**Effective Date:**     19 January 2017

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

**Description:**      Gigawave Service Revisions

**Prices (including discounts):**

1. Introduction of Gigawave with Path Diversity

   Monthly Recurring Charge (**MRC**): 1.0625Gbps - $6,410,  1.25Gbps - $6,410, 2Gbps - $8,840, 2.5Gbps - $10,500, 4Gbps - $11,740, 10Gbps - $14,830, 100Gbps - $72,800
   The prevailing Gigawave one-time charge (**OTC**), discounts, contract term and premature termination charge (**PTC**) shall apply.

   Service Level Assurance (**SLA**):

   | Outage (x) | Availability (%) | | Rebate (% of MRC) |
   |---|---|---|---|
   | 22mins < x ≤ 4hours | ≥99.44%   to | <99.95% | 10% |
   | 4 hours < x ≤ 10 hours | ≥98.61%   to | <99.44% | 20% |
   | 10 hours < x ≤ 20 hours | ≥97.22%   to | <98.61% | 30% |
   | 20 hours < x ≤ 30 hours | ≥95.83%   to | <97.22% | 50% |
   | > 30 hours | <95.83% | | 100% |

2. Introduction of Gigawave International Gateway Access (**IGA**) with Path Diversity

   MRC: 1.0625Gbps - $4,490,  1.25Gbps - $4,490, 2Gbps - $6,190, 2.5Gbps - $7,350, 4Gbps - $8,220, 10Gbps - $10,0380, 100Gbps - $50,960

   The prevailing Gigawave OTC, discounts, contract term and PTC shall apply.

   SLA:

   | Outage (x) | Availability (%) | | Rebate (% of MRC) |
   |---|---|---|---|
   | 22mins < x ≤ 4hours | ≥99.44%   to | <99.95% | 10% |
   | 4 hours < x ≤ 10 hours | ≥98.61%   to | <99.44% | 20% |
   | 10 hours < x ≤ 20 hours | ≥97.22%   to | <98.61% | 30% |
   | 20 hours < x ≤ 30 hours | ≥95.83%   to | <97.22% | 50% |
   | > 30 hours | <95.83% | | 100% |

3. Introduction of Enhanced Gigawave IGA with Path Diversity

   MRC:  1.0625Gbps -  $5,920,   1.25Gbps -  $5,920, 2Gbps -  $8,160, 2.5Gbps -

$9,700, 4Gbps - $10,830, 10Gbps - $13,690, 100Gbps - $67,170

The prevailing Gigawave OTC, discounts, contract term and PTC shall apply.

SLA:

| Outage (x) | Availability (%) | Rebate (% of MRC) |
|---|---|---|
| 0 hour < x ≤ 4hours | ≥99.44%  to  <100% | 10% |
| 4 hours < x ≤ 10 hours | ≥98.61%  to  <99.44% | 20% |
| 10 hours < x ≤ 20 hours | ≥97.22%  to  <98.61% | 30% |
| 20 hours < x ≤ 30 hours | ≥95.83%  to  <97.22% | 50% |
| > 30 hours | <95.83% | 100% |

4. MRC revisions

a. Gigawave

   1.0625Gbps - $4,930,   1.25Gbps - $4,930, 2Gbps - $6,800, 2.5Gbps - $8,080, 4Gbps - $9,030, 10Gbps - $11,410, 100Gbps - $56,000

b. Gigawave with Exchange Diversity

   1.0625Gbps - $5,420,   1.25Gbps - $5,420, 2Gbps - $7,480, 2.5Gbps - $8,890, 4Gbps - $9,930, 10Gbps - $12,550, 100Gbps - $61,600

c. Enhanced Gigawave

   1.0625Gbps - $6,500,   1.25Gbps - $6,500, 2Gbps - $8,960, 2.5Gbps - $10,650, 4Gbps - $11,900, 10Gbps - $15,040, 100Gbps - $73,810

d. Enhanced Gigawave with Path Diversity

   1.0625Gbps - $8,450,   1.25Gbps - $8,450, 2Gbps - $11,650, 2.5Gbps - $13,850, 4Gbps - $15,470, 10Gbps - $19,550, 100Gbps - $95,950

e. Gigawave IGA

   1.0625Gbps - $3,450,   1.25Gbps - $3,450, 2Gbps - $4,760, 2.5Gbps - $5,660, 4Gbps - $6,320, 10Gbps - $7,990, 100Gbps - $39,200

f. Gigawave IGA with Exchange Diversit

   1.0625Gbps - $3,790,   1.25Gbps - $3,790, 2Gbps - $5,240, 2.5Gbps - $6,220, 4Gbps - $6,950, 10Gbps - $8,790, 100Gbps - $43,120

g. Enhanced Gigawave IGA

   1.0625Gbps - $4,550,   1.25Gbps - $4,550, 2Gbps - $6,270, 2.5Gbps - $7,460, 4Gbps - $8,330, 10Gbps - $10,530, 100Gbps - $51,670

h.  Enhanced Gigawave IGA with Path Diversity

1.0625Gbps - $5,920,  1.25Gbps - $5,920,  2Gbps - $8,160,  2.5Gbps - $9,700, 4Gbps - $10,830, 10Gbps - $13,690, 100Gbps - $67,170

5.  Volume discount

| Type of Discount | Discount Percentage |
|---|---|
| Volume Discount (A) – basic service (ie, without diversity) | 1 link: NA |
| | 2 - 4 links: 15% |
| | 5 links and above: 20% |
| Volume Discount (B) – with Exchange Diversity or Path Diversity | 2 and more links, with 1 ED link: 20% |
| | 4 and more links, with 2 ED links: 25% |

For the avoidance of doubt, the discount schemes apply to the standard and IGA services.

**Terms and Conditions:**

All other prices, terms and conditions of the Gigawave service shall apply.

**Suspension and Termination Provisions:**

*refer to www.singtel.com*

**Eligibility:**

Retail and wholesale customers