

As of 1 March 2025

**Effective Date:** 1 March 2025

**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):**

Table A

Service	Minimum Contract Term	Minimum Quantity (Pairs)	Monthly Recurring Charge (MRC) (\$ per pair)	OTC (\$ per pair)
Standard Dark Fibre / Dark Fibre with Path Diversity	12 months	75	\$2,000	Standard: Waived
	24 months		\$1,650	Standard: Waived

Table B

Service	Minimum Contract Term	Total Quantity (Pairs)	MRC (\$ per pair)	OTC (\$ per pair)
Standard Dark Fibre / Dark Fibre with Path Diversity	12 months	2	\$1,650	Standard: Waived

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

**Service Level Agreement**

The installation service level rebate is as follows:

Number of day(s) after RFS Date	Rebate (% of MRC)
8 days	5%
9-30 days	5% for each additional day, up to a maximum of one month of MRC

The service availability rebate is as follows:

<b>Outage (x)</b>	<b>Availability</b>	<b>Rebate (% of MRC)</b>
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%

**Key Terms and Conditions:**

1. The contract term of the Customised Scheme is 48 months.
2. The contract term of the services subscribed under the Customised Scheme is as specified in the pricing tables.
3. The customer shall subscribe to the minimum quantity of circuits under Table A of the Customised Scheme. The customer shall also subscribe to the total quantity of circuits under Table B of the Customised Scheme.
4. Circuits subscribed by the customer and its related companies may be combined to meet the minimum circuit requirements.
5. The customer shall not resell the services subscribed under the Customised Scheme.
6. Both ends of the Dark Fibre service(s) subscribed under the Customised Scheme must connect to a Data Centre.
7. The service(s) offered under the Customised Scheme are subject to resource availability.
8. No other discounts including, but not limited to, term and volume discounts, are applicable to the services subscribed under the Customised Scheme.
9. Circuits subscribed under the Customised Scheme will continue at the customised prices after expiry of the circuit contract term.
10. In the event of relocation, Singtel and the customer shall negotiate a relocation charge.
11. 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 the services subscribed under the Customised Scheme before the end of the contract term, the customer will be liable for a premature termination charge (PTC) of 100% of the MRC for the remaining contract term.

*For details, refer to [www.singtel.com](http://www.singtel.com)*

**Eligibility:**

*As of 1 March 2025*

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

- a. currently has 80 pairs of Dark Fibre;
- b. is a duly licenced Facilities-Based Operator (**FBO**), Services-Based Operator (**SBO**) or is a global and/or regional content aggregator; and
- c. accepts the terms and conditions of the Customised Scheme in its entirety