

Effective Date: 16 May 2025

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	Total Quantity	Monthly Recurring Charges (MRC)	One Time Charge (OTC)
Dark Fibre cable (Standard / Path Diversity)	1 year	3 cables	\$6,100 per cable	Standard: \$1,000 per cable

For the avoidance of doubt, the total quantity of Dark Fibre services under the pricing table shall be taken up as a bundle of three (3) cables.

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 one (1) year.
3. The customer shall subscribe to the quantity 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 service subscribed under the Customised Scheme 'as is' or as a full or sub-bandwidth standalone Dark Fibre service.
6. All Dark Fibre cables subscribed under the Customised Scheme must have the same initial installation address.
7. Each Dark Fibre cable subscribed under the Customised Scheme will have a maximum of 32 strands of fibre.
8. Any relocation request (internal or external) of any fibre strand within the Dark Fibre cable will require re-provisioning of the entire Dark Fibre cable and will

incur one-time relocation charges. Dark Fibre cable relocation charges will be advised by Singtel upon such request.

9. Services subscribed under the Customised Scheme will continue at the customised prices after the expiry of the service contract term.
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 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 of 100% of the remaining contract term for the terminated service(s) subscribed under the Customised Scheme.

For the avoidance of doubt, if the customer partially terminates the service(s) subscribed under the Customised Scheme (i.e., terminates at least one (1) Dark Fibre cable), the customer shall be liable for a premature termination charge of 100% of the remaining contract term for the terminated service(s) subscribed under the Customised Scheme.

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:

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

Delay penalty is capped at the total contract value.

Service Availability

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.

**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 %

Service Availability of one route (Monthly)	Service Credit (% of the MRC of the affected service*)
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%

Service Availability of two diverse routes (Monthly)	Service Credit (% of the MRC of the affected service*)
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:

**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 Fiber 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%
	X > 72 hours	20%

Eligibility:

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