

Effective Date: 24 September 2021

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 | Minimum Quantity (pairs) | Contract Term | Monthly Recurring Charge (MRC) (\$ per pair) | One-Time Charge (OTC) (\$ per pair) |
|--|---------------------------------|----------------------|---|--|
| Standard Dark Fibre / Dark Fibre with Path Diversity | 5 | 2 years | \$2,388 | Waived |

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

Terms and Conditions:

1. The contract term of the Customised Scheme is two (2) years.
2. The contract term of the services subscribed under the Customised Scheme is two (2) years as specified in the pricing table.
3. The customer shall subscribe to the minimum quantity of Dark Fibre services prescribed under the Customised Scheme.
4. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.
5. Both ends of the Dark Fibre services subscribed under the Customised Scheme must connect to a Data Centre.
6. The service(s) subscribed under the Customised Scheme are subject to resource availability.
7. The customer shall not resell the services subscribed under the Customised Scheme.
8. In the event of relocation, Singtel and the customer shall negotiate a relocation charge which will be submitted for IMDA's approval.

9. No other discounts including, but not limited to, term and volume discounts, are 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 of 100% of the remaining contract term.

For details, refer to www.singtel.com

Service Level Agreement

Service Availability

| Outage (x) | Availability | Rebate (% of MRC) |
|------------------------|---------------------|--------------------------|
| 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% |

Eligibility:

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

- a. subscribes to the minimum quantity of Dark Fibre services prescribed under the Customised Scheme;
- b. is a duly licensed Facilities-Based Operator or Services-Based Operator or a Global and/or Regional Content Aggregator in Singapore; and
- c. accepts the terms and conditions of the Customised Scheme in its entirety.