

**Effective Date:** 11 September 2024

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

**Description:** Customised Dark Fibre Service Scheme (**Customised Scheme**)

**Prices (including discounts):**

**(With effect from 14 December 2024)**

Service	Contract Term (Years)	Total Quantity	Monthly Recurring Charge (MRC)	One Time Charge (OTC)
Dark Fibre Cable (Standard/ Path Diversity)	1	2	\$6,200 per cable	Standard: \$9,400 per cable
Commercial 2-core Direct Dark Fibre (bundled) (16 pairs)	1	1	\$6,200 per bundle*	Standard: \$9,400 per bundle*

*\* 1 bundle comprises of 16 pairs of 2-core Direct Dark Fibre, i.e. one (1) pair of 2-core Direct Dark Fibre at an MRC of \$6,200 and fifteen (15) pairs of 2-core Direct Dark Fibre at an MRC of \$0.*

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 one (1) year.
2. The contract term of the services subscribed under the Customised Scheme is as per the pricing table.
3. The customer shall subscribe to the service(s) under the pricing table above in a single order.
4. **(With effect from 14 December 2024)** All Dark Fibre cable(s) and/ or Direct Dark Fibre (bundled) service(s) subscribed under the Customised Scheme must have the same initial installation address.
5. Each Dark Fibre cable subscribed under the Customised Scheme will have a maximum of 32 strands of fibre.

6. **(With effect from 14 December 2024)** Any relocation request (internal or external) of any fibre strand within the Dark Fibre cable and/ or any fibre pair within the Direct Dark Fibre (bundled) service will require re-provisioning of the entire Dark Fibre cable and/or the entire Direct Dark Fibre (bundled) service and will incur one-time relocation charges. Dark Fibre cable and/ or Direct Dark Fibre (bundled) service relocation charges will be advised by Singtel upon such request.
7. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
8. The services subscribed under the Customised Scheme are subject to resource availability.
9. 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.
10. No other discounts, including but not limited to, term and volume discounts, shall be applicable to the services subscribed under the Customised Scheme.
11. All other standard prices, terms and conditions of the commercial Singtel Dark Fibre service shall remain applicable.

#### **Suspension and Termination Provisions:**

**(With effect from 14 December 2024)** If the customer terminates the service(s) subscribed under the Customised Scheme during the contract term of the services, the customer shall be liable for a premature termination charge (**PTC**) of 100% of the remaining contract term for the terminated service. For the avoidance of doubt, termination of at least one pair of Dark Fibre in the Direct Dark Fibre (bundled) service will constitute termination of the entire Direct Dark Fibre (bundled) service.

**(With effect from 14 December 2024)** *deleted*

#### **Service Level Agreement:**

##### Service Delivery Delay

In the event of a failure to complete the Service Provisioning on or before the applicable RFS Date(s), the customer may claim a credit equal to a percentage of the total OTC of the service in accordance with the following table:

<b>Number of delays of the delay</b>	<b>Service Delivery Guarantee Credit (% of the total OTC of the service)</b>
1 to 7 calendar days	10% of OTC per calendar day
From the 8 <sup>th</sup> calendar day onwards	20% of OTC per subsequent calendar day

Delay penalty is capped at the total contract value.

#### Service Availability

**(With effect from 21 March 2025)** In the event of a failure to meet the Service Availability Target for each route, the following service credits will apply. Service Availability Failure means service fails at least one fibre pair in either one or two diverse routes.

**(With effect from 21 March 2025)** *\*For the avoidance of doubt, the affected service will be calculated on a per fibre pair basis. The Service Credit will be calculated as per the following:*

*(MRC of Dark Fibre cable / total number of fibre pairs in the cable) x number of affected fibre pairs x Service Credit %*

<b>Service Availability of one route (Monthly)</b>	<b>Service Credit (% of the MRC of the affected service*)</b>
99.2%<X<=100%	0%
99.0%<X<=99.2%	5%
98.0%<X<=99.0%	15%
97.0%<X<=98.0%	25%
X<=97%	50%

<b>(With effect from 14 December 2024) Service Availability of two diverse routes (Monthly)</b>	<b>Service Credit (% of the MRC of the affected service*)</b>
99.95%<=X<100%	60%
99.90%<=X<99.95%	70%
99.50%<=X<99.90%	80%
98.50%<=X<99.50%	90%
X<98.50%	100%

#### Mean Time to Repair

In addition to Service Availability, a service level for Time to Repair in the event of a failure of each single fibre pair will be provided, as set out below:

**(With effect from 21 March 2025)** *\*For the avoidance of doubt, the affected service will be calculated on a per fibre pair basis. The Service Credit will be calculated as per the following:*

*(MRC of Dark Fibre cable / total number of fibre pairs in the cable) x number of affected fibre pairs x Service Credit %*

Parameter	Service Level	Service Credit (% of the MRC of the affected service*)
Time to Repair per Fibre pair	4 hours < X <= 8 hours	2%
	8 hours < X <= 24 hours	5%
	24 hours < X <= 48 hours	10%
	48 hours < X <= 72 hours	15%
	<b>(With effect from 14 December 2024)</b> X > 72 hours	20%

**Eligibility:**

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

- a) currently has a minimum revenue spend of \$16 million on Singtel Group services in the last 12 months prior to the start date of the customer's agreement;
- b) is a duly licensed Facilities-Based Operator (**FBO**), Service-Based Operator (**SBO**) or a Global and/or Regional Content Aggregator; and
- c) accepts the terms and conditions of the Customised Scheme in its entirety.