

As of 29 April 2024

Effective Date: 29 April 2024

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)	Upfront Charge (\$ per pair)	Annual Recurring Charge (ARC) (\$ per pair)
Standard Dark Fibre / Dark Fibre with Path Diversity	10	2	\$445,613	Standard: \$17,825

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

Key Terms and Conditions:

1. The contract term for the Customised Scheme is ten (10) years.
2. The contract term for the services subscribed under the Customised Scheme is as described in the table above.
3. The customer will be subjected to an ARC as per the pricing table above from the first year onwards. For the avoidance of doubt, the ARC shall cease upon the expiry of the initial contract term of the service. Thereafter, the service(s) subscribed under the Customised Scheme will continue at the Monthly Recurring Charge (**MRC**) of SGD \$8,000.
4. In the event that the customer requires a relocation of the Dark Fibre service(s) from the existing location to another location within mainland Singapore, the customer shall give Singtel at least 60 days' written notice. Thereafter, the prices applicable for relocation for the service(s) shall be negotiated between the customer and Singtel.
5. The customer shall subscribe to the minimum quantity of circuits under the Customised Scheme in a single order.
6. No other discounts, including but not limited to, term and volume discounts, shall apply to the Customised Scheme.

As of 29 April 2024

7. The customer shall not resell the service 'as is' or as a standalone Dark Fibre service but may resell the service(s) as part of its own network service(s).
8. The service(s) subscribed under the Customised Scheme are subject to resource availability.
9. All other standard prices, terms and conditions of the commercial Singtel Dark Fibre service shall remain applicable.

Service Level Agreement

Service Availability

Monthly Cumulative Outage	Availability (%)	Rebate (equivalent to % of MRC*)
> 3.65 hours to <= 6 hours	99.18% to 99.49%	5%
> 6 hours to <= 8 hours	98.89% to 99.17%	10%
> 8 hours to <= 15 hours	97.92% to 98.88%	20%
> 15 hours	< 97.92%	30%

* For the purposes of the Service Availability rebate, during the initial contract term, the MRC will be equivalent to the ARC divided by 12 months. Once the initial contract term has ended, the MRC will be \$8,000 as stated in clause 3 of the Key Terms and Conditions.

Suspension and Termination Provisions:

If the customer terminates a Dark Fibre pair 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 ARC of the remaining contract term of the service. For the avoidance of doubt, monies already paid will not be refunded.

Refer to www.singtel.com

Eligibility:

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

- a) has a minimum revenue spend of \$1.2 million on Singtel services in the last 12 months prior to the start of the customer's agreement;

As of 29 April 2024

- b) is a duly licensed Facilities Based Operator (**FBO**) / Services Based Operator (**SBO**);
and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.