

QUALITY OF SERVICE (“QOS”) STANDARDS ON INSTALLATION-RELATED FAULTS ON NETLINK TRUST’S RESIDENTIAL AND NON-RESIDENTIAL END-USER CONNECTIONS

Performance Indicator	QoS Standards
For Compliance[#]	
Percentage of Residential End-User Connections delivered to NetLink Trust’s Requesting Licensees in working condition ¹	98%
Percentage of Non-Residential End-User Connections delivered to NetLink Trust’s Requesting Licensees in working condition ²	99%
For Monitoring	
Percentage of Residential End-User Connections with Installation-Related Faults which are repaired within 1 hour of the Appointed Time ³	90%
Percentage of Residential End-User Connections with Installation-Related Faults which are repaired within 72 hours of the Appointed Time	99.9%
Percentage of Non-Residential End-User Connections with Installation-Related Faults which are repaired within 1 hour of the Appointed Time ⁴	90%
Percentage of Non-Residential End-User Connections with Installation-Related Faults which are repaired within 72 hours of the Appointed Time	99.9%

Submissions are to be made on a monthly basis. The QoS performance report for each month must be submitted by the last calendar day of the following month.

Notes

For each instance of non-compliance, a financial penalty of \$10,000 per standard per month may be imposed. Higher penalties may be imposed for (i) serious failures; and/or (ii) continuing or repeated breaches

¹ The percentage of Residential End-User Connections (“EUCs”) delivered to NetLink Trust’s Requesting Licensees (“RLs”) in working condition is computed as follows:-

$$\frac{\text{Total Number of Residential EUCs installed in a month} - (\text{Number of Installation-Related Faults and/ or No Fault Found cases for Residential EUCs installed in that month})}{\text{Total Number of Residential EUCs installed in that month}} \times 100\%$$

Faults reported that are still pending the results of investigations by the deadline of submission of the QoS report must be included in the month in which they are installed.

² The percentage of Non-Residential EUCs delivered to NetLink Trust’s RLs in working condition is computed as follows:-

$$\frac{\text{Total Number of Non-Residential EUCs installed in a month} - (\text{Number of Installation-Related Faults and/or No Fault Found cases for Non-Residential EUCs installed in that month})}{\text{Total Number of Non-Residential EUCs installed in that month}} \times 100\%$$

Faults reported that are still pending the results of investigations by the deadline of submission of the QoS report must be included in the month in which they are installed.

³ The percentage of Residential EUCs with Installation-Related Faults which are Repaired within 1 (or 72) hour(s) of the Appointed Time is computed as follows:-

$$\frac{\text{Total Number of Installation-Related Faults on Residential EUCs scheduled for repair in a month and which are Repaired by NetLink Trust within 1 (or 72) Hour(s) of the Appointed Time}}{\text{Total Number of Installation-Related Faults on Residential EUCs scheduled for repair in that month}} \times 100\%$$

⁴ The percentage of Non-Residential EUCs with Installation-Related Faults which are Repaired within 1 (or 72) hour(s) of the Appointed Time is computed as follows:-

$$\frac{\text{Total Number of Installation-Related Faults on Non-Residential EUCs scheduled for repair in a month and which are Repaired by NetLink Trust within 1 (or 72) Hour(s) of the Appointed Time}}{\text{Total Number of Installation-Related Faults on Non-Residential EUCs scheduled for repair in that month}} \times 100\%$$

The terms used in the QoS framework have the following meanings:-

“Installation-Related Fault” – “An Installation-Related Fault on a Residential or Non-Residential End-User Connection is deemed to have occurred when an RL first carries out installation of network termination equipment at the Residential Premise or Non-Residential Premise and a “success” light is not detected on the network termination equipment for reasons not attributable to the RL or the RL’s network, and for which the RL has raised a trouble ticket to NetLink Trust’s fault reporting and control centre. A fault reported on a fibre connection shall be treated as an Installation-Related Fault under the QoS framework if it is reported by the Requesting Licensee within seven (7) calendar days from NetLink Trust’s handover of the fibre connection to the RL, subject to the fibre connection installation taking place on or before the requested service activation date, or any such date mutually agreed between NetLink Trust and the RL. Where the fibre connection installation is delayed due to NetLink Trust, the timeframe shall be extended to fourteen (14) calendar days from NetLink Trust’s handover of the fibre connection to the RL.”

“Appointed Time” – “The starting time of the appointment made by the RL for NetLink Trust to arrive at the Residential or Non-Residential Premise for NetLink Trust to investigate and rectify a reported Installation-Related Fault, with such time not being less than one (1) hour from the time the trouble ticket for the Installation-Related Fault was raised to

NetLink Trust. If an appointment at a Residential or Non-Residential Premise is unnecessary for the purpose of repairing a fault, the fault repair time shall be calculated from the time the trouble ticket for the Installation-Related Fault was raised to NetLink Trust.”

“Repaired” – “An Installation-Related Fault is deemed to be repaired, when the optical performance of the Residential or Non-Residential End-User Connection falls within the optical performance level specified in NetLink Trust Interconnection offer.”

NetLink Trust shall provide reasons if the QoS standards are not met.