

As of 14 June 2024

Effective Date: 12 October 2012

Name of Service: Singtel Gigawave (Data Centre to Data Centre) Service.
For additional details, refer to www.singtel.com

Description: Introduction of Gigawave (Data Centre to Data Centre) Service Scheme (**Scheme**)

Prices (including discounts):

Monthly recurring charge:

Bandwidth (Gbps)	List Price
1.0625 / 1.25	\$4,200 (with effect from 25 September 2013)
2	\$5,700 (with effect from 25 September 2013)
2.5	\$5,800 (with effect from 18 September 2015)
4	\$6,450 (with effect from 18 September 2015)
10	\$7,000 (with effect from 18 September 2015)
100	\$16,000 (with effect from 6 July 2020)

One-time charge: The prevailing Gigawave one-time charge shall apply.

The minimum contract term for Gigawave (DC to DC) services is one (1) year.

Service Level Agreement

1. Provisioning lead-time

Delay	Rebate (% of installation charges)
1 working day	10%
2 working days	20%
3 working days	50%
4 working days	75%
>5 working days	100%

2. Service availability (**With effect from 9 July 2020**)

Outage (x)	Availability (%)	Rebate (% of monthly recurring charge)
0 hours < x ≤ 4hours	≥ 99.44% to < 100%	15%
4 hours < x ≤ 10 hours	≥ 98.61% to < 99.44%	20%
10 hours < x ≤ 20 hours	≥ 97.22% to < 98.61%	30%

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20 hours < x ≤ 30 hours	≥ 95.83% to < 97.22%	50%
> 30 hours	< 95.83%	100%

Key Terms and Conditions:

1. The Scheme applies only to Gigawave (DC to DC) services connecting to any two (2) of the following data centres.

Data Centre	Address	Postal Code
Equinix 1	20 Ayer Rajah Crescent	139964
Global Switch	2 Tai Seng Avenue	534408
STT Taiseng (fka TATA TCX)	35 Tai Seng Street	534103
StarHub (Tai Seng)	19 Tai Seng Drive,	535222
Singtel Com3	31C, Exeter Road,	239734
Singtel Kim Chuan I	38, Kim Chuan Road,	537055
Singtel Kim Chuan II	38A, Kim Chuan Road,	537066
Keppel Digihub	25 Serangoon North Avenue 5	554914
NTT Serangoon Data Center	51 Serangoon North Ave 4 Industrial Bldg	555858
(With effect from 14 June 2024)	Removed	-
Singtel POC	20 Pickering Street	048658
NCS Bedok	7 Bedok South Road	469272
Orange	750 Chai Chee Road Technopark	469000
PacNet	110 Paya Lebar Road	409009
PDG (fka IO Data Centre)	7000 Ang Mo Kio Ave 5	569877
Digital Realty Jurong (fka Digital Realty Trust)	29A International Business Park	609934
(With effect from 1 July 2023)	Removed	-
Epsilon	151 Lorong Chuan New Tech Park	556741
Equinix 2	15 Pioneer Walk	627753
The Fort	6 Changi South Lane	486400
The Aries	51 Science Park Road	117586
With effect from 8 February 2018:		
Equinix 3	26A Ayer Rajah Crescent	139963
DC West	8 Yung Ho Road	618590
With effect from 22 June 2018:		
1-Net	750E Chai Chee Road	469005
Kingsland	13 Sunview Way	627541
With effect from 1 July 2020:		

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Equinix 4	7 Tai Seng Drive	535218
Microsoft Woodlands	1 Woodlands Industrial Park E9	757703
With effect from 1 August 2023:		
Equinix 5	6 Sunview Drive	627488
With effect from 14 June 2024:		
Digital Realty Trust (DRT@Loyang) (SIN12)	11 Loyang Close	506756
Choa Chu Kang (CCK)	1 Jalan Piring	698822

2. The standard Gigawave discounts will apply to the Scheme.
3. All other terms and conditions of the Singtel Gigawave service shall apply.

Suspension and Termination Provisions:

Refer to www.singtel.com.

Eligibility:

Retail customers and Singtel authorised resellers