

Dated

BETWEEN

**NETLINK MANAGEMENT PTE. LTD.
(IN ITS CAPACITY AS TRUSTEE OF NETLINK TRUST)**

AND

[REDACTED]

CUSTOMISED AGREEMENT

FOR PROVISION OF DC CONNECTIONS FOR ENTERPRISE SERVICES

This **CUSTOMISED AGREEMENT** is made on

between:

(A) **NETLINK MANAGEMENT PTE. LTD.** (in its capacity as trustee of NetLink Trust) (Company Registration Number: 201704784C), a company incorporated in Singapore with its registered address at 750E Chai Chee Road, #07-03 ESR BizPark @ Chai Chee, Singapore 469005 (“**NLT**”)

AND

(B) [REDACTED] (Company Registration Number: [REDACTED]), a company incorporated in Singapore with its registered address [REDACTED] Singapore [REDACTED] (the “**Requesting Licensee (RL)**”).

NLT and the RL shall hereinafter be collectively referred to as the “**Parties**”, and individually as “**Party**”.

WHEREAS:

- A. NLT has been granted a licence to provide facilities-based operations (“**FBO Licence**”) by the Info-communications Media Development Authority of Singapore (“**IMDA**”) under Section 5 of the Telecommunications Act 1999 (“**Act**”) and is a designated public telecommunication licensee under Section 6 of the Act. NLT operates subject to the authority of and regulation by IMDA.
- B. Under the terms of NLT’s FBO Licence, NLT is required to offer certain Mandated Services to Requesting Licensees pursuant to the terms of the Approved ICO.
- C. The RL has signed an agreement on terms of the Approved ICO with NLT (“**RL’s ICO Agreement**”).
- D. The Parties hereby agree to enter into this Customised Agreement, which is separate from and independent of the RL’s ICO Agreement, to regulate Parties’ respective obligations and responsibilities with regard to the provision of DC Connections (as defined below) for the purpose of providing Enterprise Services (as defined below) to the RL’s Direct End-Users.

IN CONSIDERATION OF THE PARTIES’ MUTUAL AGREEMENTS, UNDERTAKINGS AND COVENANTS HEREIN, IT IS HEREBY AGREED AS FOLLOWS:

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

In this Agreement, unless the context otherwise requires, capitalised terms shall have the following meanings:-

“**Applicable MRC**” means the Monthly Recurring Charge that applies to a DC Connection based on the duration declared by the RL in accordance with **paragraph 2.1 of Annex 1**;

“**Approved ICO**” has the meaning ascribed to it in **Clause 1.2.1** below;

“**Business Day**” means any day other than Saturdays, Sundays or the gazetted public holidays in Singapore;

“**Code**” means the NetCo Interconnection Code 2020 issued by the Authority pursuant to

section 26(1) of the Act, which came into operation on 22 April 2020, or its successor code of practice, and as may be amended from time to time;

“**Connection Period**” bears the meaning defined in **paragraph 1.5** of **Annex 1**.

“**Data Centre**” or “**DC**” means a data centre that is listed on the DC Centre List, at which telecommunications equipment belonging to the RL is installed, and that is indicated on the Request as the A-end and/or B-end of a DC Connection;

“**Data Centre List**” means the list of Data Centres and Submarine Cable Landing Station published at the URL stated in **Annex 2**;

“**DC Connection**” means a connection comprising one (1) fibre strand that is deployed between two (2) physical points (“A-end” and “B-end”) within NLT’s network, where the A-end is located at a ‘Meet Me Room’ or Main Distribution Frame Room in the DC or CLS, and B-end is located at the Direct End-User’s Non-Residential Premise or a Non-Building Address Point (“NBAP”) or at a ‘Meet Me Room’ or Main Distribution Frame Room in a different DC or CLS;

“**Direct End-User**” means an End-User who have entered directly into a contractual agreement with the RL or its Related Corporations;

“**Effective Date**” means the date described in **Clause 7.1** below;

“**Enterprise Service**” means the provision of one (1) dark fibre connection by the RL to a Direct End-User at a Non-Residential Premise by utilizing a DC Connection provided by NLT under this Agreement;

“**Law**” means any domestic constitutional provision, statute or other law (including common law), act, rule, regulation, subsidiary legislation, ordinance, treaty, code, permit, certificate, licence, and any decision, decree, resolution, injunction, judgment, order, ruling, interpretation or assessment issued by any Governmental Agency, including any of the foregoing applicable to health, safety and environmental matters;

“**MMR**” means the Meet-Me-Room designated by the DC;

“**Request**” means a request for the DC Connection under this Agreement using the form set out in **Annex 4**;

“**Requesting Licensees**” means Qualifying Persons who had executed an ICO Agreement on terms of the Approved ICO with OpenNet Pte. Ltd. (“**OpenNet**”) prior to 1 October 2014 and had executed a novation agreement dated 1 October 2014 to novate the ICO Agreement from OpenNet to NLT, or who had entered into an ICO Agreement with NLT; and

“**Submarine Cable Landing Station**” or “**CLS**” means the premises and buildings where international submarine cables arrive and terminate, and are connected to backhaul links.

1.2 Interpretation

In this Agreement:-

1.2.1 unless otherwise defined herein, all terms and references defined in NLT’s Interconnection Offer as approved by the Authority (“**Approved ICO**”) (as set out on the IMDA webpage <https://www.imda.gov.sg/regulations-and-licensing-listing/nationwide-broadband-network/netlink-trusts-interconnection-offer-2023> or any successor webpage and as may be amended from time to time) shall have the same meaning and construction when used in this Agreement;

