Customised Scheme.

### Installation Service Level for Dark Fibre Service

Number of day(s) after Target Date	Rebate (% of OTC)
1 – 7	15%
8 – 14	25%
15 – 30	50%
Greater than 30	100%

### Service Availability for Dark Fibre Service

Outage (x)	Availability	Rebate (% of MRC)
4 hours < x ≤ 24 hours	≥ 96.66% to < 99.44%	5%
24 hours < x ≤ 48 hours	≥ 93.33% to < 96.66%	10%
48 hours < x ≤ 72 hours	≥ 90% to < 93.33%	15%
X > 72 hours	< 90%	20%

### Key Terms and Conditions:

1. The contract term of the Customised Scheme is three (3) years.
2. The contract term of the services subscribed under the Customised Scheme is as specified in the pricing tables above.
3. The customer shall subscribe to the minimum quantity as stated in the pricing tables above.
4. Services subscribed by and spending by the customer and its related companies can be combined to meet the minimum volume and spending required.
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 of relocation for Dark Fibre services, the customer shall pay a relocation OTC of \$2,000 per relocated Dark Fibre pair.
8. Both ends of each pair of Dark Fibre service subscribed under the Customised Scheme must connect to a Data Centre.
9. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
10. No other discounts, including but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
11. All other standard prices, terms and conditions of the Singtel Gigawave, Dark Fibre and Meg@POP services shall remain applicable.

**Suspension and Termination Provisions:**

If the customer terminates the services under the Customised Scheme during the contract term of the service, the customer shall be liable for a premature termination charge of 100% of the charges for the remaining contract term of the service.

*Refer to [www.singtel.com](http://www.singtel.com)*

**Eligibility:**

The Customised Scheme is available to similarly situated customers and their related companies who satisfy the following criteria:

- a) currently has a minimum of 12 pairs of Dark Fibre services;
- b) currently has a minimum revenue spend of \$3 million on Singtel Group services in the last 12 months prior to the start date of the customer's agreement;
- c) the customer is a duly licensed Facilities-Based Operator (**FBO**) or Service-Based Operator (**SBO**) or a Global and/or Regional Content Aggregator; and
- d) accepts the terms and conditions of the Customised Scheme in its entirety.