

(As of 10 March 2025)

Effective Date: 17 August 2022

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 (pair)	Monthly Recurring Charge (MRC) (\$ per pair)	One Time Charge (OTC) (\$ per pair)
Standard Dark Fibre	1	4	\$3,000	\$20,000
Dark Fibre with Path Diversity	1	4	\$3,500	\$20,000
Standard Dark Fibre	3	9	\$3,000	\$12,800
Dark Fibre with Path Diversity	3	9	\$3,500	\$12,800

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

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 one (1) and three (3) years.
3. The customer shall subscribe to the minimum quantities of Dark Fibre services under the Customised Scheme.
4. Circuits subscribed under the Customised Scheme will continue at customised prices after the expiry of the circuit contract term.
5. Both ends of the Dark Fibre service subscribed under the Customised Scheme must be connected to the customer's POP located at a Data Centre.
6. The services subscribed under the Customised Scheme are subject to resource availability.

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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 product.
8. **(With effect from 10 March 2025)** In the event that the customer requires a relocation of the service(s) subscribed under the Customised Scheme from the existing location to another location within Singapore mainland, the Relocation OTC for the initial four (4) pairs shall be \$23,500 per pair. Thereafter, both parties shall negotiate the prices applicable for any subsequent relocation.
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 commercial 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 (PTC) of 100% of the remaining contract term. If the Dark Fibre service is terminated after fulfilling at least one (1) year of the contract term, PTC shall be waived.

refer to www.singtel.com

Service Level Agreement

Installation and Testing

Delay¹ beyond the Scheduled Delivery Date	Rebate (% of OTC)
1 calendar day	10%
2 calendar days	30%
3 calendar days	50%
≥ 4 calendar days	100% plus \$1,000 for each additional day after 5 calendar days

¹except that the delay is arose by those root causes attributed to the customer’s own factors or Force Majeure

- a. The customer may terminate the Customised Scheme should the delay reach the 5th calendar days beyond the Scheduled Delivery Date.

Response Times

- a. General Response Times

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Nature of Incident	Response Time (> 4 hours after customer's notification per incident)	Rebate (% of MRC)
Outage	15 minutes	10%
Other Problem	1 hour	10%

b. RCA Response Time

Provision of Root Cause Analysis Report	Rebate (% of MRC)
Within 5 Business Days of the Outage being resolved	0%
>5 Business Days of the Outage being resolved	10% of each additional 5 Business Days

c. Availability

Monthly Cumulative Outage Time	Rebate (% of MRC)
0 to 4 hours	No compensation
>4 to 6 hours	10%
>6 hours to 8 hours	20%
>8 hours to 12 hours	30%
>12 hours to 48 hours	40%
>48 hours	100%

Eligibility:

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

- a) is a duly licensed Facilities-Based Operator (**FBO**) or Service Based Operator (**SBO**) or a Global and/or Regional Content Aggregator; and
- b) accepts the terms and conditions of the Customised Scheme in its entirety.