- 1.2.2 unless otherwise defined herein, the definition of terms shall apply equally to the singular and plural forms of the terms defined, and any pronoun shall include the corresponding masculine, feminine and neuter forms;
- 1.2.3 unless the context otherwise requires, any definition or reference to any instrument, statute or statutory provision shall be construed as referring to such instrument, statute or statutory provision as from time to time amended, supplemented, extended, consolidated or replaced, and subject to any restrictions on such amendments, supplements, extensions, consolidations or replacements, and any orders, regulations, instruments or other subordinate legislation made thereunder;
- 1.2.4 the words "include", "includes" and "including" shall be deemed to be followed by the phrase "without limitation";
- 1.2.5 unless otherwise provided herein or the context otherwise requires, all references to clauses, schedules, recitals and annexes are references to the clauses, schedules, recitals and annexes of this Agreement;
- 1.2.6 the words "herein", "hereinafter", "hereof" and "hereunder" and words of similar import shall be construed to refer to this Agreement in its entirety and not to any particular provision of this Agreement;
- 1.2.7 an expression importing a natural person shall include an individual, corporation, company, partnership, firm, trustee, trust, executor, administrator or other legal personal representative, unincorporated association, joint venture, syndicate or other business enterprise (notwithstanding that "person" may be sometimes used herein in conjunction with some of such words), and their respective successors, legal personal representatives and assigns (as the case may be), and pronouns shall have a similarly extended meaning. References to a company shall be construed so as to include any company, corporation or other body corporate wherever and however incorporated or established;
- 1.2.8 dates and times refer to Singapore time;
- 1.2.9 the schedules and/or annexes to this Agreement form part of this Agreement and have the same force and effect as if expressly set out in the body of this Agreement;
- 1.2.10 the headings in this Agreement are for reference only and shall not affect the interpretation of this Agreement; and
- 1.2.11 any act or obligation to be done or performed under this Agreement which is required or falls to be done or performed on a stipulated day, shall be done or performed on the next succeeding Business Day, if the day upon which that act or obligation is required or falls to be done or performed falls on a day which is not a Business Day.

2. NLT'S OBLIGATIONS

- 2.1 Upon request made by the RL in accordance with the terms and conditions specified herein, NLT shall provide DC Connections to the RL for the exclusive purpose of providing Enterprise Services to the RL's Direct End-Users.

3. RL'S OBLIGATIONS

- 3.1 In consideration of NLT's agreement to provide the services described in Clause 2 above, the RL shall comply with the terms and conditions specified in the Annexes hereto and as may be amended from time to time by the Parties' mutual agreement, subject to the Authority's approval.

4. CONFIDENTIALITY

- 4.1 Each Party shall protect from disclosure any confidential or proprietary information provided by the other in the course of negotiating or implementing this Agreement, use such information only for the provision of the specific Mandated Services requested by the RL and adopt appropriate procedures to ensure that the information of the other Party is not used for the development or marketing of other telecommunication services or equipment by either Party or third parties.

5. PROTECTION OF NETWORKS

- 5.1 NLT and the RL shall take reasonable measures to ensure that they will not cause physical or technical harm to each other's network.

6. BILLING INFORMATION

- 6.1 NLT and the RL shall provide each other with information within their possession that is necessary to allow them to provide accurate and timely billing to each other and to any other relevant third parties.

7. TERM AND TERMINATION

- 7.1 This Agreement shall be submitted to the Authority for approval and shall come into effect only upon such approval by the Authority. The date on which the Authority's approval is granted or is deemed to have been granted shall hereinafter be referred to as the "**Effective Date**".
- 7.2 This Agreement shall expire five (5) years after the Effective Date of the Agreement ("Term") unless renewed in accordance with Clause 7.3.
- 7.3 The Parties may review the terms of this Agreement prior to the date of expiry of this Agreement and may renew this Agreement on such terms as Parties may agree, subject to the Authority's prior approval. Upon request for renewal by the RL, which should be made at least three (3) months prior to the expiry of the Agreement, Parties shall negotiate in good faith such terms and conditions to renew this Agreement and to conclude such negotiation prior to the expiry of the Agreement, subject to the Authority's prior approval.
- 7.4 Unless otherwise specified in the Annexes hereto, either Party may terminate this Agreement pursuant to the provisions of Clause 12.1 of the main body of Part 2 of the Approved ICO (which are incorporated pursuant to Clause 9.1 below). In addition, either Party may terminate this Agreement by giving to the other Party 30 days' written notice or such shorter notice as may be directed or requested by the Authority.

8. LIMITATION OF LIABILITY

8.1 This **Clause 8** shall regulate the liability (whether arising in contract, in tort, under statute or in any other way and whether due to negligence, willful or deliberate breach, breach of statutory duty or any other cause) of a Party to the other Party under or in relation to this Agreement and in relation to any act, omission or event relating to or arising out of this Agreement.

8.2 Subject to **Clause 8.4**, neither party shall be liable to the other Party, whether in contract, in tort, under statute or otherwise, for the following:

- a. any direct or indirect loss of profits, revenue, business, anticipated savings, wasted expenditure or goodwill; or
- b. any consequential or indirect liability, loss or damage,

sustained by and arising from or in connection with this Agreement.

8.3 Subject to **Clause 8.4**, each Party's aggregate liability in any given year (commencing on the Effective Date of this Agreement and each anniversary thereof) to the other Party for breach of any of their obligations or otherwise arising under this Agreement (including liability for negligence or breach of statutory duty), shall be limited to the aggregate Monthly Recurring Charge ("MRC") (as set out in Annex 3 of this Agreement) paid or payable by the RL during the twelve (12) months prior to the event giving rise to the liability.

8.4 Save as permitted by law, neither Party excludes or restricts its liability for death or personal injury. Nothing in this Clause 8 excludes or restricts:

- a. either Party's liability for fraud, wilful default and/or gross negligence;
- b. the RL's liability for not using the DC Connections strictly in accordance with **paragraph 1 of Annex 1**; and
- c. the RL's liability to make payment to NLT under this Agreement.

9. MISCELLANEOUS

9.1 Incorporation of Terms of Approved ICO

Save as expressly amended and/or supplemented by this Agreement, or if the context requires otherwise, the terms of the Approved ICO (as may be amended from time to time, and including but not limited to Schedules 15, 16, 17 and 18) shall be incorporated herein and shall form part of this Agreement, with the necessary modifications for application to this Agreement instead of an ICO Agreement. For the avoidance of doubt, this Agreement shall be deemed to be a "Customised Agreement" referred to in Clause 1.4 of the main body of Part 2 of the Approved ICO and as defined under Clause 1.2.1 of the Code. In the event of any inconsistencies between the provisions of this Agreement and the Approved ICO, the terms of this Agreement shall prevail to the extent of such inconsistencies.

