

Effective Date: 7 March 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)	Minimum Quantity (pairs)	Monthly Recurring Charges (MRC) (\$ per pair)	One Time Charge (OTC) (\$ per pair)
Standard Dark Fibre / Dark Fibre with Path Diversity	1	4	\$1,980	Standard: \$1,000

The customised tariffs will be applicable to all new and 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. One end of the Dark Fibre service(s) subscribed under the Customised Scheme must connect to a Data Centre.
6. Any relocation request (internal or external) of any fibre pair will require re-provisioning of the Dark Fibre service and will incur one-time relocation charges. Such charges will be advised by Singtel upon such request.
7. 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.
8. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.

9. No other discounts, including but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
10. 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.

Service Level Agreement (SLA) for Dark Fibre Service:

Service Delivery

In the event of a failure to complete the service provisioning on or before the applicable RFS date(s), the customer may claim a credit equal to a percentage of the total OTC charges of the service in accordance with the following table:

Number of days of the delay	Service Delivery Guarantee Credit (% of the total OTC of the service)
1 st to 7 th calendar day	10% of OTC per calendar day
From the 8 th calendar day onwards	20% of OTC per subsequent calendar day

Delay penalty is capped at total contract value.

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.

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)
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99.95% \leq X < 100%	60%
99.90% \leq X < 99.95%	70%
99.50% \leq X < 99.90%	80%
98.50% \leq 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:

Parameter	Service Level	Rebate (% of the MRC of the affected Service)
Time to Repair per Fiber Pair	4 hours < X \leq 8 hours	2%
	8 hours < X \leq 24 hours	5%
	24 hours < X \leq 48 hours	10%
	48 hours < X \leq 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.