

As of 7 May 2024

Effective Date: 7 May 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 (pairs)	Monthly Recurring Charge (\$ per pair)	One-Time Charge (\$ per pair)
Standard Dark Fibre	5	4	\$2,800	Standard: \$12,800
Dark Fibre with Path Diversity	5	4	\$3,200	Standard: \$12,800

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

Terms and Conditions:

1. The contract term for the Customised Scheme is 15 years.
2. The contract term for the services subscribed under the Customised Scheme is five (5) years with an option to extend for an additional five (5) years per extension, up to a maximum of two (2) extensions.
3. Circuits subscribed under the Customised Scheme will continue at the customised prices after the expiry of the circuit contract term.
4. The customer shall subscribe to the minimum quantity of circuits as prescribed under the pricing table above.
5. Both ends of each pair of Dark Fibre service subscribed under the Customised Scheme must be connected to the customer's Point-Of-Presence (**POP**) located at a data centre.

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6. In the event that the customer requires a relocation of the Dark Fibre services from the existing location to another location within mainland Singapore, both parties shall negotiate the prices applicable for relocation.
7. The customer shall not resell the service(s) subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre product.
8. The service(s) subscribed under the Customised Scheme are subject to resource availability.
9. No other discounts including, but not limited to, term and volume discounts, shall be 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 services 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 MRC payable for the remainder of months 1-12 (i.e., year 1) of the contract term;
- b. 0% of the MRC payable for the remainder of months 13-60 (i.e., years 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).

Refer to www.singtel.com

Service Level Agreement

Installation and Testing

Delay¹ beyond the Scheduled Delivery Date	Rebate (% of OTC)
1 calendar day	10%
2 calendar days	30%
3 calendar days	50%

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≥ 4 calendar days	100% plus \$1,000 for each additional day after 5 calendar days
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¹ except where the delay is at the customer's end or Force Majeure

- a. The customer may terminate the Customised Scheme should the delay reach the 5th calendar days beyond the Scheduled Delivery Date.

Response Times

- a. General Response Time

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

- b. RCA Response Time

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

- c. Service Availability

Monthly Cumulative Outage Time	Rebate (% of MRC)
0 to 4 hours	0%
>4 to 6 hours	10%
>6 hours to 8 hours	20%
>8 hours to 12 hours	30%
>12 hours to 48 hours	40%
>48 hours	100%

Eligibility:

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

- a) is a duly licenced Facilities Based Operator (**FBO**) or Services Based Operator (**SBO**) or a Global and/or Regional Content Aggregator;
- b) accepts the terms and conditions of the Customised Scheme in its entirety.