9.2 Release, Waiver or Compromise

Any liability owed to either Party hereunder may in whole or in part be released, waived or compromised, or time or indulgence may be given, by such Party in its absolute discretion and without in any way prejudicing or affecting its rights against the other Party. Any release, waiver or compromise shall be in writing and shall not be deemed to be a release, waiver or

compromise of similar obligations or conditions in the future.

9.3 Prohibition against Assignment and Sub-Licensing

This Agreement and/or the obligations hereunder shall not be assigned or sub-licensed by the RL.

9.4 Amendment

This Agreement may be amended only by an instrument in writing signed by both Parties, which shall be conditional upon and subject to the approval of the Authority. The Parties hereby acknowledge that the Authority may direct changes to be made to this Agreement and agree that they shall amend this Agreement to incorporate such changes (including any additional or modified Duties Related to the Provision of Mandated Services as defined in the Code) as and when required by the Authority.

9.5 Invalidity and Unenforceability

Any provision of this Agreement that is invalid or unenforceable under any Law in Singapore will be read down or severed to the extent of that invalidity or unenforceability. The remaining provisions of this Agreement which are self-sustaining and capable of separate enforcement without regard to the read down or severed provision shall remain valid and enforceable in accordance with their terms.

9.6 Counterparts

This Agreement may be executed in any number of counterparts and all such counterparts taken together will be deemed to constitute one and the same instrument. This Agreement may be executed by way of a certificate-based digital signature and the Parties hereby agree that such digital signature shall be treated as an original signature for all purposes hereof.

9.7 Governing Law and Submission to Jurisdiction

This Agreement shall be governed by and construed in all respects in accordance with the Laws of Singapore and the Parties hereby irrevocably submit to the exclusive jurisdiction of the courts of Singapore.

9.8 Liability of the Trustee

NETLINK MANAGEMENT PTE. LTD. has assumed all obligations under this Agreement in its capacity as trustee of NetLink Trust and not in its personal capacity and any liability of NetLink Management Pte. Ltd. (in its capacity as trustee of NetLink Trust) under this Agreement is limited to the assets of NetLink Trust over which NetLink Management Pte. Ltd. has recourse and shall not extend to any personal or other assets of NetLink Management Pte. Ltd. or its shareholders, directors, officers or employees, save where NetLink Management Pte Ltd is fraudulent, in wilful default or in breach of the trust or where the NetLink Management Pte Ltd fails to exercise such due care and skill as is reasonable in the circumstances in its capacity as trustee of NetLink Trust.

ANNEX 1

1. PROVISION OF DC CONNECTION

- 1.1. The RL shall not use any DC Connection for the purpose of providing fibre-based broadband services to Residential End-Users, or to supply any service that is not an Enterprise Service.
- 1.2. The RL must provide the address of the DC that shall serve as the handover location.
- 1.3. The RL shall procure that no Direct End-User shall use the DC Connection to subsequently resell or otherwise supply dark fibre or broadband services to Residential End-Users or Non-Residential End-Users, or to any NBAP location.
- 1.4. The Parties acknowledge and agree that NLT's demarcation will end at NLT's Network, in that NLT's Network in respect of the DC Connection provided under this Agreement shall be deemed to end at the TP installed at the B-end.
- 1.5. Each DC Connection shall be subjected to a minimum contract term of twelve (12) months, commencing from the Ready For Service (RFS) date as advised by NLT ("**Connection Period**").
- 1.6. The RL shall be entitled to request for DC Connections that serve any of the data centres listed on the DC Centre List, save that NLT shall be entitled to remove or add data centres from/to the DC Centre List at its sole discretion by giving the RL written notice of the changes.
- 1.7. In the event that NLT is no longer able to provide a DC Connection in accordance with the terms of this Agreement due to the decisions made by the operators of a DC, which shall include but are not limited to the closure of a DC, increases in charges, and the introduction of new access restrictions, NLT shall give the RL not less than six (6) months' notice of the termination of the affected DC Connection. For the avoidance of doubt, the RL shall not be liable for any Early Termination Charge in the event that a DC Connection is terminated early pursuant to this paragraph, but **paragraph 8.2** shall still apply.

2. APPLICABLE MRC

- 2.1 The Applicable MRC for a DC Connection shall be determined in accordance with the "Applicable MRC Pricing" table set out in **Annex 3**.
- 2.2 The termination of an active DC Connection before the expiry of the Connection Period shall be subject to an Early Termination Charge that is equivalent to the total aggregate Applicable MRC which would have been payable during the remainder of the Connection Period for that DC Connection.

3. PROCEDURE FOR REQUEST FOR SERVICES

- 3.1. The RL shall submit each Request via email at DCorders@netlinknbn.com using the form set out in **Annex 4**. NLT shall communicate the Application Reference Identifiers that are assigned to the DC Connections that are offered at a later date. Each Request shall indicate the Application Reference Identifier, and NLT shall not be liable for any loss incurred by the RL in the event that an incorrect Application Reference Identifier is stated in the Request.
- 3.2. For the avoidance of doubt, the RL shall not be permitted to submit any self-provide order under this Agreement.

- 3.3. Within one (1) Business Day of receiving a Request, NLT will notify the RL on whether the Request has been accepted or rejected by NLT. Where the Request has been rejected, NLT shall inform the RL of the reason for the rejection.
- 3.4. Where the Request is accepted by NLT, NLT shall conduct a desktop study to evaluate the feasibility of supplying the DC Connection, and shall issue a desktop study report on the details of the proposed deployment of the DC Connection, which may include (but is not limited to) the following information:
- (a) Distance of the proposed fibre route;
 - (b) The theoretical signal loss applicable for the proposed fibre route; and
 - (c) High-level routing information (hereinafter referred to as the “**Routing Information**”), where expressly requested by the RL.

