

Effective Date: 28 January 2025

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):

Service	Contract Term (years)	Total Quantity (cables)	Monthly Recurring Charges (MRC) (\$ per cable)	One Time Charge (OTC) (\$ per cable)
Dark Fibre cable (Standard/ Path Diversity)	1	3	\$10,450	Standard: Waived

For the avoidance of doubt, the service(s) offered under the pricing table above shall be taken up as a bundle of three (3) cables.

The customised tariffs will be applicable to all renewed Dark Fibre services subscribed under the Customised Scheme.

Key Terms and Conditions:

1. The contract term of the Customised Scheme is one (1) year.
2. The contract term of the services subscribed under the Customised Scheme is one (1) year.
3. The customer shall subscribe to the minimum quantity as stated in the pricing table above in a single order.
4. The services subscribed under the Customised Scheme are subject to resource availability.
5. All Dark Fibre cable(s) must have the same installation address.
6. Each Dark Fibre cable will have a maximum of 280 strands of fibre or 140 pairs of fibre.
7. Any relocation request (internal or external) of any fibre pair will require re-provisioning of the entire Dark Fibre cable and will incur one-time relocation charges. Such charges will be advised by Singtel upon such request.

8. The customer shall not resell the service subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre service.
9. Services subscribed under the Customised Scheme will continue at the customised prices after 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 Dark Fibre service 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 remaining contract term.

For the avoidance of doubt, if the customer partially terminates the service(s) subscribed under the Customised Scheme (i.e., terminates at least one (1) Dark Fibre cable), the customer shall be liable for a premature termination charge of 100% of the remaining contract term for the terminated service(s) subscribed under the Customised Scheme.

Service Level Agreement (SLA) for Dark Fibre Service:

Service Availability

In the event of a failure to meet the Service Availability Target for each route, the following service credits will apply. Service Availability Failure means service fails at least one fibre pair(s) in either one or two diverse routes.

**For the avoidance of doubt, the affected service will be calculated on a per fiber pair basis. The Service Credit will be calculated as per the following:*

(MRC of Dark Fibre cable / total number of fiber pairs in the cable) x number of affected fiber pairs x Service Credit %

Service Availability of one route (Monthly)	Service Credit (% of the MRC of the affected service*)
99.2% < X <= 100%	0%
99.0% < X <= 99.2%	5%
98.0% < X <= 99.0%	15%
97.0 < X <= 98.0%	25%
X <= 97%	50%

Service Availability of two diverse routes (Monthly)	Service Credit (% of the MRC of the affected service*)
99.95% <= X < 100%	60%
99.90% <= X < 99.95%	70%
99.50% <= X < 99.90%	80%
98.50% <= X < 99.50%	90%
X < 98.50%	100%

Mean Time to Repair

In addition to Service Availability, a service level for Time to Repair in the event of a failure of each single fibre pair will be provided, as set out below:

**For the avoidance of doubt, the affected service will be calculated on a per fiber pair basis. The Service Credit will be calculated as per the following:*

(MRC of Dark Fibre cable / total number of fiber pairs in the cable) x number of affected fiber pairs x Service Credit %

Parameter	Service Level	Service Credit (% of the MRC of the affected Service*)
Time to Repair per Fiber Pair	4 hours < X <= 8 hours	2%
	8 hours < X <= 24 hours	5%
	24 hours < X <= 48 hours	10%
	48 hours < X <= 72 hours	15%
	X > 72 hours	20%

Eligibility:

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

- a) currently has a minimum revenue spend of \$16 million on Singtel Group services in the last 12 months prior to the start date of the customer's agreement;
- b) is a duly licenced Facilities-Based Operator (**FBO**), Services-Based Operator (**SBO**) and/or a Global and/or Regional Content Aggregator; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.