

ANNEX A – FACT SHEET:

OPENNET’S UNIVERSAL SERVICE OBLIGATION IN OPENNET’S FACILITIES-BASED OPERATIONS LICENCE (November 2013)

OpenNet’s Universal Service Obligation

1. Facilities-Based Operation (“FBO”) licensees designated as Public Telecommunications Licensees (“PTLs”) under Section 6 of the Telecommunications Act are subject to Universal Service Obligations (“USO”). The USO requires PTLs to provide certain telecom services upon request by end users.
2. OpenNet Pte Ltd (“OpenNet”) has been designated a PTL and is required, under its FBO licence, to offer its Mandated Services to any Qualifying Person in Singapore who requests the provision of optical fibre connection services to any of the following locations in mainland Singapore and connected Singapore islands:
 - (a) all Physical Addresses; and
 - (b) all other locationsas may be reasonably requested on and from 1 January 2013 (“OpenNet’s USO”).
3. In other words, with the commencement of OpenNet’s USO, IDA requires OpenNet to make its optical fibre services available throughout Singapore on and from 1 January 2013.

OpenNet’s Non-Compliance with the Universal Service Obligation

4. OpenNet had completed its deployment of fibre to 95% of homes and businesses by mid-2012. Although OpenNet fulfilled its 95% rollout obligation in mid 2012, OpenNet had faced some delay in deploying fibre to the remaining homes and businesses because it took longer than expected to work out the rollout arrangements with its subcontractor. The parties eventually made arrangements to continue the rollout to the remaining homes and businesses.
5. During the period between 1 January and 30 June 2013, OpenNet was only able to allow its customers (i.e., the Operating Companies) to order fibre services to the affected homes and businesses after it had completed its fibre deployment to them.
6. Hence, OpenNet was unable to provide its fibre services to certain addresses in Singapore and connected islands upon the request of its customers, as required under its USO which came into effect on 1 January 2013.

7. OpenNet undertook corrective actions to progressively roll out fibre to affected building premises during the 6-month period. Since 1 July 2013, OpenNet has been accepting orders for fibre services to all homes and business end-users in observation of its USO.