For the avoidance of doubt, the RL shall submit the request for the Routing Information within one (1) Business Day from the date on which the RL is notified of the acceptance of the Request in accordance with **paragraph 3.3** above. An additional non-refundable charge as specified under **Annex 3** shall apply in the event that the RL requests for the Routing Information.

- 3.5. The Routing Information in KMZ format shall be provided to the RL subject to the following conditions:
- (a) the RL acknowledges and agrees that the Routing Information shall comprise NLT’s confidential information and shall be accorded the appropriate treatment as set out under **Clause 4.1** of this Agreement;
 - (b) All rights or title to the Intellectual Property subsisting in Routing Information shall vest in and shall be the sole and exclusive property of NLT;
 - (c) NLT hereby grants the RL a royalty-free and non-exclusive licence to use the Routing Information during the term of this Agreement for purposes which are directly related to the planning of RL’s network, and to the disclosure of the high level fibre routing of a DC Connection to the relevant Direct End-User;
 - (d) the RL is strictly prohibited from reproducing the Routing Information in any medium and/or sharing the Routing Information with any third party for any reason whatsoever without NLT’s prior written consent;
 - (e) The Routing Information provided to the RL shall be correct as of the date of the desktop study referred to in **paragraph 3.4** above, and may subsequently be subject to change due to cable diversions and other network maintenance activities carried out after the date of the desktop study. For the avoidance of doubt, NLT shall not have any continuing obligation to provide the RL with updated Routing Information;
 - (f) NLT makes no guarantee, representation or warranty as to, and shall bear no liability for, the Routing Information including, but not limited to, guarantees, representations and warranties of any kind, implied, express or statutory regarding the truth, adequacy, originality, accuracy, timeliness, completeness, reasonableness, freedom from computer virus, non-infringement, suitability, satisfactory quality or fitness for any particular purpose or any representations or warranties arising from usage, custom or trade or by operation of law and NLT expressly disclaims liability for any errors in, or omissions from, the Routing Information; and
 - g) NLT shall not have any obligation to supply the RL with Routing Information that serve restricted and/or sensitive locations that include but are not limited to:
 - (a) Any “protected infrastructure” defined and protected under the Infrastructure

Protection Act 2017 (No. 41 of 2017);

- (b) Military camps;
- (c) Naval Bases;
- (d) Research Facilities;
- (e) Government Buildings;
- (f) Home Team Academy;
- (g) New Phoenix Park;
- (h) Air Bases;
- (i) VVIP dwellings and facilities (e.g. Minister's home and compound);
- (j) Wharf/Ports of entry;
- (k) Immigration & Checkpoints Authority (ICA) compound;
- (l) NLT's Central Offices,

(hereinafter collectively referred to as the "**Restricted Locations**"). For the avoidance of doubt, the above list is neither static nor exhaustive, and NLT shall be entitled to reject a Request where NLT deems that the supply of the requested for Routing Information would entail the disclosure of confidential or restricted information relating to highly sensitive physical locations.

- 3.6. In the event that the RL does not accept the desktop study report within ten (10) Business Days, the Request shall be deemed cancelled, and Cancellation Charges as set out in **Annex 3** shall apply.
- 3.7. In the event that the RL accepts the desktop study report, and decides to proceed with the Request, the RL shall notify NLT of its acceptance via email within ten (10) Business Days.
- 3.8. Subject to the RL 's acceptance of the desktop study report and any charges to be imposed by NLT on the RL on Cost-Oriented Basis, NLT shall conduct a site survey to assess the cable routing for each DC Connection. NLT shall thereafter provide a quotation of any applicable one-time Installation Charge ("**OTC**") (including but not limited to OTC for digging or trenching work, where necessary), site survey where required and of any additional cost (e.g. special trunking and scaffolding) to carry out the installation work arising from the need to access rooftop sites and/or deploy specialised equipment ("**Quotation**") , as well as the estimated service activation period for each DC Connection, prior to fulfilling the said order.
- 3.9. NLT shall commence the fibre deployment subject to the following conditions:
 - 3.9.1. The RL agrees to the OTC and other costs indicated in the Quotation proposed by NLT pursuant to **paragraph 3.8** above;
 - 3.9.2. The RL must provide its acceptance of the service activation period indicated by NLT and the Quotation to NLT within ten (10) Business Days of receipt of the Quotation. In the event that the RL fails to formally accept the service activation period within the aforementioned periods, the Request shall be deemed cancelled and the RL shall be liable for Cancellation Charges stipulated in **Annex 3**;
 - 3.9.3. The RL shall assist NLT by providing access to the necessary existing facilities within the

relevant Building for the deployment of the DC Connection which may include (but are not limited to) the cable trunking leading to the TP location. For the avoidance of doubt, all other costs arising from the DC Connection as incurred by NLT (including but not limited to creation of access panel opening or panel, installation of cable tray, other relevant work and security escort services) shall be separately chargeable by NLT and paid for by the RL;

- 3.9.4. In the event that NLT is unable to deploy the DC Connection using existing facilities, NLT shall revise the Quotation to include NLT's charges for building new facilities, which shall be calculated on a Cost-Oriented Basis, and the revised Quotation shall be submitted for the RL's approval. The RL must provide its acceptance of the revised Quotation within ten (10) Business Days, failing which, the Request shall be deemed cancelled and the RL shall be liable for the Cancellation Charges stipulated in Annex 3, and all costs that NLT has already incurred under the original Quotation accepted by the RL **under paragraph 3.9.2** above; and
- 3.9.5. The RL shall secure access for NLT to carry out any works and to liaise with building management where necessary.
- 3.10. In the event that the RL cancels the Request for a DC Connection after the commencement of the site survey referred to in **paragraph 3.8** of this **Annex 1** and before accepting the Quotation, the Request for the relevant DC Connection will be deemed to have been cancelled and the RL shall be liable for the Cancellation Charge(s) stipulated in **Annex 3**.
- 3.11. In the event that the RL cancels the Request for a DC Connection after accepting NLT's Quotation, the Request for the relevant DC Connection will be deemed to have been cancelled and the RL shall be liable for the Cancellation Charge(s) stipulated in **Annex 3**.
- 3.12. NLT will use optical fibre cable based on the ITU-T G.652D standard for outdoor installations and the ITU-T G.657A standard for in-building installations (where applicable) to deliver the DC Connection.
- 3.13. NLT will test the optical fibre cable from the A-end address to the B-end address to ensure that the DC Connection falls within the specified optical performance. Testing will be conducted at wavelengths of 1310nm, 1490nm and 1550nm.
- 3.14. NLT shall ensure that the optical power loss does not exceed -0.4dB per km and -0.5dB per connector.

