

**Effective Date:** 29 April 2024

**Name of Service:** Singtel Dark Fibre Service. *For additional details, refer to [www.singtel.com](http://www.singtel.com)*

**Description:** Customised Dark Fibre service scheme (**Customised Scheme**)

**Prices (including discounts):**

<b>Service Description</b>	<b>Contract Term</b>	<b>Minimum Quantity (pairs)</b>	<b>Monthly Recurring Charge (MRC) (\$ per pair)</b>	<b>One Time Charge (OTC) (\$ per pair)</b>
Standard Dark Fibre	60 months	2	\$2,400	\$12,800
Dark Fibre with Path Diversity	60 months	2	\$2,400	\$12,800

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

**Key Terms and Conditions:**

1. The contract term of the Customised Scheme is 15 years.
2. The contract term of the services subscribed under the Customised Scheme is 60 months with the option to extend for an additional 60 months per extension, up to a maximum of two (2) extensions.
3. The customer shall subscribe to the minimum quantities as stated in the pricing table above.
4. The services subscribed under the Customised Scheme are subject to resource availability.
5. The customer shall not resell the services subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre product.
6. Both ends of the Dark Fibre service(s) subscribed under the Customised Scheme must connect to the customer's POP located at a Data Centre.
7. 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, both parties shall negotiate the prices applicable for relocation.

8. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
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 any of the service(s) subscribed under the Customised Scheme during the contract term of the services, the customer shall be liable for the following premature termination charges (PTC):

- a. 100% of the MRCs payable for the remainder of months 1-12 (i.e., year 1) of the contract term; and
- b. 0% of the MRCs payable for the remainder of months 13-60 (i.e., year 2 to 5) of the contract term.

In the event that the customer exercises the option to extend the contract term of the service, the applicable PTC will be as per described above for the extension period(s), i.e., from months 61-120 (i.e., years 6 to 10) and 121-180 (i.e., years 11 to 15).

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

### **Service Level Agreement**

#### Installation and Testing

<b>Delay<sup>1</sup> beyond the Scheduled Delivery Date</b>	<b>Rebate (% of OTC)</b>
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

<sup>1</sup>except where the delay arose by 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 5<sup>th</sup> day beyond the Scheduled Delivery Date.

## Response Times

### a. General Response Time

<b>Nature of Incident</b>	<b>Response Time</b>	<b>Rebate (% of MRC)</b>
Outage	15 minutes	10%
Other Problem	1 hour	10%

### b. RCA Response Time

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

### c. Service Availability

<b>Monthly Cumulative Outage Time</b>	<b>Rebate (% of MRC)</b>
0 to 4 hours	0%
> 4 to 6 hours	10%
> 6 to 8 hours	20%
> 8 to 12 hours	30%
> 12 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, Services-Based Operator or a Global and/or Regional Content Aggregator; and
- b. accept the terms and conditions of the Customised Scheme in its entirety.