

(as of 28 June 2023)

**Effective Date:** 28 June 2023

**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):**

<b>Service</b>	<b>Minimum Quantity (pair)</b>	<b>Contract Term (Years)</b>	<b>Monthly Recurring Charge (MRC) (\$ per pair)</b>	<b>One Time Charge (OTC) (\$ per pair)</b>
Standard Dark Fibre	1	3	\$3,150	Standard: Waived

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

**Terms and Conditions:**

1. The contract term for the Customised Scheme is three (3) years.
2. The contract term for the services subscribed under the Customised Scheme is three (3) years.
3. The services offered under the Customised Scheme are subject to resource availability.
4. The customer shall subscribe to the minimum quantity prescribed under the Customised Scheme.
5. The customer shall not resell the service 'as is' or as a standalone Dark Fibre service but may use the service as part of its own network to offer its own service(s).
6. Both ends of the Dark Fibre service subscribed under the Customised Scheme must connect to a Data Centre.
7. In the event of a relocation, the customer shall pay a one-time relocation fee of \$4,000.
8. Services subscribed under the Customised Scheme will continue at customised prices after expiry of the service contract term.
9. No other discounts, including, but not limited to, term and volume discounts, shall be applicable to the service(s) subscribed under the Customised Scheme.

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10. All other standard prices, terms and conditions of the Singtel Dark Fibre service shall remain applicable.

### **Service Level Agreement (SLA)**

#### Service Availability

<b>Outage (x)</b>	<b>Service Level 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%

### **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.

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

### **Eligibility:**

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

- a) is a commercial bank or has similar technical and security requirements;
- b) currently has a minimum revenue spend of \$4 million on Singtel Group services in the last 12 months prior to the start date of the customer's agreement; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.