4. SERVICE LEVEL GUARANTEES

- 4.1. NLT will provide the service level guarantees set out below (collectively the "**Service Level Guarantees**"):
- 4.1.1. NLT shall offer a service level availability of 99.99% per month for each DC Connection; and
- 4.1.2. NLT shall endeavour to restore any fault within a standard recovery time of six (6) hours.
- 4.2. If NLT fails to meet the service level availability set out in **paragraph 4.1.1** above for a particular month and such failure is solely caused by NLT, its contractors and/or suppliers, NLT shall offer to rebate the RL ten per cent (10%) of the Applicable MRC for each affected DC Connection. The calculation of the rebate shall be determined according to the rules set out in **Annex 5** of this Agreement.

- 4.3. If NLT fails to meet the standard recovery time set out in **paragraph 4.1.2** above and such failure is solely caused by NLT, its contractors and/or suppliers, NLT shall provide a remedy in the form of a rebate to the RL, and the rebate shall be determined according to the rules set out in **Annex 5** of this Agreement.
- 4.4. A claim by the RL shall be made in writing within thirty (30) Calendar Days of the completion of the relevant calendar month on which the Service Level Guarantees are measured. The amount in respect of any claim shall be paid to the RL in the form of a rebate. The RL acknowledges that a failure to make a claim within the specified timeframes under this paragraph means that the RL waives any entitlement to the relevant rebate. NLT will respond within (30) Calendar Days from the date of claim stating whether the claim by the RL : is (a) valid for rebates; or (b) is an invalid claim. Where NLT assessed that the RL 's claim is invalid, NetLink Trust will explain its basis or require the RL to provide additional information. For valid claims submitted within the timeframe, NLT shall provide the rebate in its next invoice.
- 4.5. If the RL is entitled to a rebate pursuant to the claim made under **paragraph 4.4**, NLT shall issue a credit note for the amount of the rebate due to the RL within thirty (30) Calendar Days of the date of the RL 's claim.
- 4.6. The Service Level Guarantees and rebates provided by NLT are of an ex-gratia nature and personal to the RL and are non-transferable.
- 4.7. Notwithstanding anything in this Agreement, the Service Level Guarantees shall not apply in any of the following circumstances:
- (a) fault due to any equipment, wiring and/or cabling owned or operated by the RL or on behalf of the RL;
 - (b) restoration of the DC Connection where any site-coordination meeting, fault investigation, Joint Investigation Meeting or fault identification coordination meeting is involved, except where (i) the fault was caused by NLT; and (ii) the RL has not contributed to any delay in setting up the meeting. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by NLT, the time taken from the start of arranging any site-coordination meeting, fault investigation, Joint Investigation Meeting or fault identification coordination meeting up to the end of the meeting, shall always be excluded;
 - (c) NLT is unable to obtain or maintain any licence or permission necessary to the restoration of the DC Connection despite using its best endeavours to obtain expeditiously or maintain such licence or permission. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by NLT, the time taken by NLT to obtain or maintain any licence or permission necessary to the restoration of the DC Connection shall always be excluded. Provided that in the event that the RL raises a dispute as to whether NLT has used its best endeavours to obtain or maintain the licence/permission, NLT will provide evidence that it has used such best endeavours;
 - (d) NLT has difficulty accessing the TP location despite using its best endeavours to expeditiously remedy the access difficulties, provided always that in the event there is a dispute as to whether NLT has used its best endeavours to expeditiously remedy the access difficulties, NLT will provide evidence that it has used such best endeavours;
 - (e) delay in the restoration of the DC Connection caused by events beyond the reasonable control of NLT and its suppliers and contractors;
 - (f) delay in the restoration of the DC Connection caused by RL 's failure to provide access to

the necessary existing facilities within the relevant Building for the deployment of the DC Connection;

- (g) fault is reported by the RL but no fault is found or confirmed after due and careful investigation, and verification by NLT;
 - (h) NLT is required to carry out service interruption, and RL has been given prior written notification of the same;
 - (i) NLT is required to carry out fibre diversion at the request of the Government Agencies, private developers or other relevant parties and the RL has been given prior written notification of the same; and
 - (j) where the RL or MCST (of the development where the DC Connection is to be provisioned) requires customised arrangements or conditions to be fulfilled before access is granted to NLT, but such exclusion shall only be limited to the time taken for access to be granted to NLT.
- 4.8. Where a DC Connection serves a DC that falls under Category A on the DC Centre List, the estimated period required by NLT to provision that DC Connection using the existing NLT infrastructure is one (1) calendar month, and approximately three (3) calendar months are required to provision a DC Connection where there is no existing NLT infrastructure. Where a DC Connection serves a DC that falls under category B on the DC Centre List, NLT will work directly with the relevant RL to establish an agreeable timeline. The RL acknowledges and accepts that the aforementioned timelines are purely indicative, and that the actual time required to provision each DC Connection shall depend on the availability of access to the TP location, actual site conditions, the grant of the necessary licences, permits, consents, waivers and authorization by the relevant building management or any other party, and any unforeseen circumstances beyond the control of NLT.
- 4.9. Notwithstanding anything in this Agreement, NLT shall not be bound by the aforementioned indicative timelines, and the RL shall not be entitled to make any claims arising out of the failure of NLT to meet the service activation period in relation to any request for a DC Connection provided by NLT under this Agreement.
- 4.10. If duplicate claims for the same failure to meet the Service Level Guarantees are made under **paragraph 4.4** and NLT subsequently issues credit notes for the amount of the rebates claimed, NLT shall notify the RL accordingly within thirty (30) Calendar Days on which the most recent credit note was issued, and shall be entitled to recover from the RL an amount that is equivalent to the duplicate rebates credited to the RL.
- 4.11. The RL shall ensure that claims submitted pursuant to **paragraph 4.4** are clearly distinguished from the RL 's claim for rebates under the Approved ICO. NLT shall not be liable for any discrepancies in the rebate provided to the RL arising from the RL 's failure to comply with this paragraph.
- 4.12. NLT will review the Service Level Guarantees periodically and may revise the Service Level Guarantees, the corresponding rebates set out in **paragraphs 4.2 and 4.3** of this **Annex 1**, and the rules described **Annex 5**, at its discretion following such review, subject to IMDA's approval. In the event that IMDA approves the aforementioned revision of the Service Level Guarantees and corresponding rebates, NLT shall notify the RL of the revisions in writing and the revisions shall take effect two (2) calendar months from the date of such notification, subject to any direction by IMDA.

