

As of 24 April 2025

Effective Date: 24 April 2025

Name of Service: Singtel Gigawave service. *For additional details, refer to www.singtel.com*

Description: Customised Gigawave Service Scheme (**Customised Scheme**)

Prices (including discounts):

Service	Minimum Quantity (circuits)	Monthly Recurring Charge (MRC) (\$ per circuit)	One-Time Charge (OTC) (\$ per circuit)
2 Gbps Gigawave	6	\$1,750	Waived
2 Gbps Gigawave with Path Diversity		\$2,200	Waived
100 Gbps Gigawave		\$5,550	Waived
100 Gbps Gigawave with Path Diversity		\$6,800	Waived

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

Key Terms and Conditions

1. The contract term of the Customised Scheme is 36 months.
2. The contract term of the services subscribed under the Customised Scheme is a minimum of 36 months.
3. The customer shall subscribe to the minimum quantity of circuits specified under the Customised Scheme.
4. The services offered under the Customised Scheme are subject to resource availability.
5. The customer shall not resell the services subscribed under the Customised Scheme.
6. Services subscribed under the Customised Scheme will continue at customised prices after the expiry of the service contract term.
7. No other discounts, including term and volume discounts, shall be applicable to the Customised Scheme.
8. All other standard prices, terms and conditions of Singtel Gigawave service shall remain applicable.

Suspension and Termination Provisions:

If the customer terminates the services subscribed under the Customised Scheme during the contract term of the services, the customer shall be liable for a Premature Termination Charge (PTC) as follows:

- i. 100% of the MRC of the remaining contract term if the service is terminated during the first year of the service contract term; or
- ii. 50% of the MRC of the remaining contract if the service is terminated after the first year of the service contract term.

Notwithstanding the above, the customer is eligible for a PTC waiver in the event the service availability of any site fails to meet the minimum 99.95% Service Level Agreement (SLA) Availability for each Gigawave circuit on more than 5 occasions per year of the contract.

For details, refer to www.singtel.com

Eligibility:

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

- a. currently has a minimum revenue spend of \$1.2 million on Singtel Group services in the last 12 months prior to the start date of the customer's agreement; and
- b. accept the terms and conditions of the Customised Scheme in its entirety.