

**Effective Date:** 2 October 2020

**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):**

Table 1: Service charges

Service	Minimum Quantity	Monthly Recurring Charge (MRC) (\$)	One-Time Charge (OTC) (\$)
Customised Dark Fibre	1,000 strands	\$450 per strand	\$250 per strand
Standard Dark Fibre	30 pairs	\$2,400 per pair	\$1,000 per pair

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

**Service Level Agreement**

The service provisioning delay rebate are as follows:

Service Level (Delay by)	Rebate Percentage (% of One Time Charge)
1 working day	10%
2 working days	15%
3 working days	20%
4 working days	30%
>=5 working days	50%

**Key Terms and Conditions:**

1. **(With effect from 9 July 2025)** The contract term of the Customised Scheme is five (5) years, with an option to extend for an additional six (6) months.

2. The contract term of the services subscribed under the Customised Scheme is five (5) years.
3. The length of each Customised Dark Fibre strand shall be 15 kilometres or less, and be served from a single exchange.
4. The relocation charge will be charged according to the OTC stated in Table 1.
5. **(With effect from 9 July 2025)** The customer shall subscribe to the minimum quantity as specified in the pricing table under the Customised Scheme.
6. The customer shall meet the Minimum Total Quantities of orders on each anniversary year as described in Table 2.

Table 2: Minimum Orders Required at the end of each year

End of Year	Minimum Total Quantity Ordered of Customised Dark Fibre	Minimum Total Quantity Ordered of Standard Dark Fibre
1	300	10
2	700	20
3	1,000	30

7. In the event that the actual quantity ordered is less than the required minimum quantity as stated in Table 2, the customer shall pay a Penalty charge calculated on the following basis:

Penalty charge = (Minimum Total Quantity Ordered – Actual Total Quantity) x MRC\* x Months\*\*

*MRC\*: \$450 for Customised Dark Fibre and \$2,400 for Standard Dark Fibre respectively.*

*Months\*\*:*

*End of Year 1: 12 months*

*End of Year 2: 12 months*

*End of Year 3: 60 months*

For the avoidance of doubt, the penalty will be charged at the end of years 1, 2 and 3 if the penalty is applicable.

8. The customer shall not resell the service subscribed under the Customised Scheme ‘as is’ or as a full or sub-bandwidth standalone Dark Fibre product.

9. The services offered under the Customised Scheme are subject to resource availability.
10. No other discounts, including but not limited to, term and volume discounts, shall be applicable to the service(s) subscribed under the Customised Scheme.
11. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
12. All other standard prices, terms and conditions of the Singtel Dark Fibre service shall remain applicable.

### **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 (**PTC**) of 100% of the MRC of the remaining contract term.

PTC will be waived only if the customer terminates the service(s) due to demolition of the building, requisition of the building by the state or by en bloc sale of the building. The customer shall produce documentation as proof.

### **Eligibility**

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

- a. **(With effect from 9 July 2025)** currently has a minimum revenue spend of \$10 million on Singtel 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**) or Services-Based Operator (**SBO**); and
- c. accepts the terms and conditions of the Customised Scheme in its entirety.