5. FAULT REPORTING

- 5.1. The RL shall report all faults by filling in the form set out in **Annex 6** of this Agreement and emailing the same to NLT's Fault Team at fault@netlinknbn.com. The RL must then follow up with a telephone call to Fault Team at telephone no. [REDACTED]
- 5.2. Upon receipt of a fault report from the RL in accordance with **paragraph 5.1** above, NLT shall investigate the cause of the fault and shall provide update to RL on the status of the fault rectification.
- 5.3. The process for fault investigation shall be as follows:
- (a) For each of the three (3) wavelengths of 1310nm, 1490 nm and 1550nm where applicable, the optical power shall be measured in accordance with **paragraph 3.13** above, and
 - (b) If the power loss does not exceed the limit specified in **paragraph 3.14** above, then the following steps shall be carried out before a finding of "no fault found" will be recorded:
 - i. Determine that the patching at the respective FTTB nodes and the patch cords are properly installed;
 - ii. Determine that there is no macro bending that produces high loss; and
 - iii. Determine that there is no dirty/damaged connector.
- 5.4. The calculation of the total time taken for the investigation to be completed will exclude the period during which NLT is not able to obtain permission to access or work in a Building due to the Building being inaccessible.
- 5.5. If, following the investigation, NLT determines that:
- (a) There is no fault in NLT's Network; or
 - (b) The fault resides in NLT's Network and such fault is not evidently caused by NLT or its contractors or NLT's Network or equipment,

then, upon completion of the fault investigation by NLT, NLT shall charge the RL the fault investigation charge specified in **Annex 3** of this Agreement.

- 5.6. If it is necessary to carry out any planned service interruption, including but not limited to planned repair, or replacement or upgrade to any equipment or facility forming part of the DC Connection, NLT Trust shall provide the RL with at least four (4) weeks' written notice in advance of such interruptions, repairs or upgrades, and NLT shall inform RL of the estimated period of service interruption. In the event that it is necessary for the planned service interruption to be postponed, NLT shall provide the RL with no less than one (1) week's written notice prior to the original scheduled commencement date of the service interruption. Where, for reasons beyond its control, NLT is unable to give advance notice to the RL as required by this **paragraph 5.6** (e.g. where the service interruption or postponement thereof is necessitated by site works carried out by Third Parties and such Third Parties do not give NLT sufficient advance notice), NLT shall notify the RL of the service interruption, or postponement thereof (as the case may be), as soon as practicable and shall inform the RL of the duration of service interruption in accordance with the requirements for an urgent service interruption as set out in **paragraph 5.7** below. NLT shall use its best endeavours to minimise any service disruption to the RL.
- 5.7. If it is necessary to carry out an urgent service interruption, including but not limited to circumstances in which it is necessary for a planned service interruption to be postponed or

brought forward, and NLT is unable to give advance notice to the affected RL as required under **paragraph 5.6** above for reasons beyond NLT's control, NLT shall notify the said RL as soon as practicable of: (i) the commencement date and time of the urgent service interruption; (ii) the estimated duration and end date of the urgent service interruption; and (iii) the reason for such urgent service interruption. NLT shall also notify the RL as soon as the urgent service interruption has ended. NLT shall use its best endeavours to minimise any service disruption to the RL.

6. FEES & CHARGES

- 6.1. The fees set out in **Annex 3** shall apply for all DC Connections provided by NLT pursuant to this Agreement. In the event that any charges for services are not stipulated in **Annex 3**, the charges for such services as set out in Schedule 15 of the Approved ICO shall apply.
- 6.2. The fees set out in **Annex 3** shall be valid until the occurrence of the earlier of the following events:
- (a) the expiration of this Agreement; or
 - (b) until such time the Authority reviews the prices of the Mandated Services offered by NLT pursuant to the terms of the Approved ICO. In the event there is any change to such prices that affects the fees set out in **Annex 3**, NLT shall notify the RL in writing, upon which NLT shall have no obligation to provide any further DC Connections at the fees set out in **Annex 3**. The RL acknowledges that there may be a need to enter into a new agreement on revised tariffs and terms and conditions approved by the Authority at the relevant time, in which case this Agreement shall be terminated by mutual agreement without liability on the part of either Party, save that both Parties shall settle any payments which have accrued at the time of termination.
- 6.3. NLT will review the fees set out in **Annex 3** periodically and may revise the fees at its discretion following such review, subject to IMDA's approval. In the event there is a fee revision approved by IMDA, NLT shall notify the RL of the revised fees in writing and the revised fees shall take effect two (2) months from the date of such notification, subject to any direction by IMDA.

7. REPORTS AND RECORD-KEEPING

- 7.1. The RL shall maintain accurate records of all matters relating to the DC Connections provided under this Agreement, and shall:
- 7.1.1. Provide NLT with all reasonable assistance (including but not limited to, obtaining the necessary approvals, permits and consents to access any areas within the relevant building) to reconcile the number of DC Connections through site visits and/or such other methods as determined by NLT at its sole discretion from time to time; and
 - 7.1.2. Upon request by NLT, submit supporting evidence showing that each DC Connection is used only for the purpose of providing Enterprise Services.

8. ADDITIONAL TERMS AND CONDITIONS

- 8.1. The RL shall obtain all necessary approvals, permits and consents (including approvals from the relevant building manager) at its own cost to facilitate NLT's access to all necessary areas within the relevant Building, and all works relating to the Connection (including but not limited to any subsequent repair, replacement or upgrade to any equipment or facility forming part of the DC

Connection).

- 8.2. Upon termination of an existing DC Connection at any time, the RL shall arrange for the Removal of the TP or any part of the Network as currently installed, and shall bear the charges relating to any reinstatement work to be performed by NLT in relation to the Removal at the RL's request as specified in Annex 3 of this Agreement. For the avoidance of doubt, this paragraph shall survive the expiration or earlier termination of this Agreement.
- 8.3. All ducts and manholes through which NLT's fibre cables are laid for the purposes of fulfilling the Request, shall belong to NLT. Wherever possible, NLT shall use its existing ducts and manholes to fulfil a Request. Where, in NLT's sole opinion, NLT's existing ducts and/or manholes are unable to fulfil a Request, NLT shall in its sole discretion determine whether the Request may be fulfilled by the digging, trenching, construction and installation of new ducts and/or manholes.
- (a) In the event that NLT in its sole discretion determines that the Request may be fulfilled by the digging, trenching, construction and installation of new ducts and/or manholes, NLT shall notify the RL of the same. Upon the RL's confirmation that NLT should nonetheless fulfil the Request, NLT shall dig, trench, construct and install such new ducts and/or manholes as NLT in its sole discretion deems necessary to fulfil the Request, and shall further be entitled to charge the RL for all works undertaken and all costs and expenses incurred in this relation to such new ducts and/or manholes. For the avoidance of doubt, such new ducts and/or manholes shall belong to NLT.
- (b) In the event that NLT in its sole discretion determines that new ducts and/or manholes cannot be dug, trenched, constructed and/or installed to fulfil the Request, NLT shall notify the RL that NLT will require the assignment and/or transfer of the RL's existing ducts and/or manholes to fulfil the Request. Upon the RL's confirmation that NLT should nonetheless fulfil the Request, Parties shall negotiate in good faith for the said assignment and/or transfer of the RL's existing ducts and/or manholes and effect the same by entering into an agreement which shall include the following terms:
- (i) The ducts and/or manholes to be assigned and/or transferred to NLT free and clear of any and all encumbrances;
- (ii) The price payable by NLT to the RL for the said ducts and/or manholes;
- (iii) That the RL warrants that the relevant ducts and/or manholes are in good working condition, and are free from defect, deformity, damage, breakage and/or blockage; and
- (iv) That the RL shall do and cause to do all such acts, deeds and things for the purpose of assigning or transferring the relevant ducts and/or manholes in the name and in favour of NLT.

For the avoidance of doubt, there shall be separate agreements for each Request that needs to be fulfilled by the assignment and/or transfer of the RL's existing ducts and manholes.

- 8.4. The rights and remedies of NLT provided in this Agreement are cumulative and not exclusive of any other rights or remedies (whether provided by law or otherwise).
- 8.5. Regardless of termination or expiration of the Agreement the rights and obligations of the Parties under the provisions of the Agreement which by their context, intent and meaning would reasonably be expected to survive the termination or expiration of the Agreement or any part thereof, will so survive including but not limited to Clauses 4 (Confidentiality), Clause 8 (Limitation of Liability), 9.2 (Release, Waiver or Compromise), 9.5 (Invalidity and Unenforceability), 9.7 (Governing Law and Submission to Jurisdiction) and 9.8 (Liability of the Trustee) of the Agreement, and **paragraphs 7.1, 8.2 and 8.4** of this **Annex 1**.

ANNEX 2

List of DCs and CLS covered by NetLink Trust

The list of Data Centres and Submarine Cable Landing Stations covered under this Agreement, and all subsequent updates to the list made by NLT pursuant to paragraph 1.6 of Annex 1, is published at <https://www.netlinktrust.com/fibre-network/fibre-network-for-enterprises> under the heading “Data Centres”.

ANNEX 3

CHARGES

The charges that apply to DC Connections and related services are set out below.

1. Applicable MRC

Tenor (months)	Applicable MRC
	DC Connection comprising one (1) fibre strand
12	\$1,250 per fibre strand

2. Applicable One-Time Charges

S/N	Description	Charge (\$\$)
1.	One-Time Installation Charge ("OTC")	<p>\$1,500 per DC Connection involving</p> <p>(a) one (1) fibre handover at DC MMR (or Main Distribution Frame Room) at both A-end and B-end; or</p> <p>(b) one (1) fibre handover at DC MMR (or Main Distribution Frame Room) at A-end and one (1) TP installation at Non-Residential Premise, or</p> <p>(c) one (1) fibre handover at DC MMR (or Main Distribution Frame Room) at A-end and one (1) TP installation at Non-Building Address Point,</p> <p>with fibre length up to 80 metres from the FTTB Node to the TP.</p> <p>Where the fibre length from the FTTB Node to the TP exceeds 80 metres and where digging and/or trenching works are required, additional charges shall be imposed on a Cost-Oriented Basis.</p>
2.	Site Survey	\$85 per site survey

3. Cancellation Charges

S/N	Description	Desktop Study Charge	Site Survey Charge	Incidental Charge
1.	Cancellation Charges due to RL's rejection of desktop study report	\$50 per Request	Not applicable	Not applicable
2.	Cancellation Charges after acceptance of desktop study report and before commencement of site survey	\$50 per Request	Not applicable	Not applicable
3.	Cancellation Charges after acceptance of desktop study and commencement of site survey and before acceptance of the Quotation	\$50 per Request	\$85 per site survey	Not applicable

4.	Cancellation Charges after acceptance of the Quotation by the RL	\$50 per Request	\$85 per site survey	On a Cost-Oriented Basis
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4. Termination Charges

S/N	Description	Charge (\$\$)
1.	Early Termination Charge	Total Applicable MRC payable for the remaining Connection Period for each DC Connection.
2.	Charges for Removal of TP and other reinstatement works upon termination of existing DC Connection pursuant to paragraph 8.2 of Annex 1	\$190 for each DC Connection

5. Other Charges

Description	Charge (\$\$)
High level routing information	\$275 per Request

6. Fault Identification Charge

Description	Charge (\$\$)
Minimum charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

Period	Time	Rate (\$\$/hr)
Monday to Friday	9.00 am to 5.00 pm	\$20
Monday to Friday	After 5.00 pm to 9.00 am the next day	\$30
Saturday	9.00 am to 1.00 pm	\$20
Saturday	After 1.00 pm to 12.00 am the next day	\$30
Sundays and Public Holidays	12.00 am to 9.00 am the next day	\$40

For avoidance of doubt, the maximum quantum for the fault identification charge will be based on the first four (4) hours of fault investigation.

7. Cancellation Charge for Fault Reported

Description	Charge (\$\$)
Cancellation of fault reported	\$10 per Request

ANNEX 4

REQUEST FORM FOR DC CONNECTION

Date of Application (dd/mm/yyyy):	
Application Reference Identifier:	
Section A: Particulars of End User	
End User Name:	End User Designation. :
End User Company Name:	
End User E-mail Address:	End User Contact No: (Mobile) (Office)

Section B: Particulars of DC Connection Request for Enterprise Service	
Recipient of Enterprise Service (if applicable):	
A-End Address: Postal Code ()	B-End Address: Postal Code () Please fill in GPS Coordinates for NBAP.
Connection Period of DC Connection 12 months	
Expected distance/ dB loss between A-End and B-End:	
Request for Activation date (dd/mm/yyyy):	
Remarks:	

Section C: Undertaking		
*I/We accept the NetLink Trust's Terms and Conditions for DC Connection, including any amendments NetLink Trust may make from time to time to those terms and conditions. *I/We confirm that all the information herein given is true and correct.		
Signed for on behalf of the applicant by its Authorised Officer:		
_____	_____	_____
Signature of Authorised Officer	Date (dd/mm/yyyy)	*Firm/Company Stamp (if applicable)

For Official Use Only

Order Taking	
<input type="checkbox"/> Application accepted	Date:
Order Reference Identifier:	
Service Reference:	
<input type="checkbox"/> Application rejected	Date:
Reason for rejection:	
Documents verified & submitted by: _____	
NetLink Trust Personnel / Signature	
Order Completed	
<input type="checkbox"/> Order Completed	Date of Completion:
	Date of Notification:
Remarks:	
Verified by: _____	
NetLink Trust Personnel / Signature	

ANNEX 5

SLG REBATES & FAULT IDENTIFICATION CHARGE

A1. REBATES FOR DC CONNECTION FOR ENTERPRISE SERVICES

Subject to **paragraph 4.7 of Annex 1**, NLT shall compensate the RL a rebate (as detailed in table below) in the event NLT fails to meet the standard recovery time of six (6) hours for each affected DC Connection for a particular month.

Recovery Time	Percentage of Applicable MRC Credited to RL for each affected DC Connection that fails to meet the standard recovery time of six (6) hours
< 6 hours	0%
Between 6 hours to < 12 hours	10%
Between 12 hours to < 18 hours	20%
Between 18 hours to < 24 hours	60%
24 hours and above	100%

Where a DC Connection comprising of one (1) fibre strand is deployed between two (2) physical points (“**A-end**” and “**B-end**”), the amount to be credited to the RL shall be the product of the Applicable MRC for the affected DC Connection and the applicable percentage as determined by the above table.

A2. SLA REBATES FOR DC CONNECTION FOR ENTERPRISE SERVICES

The service level availability for each DC Connection is calculated as follows:

$$\frac{(A - B)}{(A)} \times 100\%$$

Where A = 24 hours x number of days for the month (in hours); and

B = total network outage time for each affected DC Connection in the same month (in hours)

Subject to **paragraph 4.7 of Annex 1**, the total network outage time is the sum of all minutes for which each of the RL 's affected DC Connection for Enterprise Services is unavailable measured from the time each fault is reported by the RL to the time NLT confirms that the fault is restored, excluding fault incidents where NLT is prevented or restricted from restoring the service owing to matters that are not within NLT's control.

ANNEX 6

REQUEST FORM FOR TROUBLE TICKET TO RL

Date of Application (dd/mm/yyyy):		
Section A: Particulars of End User		
End User Name:	End User Designation. :	
End User Company Name:		
End User E-mail Address:	End User Contact No: (Mobile)	(Office)

Section B: Particulars of DC Connection Request
ORI which End User want to file a Trouble Ticket:
Remarks:

Section C: Undertaking		
*I/We accept the NetLink Trust's Terms and Conditions for DC Connection, including any amendments NetLink Trust may make from time to time to those terms and conditions. *I/We confirm that all the information herein given is true and correct.		
Signed for on behalf of the applicant by its Authorised Officer:		
_____	_____	_____
Signature of Authorised Officer	Date (dd/mm/yyyy)	*Firm/Company Stamp (if applicable)

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Trouble Ticket taking	
<input type="checkbox"/> Application accepted	Date:
Trouble Ticket Identifier:	
<input type="checkbox"/> Application rejected	Date:
Reason for rejection:	
Documents verified & submitted by:	
_____ NetLink Trust Personnel / Signature	
Trouble Ticket Rectified	

<input type="checkbox"/> Trouble Ticket Rectified	Date of Rectification:
Start Date :	
Start Time :	
End Date :	
End Time :	
Remarks:	
Verified by:	
_____ NetLink Trust Personnel / Signature	