

**SCHEDULE 8**  
**ATTACHMENTS**

## **SCHEDULE 8**

### **ATTACHMENTS**

#### **CONTENTS**

<b>ATTACHMENT A</b>	<b>CO-LOCATION EQUIPMENT INSTALLATION AND MAINTENANCE PROCEDURES</b>	<b>1</b>
<b>ATTACHMENT B</b>	<b>STANDARD OPERATING PROCEDURES FOR CO-LOCATION</b>	<b>8</b>
<b>ATTACHMENT C</b>	<b>PHYSICAL ACCESS PROCEDURES</b>	<b>14</b>
<b>ATTACHMENT D</b>	<b>MASTER LIST FOR PHYSICAL ACCESS TO CO-LOCATION SPACE</b>	<b>22</b>
<b>ATTACHMENT E</b>	<b>REQUEST FOR PHYSICAL ACCESS TO CO-LOCATION SPACE</b>	<b>23</b>
<b>ATTACHMENT F</b>	<b>LETTER OF AUTHORISATION FOR PHYSICAL ACCESS TO CO-LOCATION SPACE</b>	<b>25</b>
<b>ATTACHMENT G</b>	<b>REQUEST FOR CO-LOCATION SPACE</b>	<b>26</b>
<b>ATTACHMENT H</b>	<b>INSTALLATION OF CO-LOCATION EQUIPMENT</b>	<b>27</b>

**ATTACHMENT A CO-LOCATION EQUIPMENT INSTALLATION AND MAINTENANCE PROCEDURES**

**1. INSTALLATION OF EQUIPMENT AT CO-LOCATION SPACE**

**1.1 Installation of Co-Location Equipment**

1.1.1 Prior to commencing installation of its Co-Location Equipment, the Requesting Licensee must submit detailed installation plans and installation timetable no less than ten (10) Business Days before commencement of works for SingTel's approval. The Requesting Licensee shall not commence installation of its Co-Location Equipment until it has received SingTel's approval.

1.1.2 The Requesting Licensee must ensure that the floor loading of its Co-Located Equipment shall be limited to a maximum 5 kN per sqm or otherwise as specified by SingTel. The Requesting Licensee acknowledges that the floor loading will be determined in respect of each Co-Location Site based on its individual configuration. SingTel shall notify the Requesting Licensee of the applicable floor loading during the joint site survey. The Requesting Licensee shall engage a Professional Structural Engineer licensed in the Republic of Singapore to compute the actual floor loading to certify that the floor loading limit is not exceeded prior to the installation of its Co-Location Equipment. The Requesting Licensee shall not commence installation of its Co-Location Equipment until it has provided SingTel, with five (5) Business Days advance notice, of a copy of the certification of compliance issued by the licensed Professional Structural Engineer.

1.2 The Requesting Licensee must install its Co-Location Equipment in the Co-Location Space within thirty (30) Business Days after the final site inspection. If the Requesting Licensee's failure to complete installation is attributable to circumstances beyond the Requesting Licensee's reasonable control, SingTel will grant a reasonable extension of time for installation to the Requesting Licensee at the Requesting Licensee's request. A Requesting Licensee's request under this clause must describe the circumstances beyond the Requesting Licensee's control and such request must be received prior to the expiry of the aforementioned thirty (30) Business Day period. SingTel must respond to the Requesting Licensee's request under this clause 1.2 within two (2) Business Days from the date of receipt of such request.

1.3 The Requesting Licensee must not locate equipment other than Co-Location Equipment in the Co-Location Space.

**1.4 Cable Pulling and Tie Cables**

- 1.4.1 The Requesting Licensee shall provide SingTel with no less than five (5) Business Days of notice prior to cable pulling between the designated Lead-in Manhole and the Co-Location Space
- 1.4.2 Unless otherwise agreed by the Parties, SingTel shall pull all cables from the designated manhole to the Co-Location Space. The Requesting Licensee shall pay SingTel the charges in accordance with Schedule 9 for undertaking this activity. The Requesting Licensee must not undertake any cable pulling between the designated manhole and the Co-Location Space.
- 1.4.3 SingTel shall install and terminate Tie Cables from the Requesting Licensee's termination frame to SingTel's Distribution Frame (MDF/DDF/Patch Panel).
- 1.4.4 The Requesting Licensee shall terminate the end of a Tie Cable at the Requesting Licensee's termination frame or Co-Location Equipment in the Co-Location Space.

**1.5 Power & Earth**

- 1.5.1 SingTel shall designate and provide the communication earth and Power Distribution Point for the Requesting Licensee's Co-Location Equipment. SingTel shall endeavour to provide an earthing standard of 1 ohm. The Requesting Licensee shall pay SingTel the Charges for the provision of the communication earth and power installation and termination in accordance with Schedule 9.
- 1.5.2 SingTel shall provide power of:
  - (a) a minimum of twenty (20) fused Amps and multiples thereof where the Requesting Licensee requires direct current;
  - (b) a minimum of thirteen (13) fused Amps and multiples thereof where the Requesting Licensee requires alternating current,up to a maximum of two hundred (200) fused Amps per Co-Location Space.

**1.6 Interference**

- 1.6.1 Each Party shall ensure that its Co-Location Equipment does not cause any interference to the other Party's equipment, plant, Facilities, Networks and the equipment of other occupying Requesting Licensees in the Co-Location Space, including when installing equipment. In the event of any interference, the Parties shall take in good faith, reasonable measures to resolve the problem promptly. Where the Requesting Licensee's equipment is causing interference to existing equipment and the interference cannot be resolved, the Requesting Licensee shall remove the source of interference immediately.
- 1.6.2 If SingTel determines that any interference from the Requesting Licensee's Co-Location Equipment poses an immediate risk of personal injury or significant property damage, it may, withdraw physical access and at the Requesting Licensee's cost, take measures necessary to prevent such injury or damage. Otherwise, SingTel may provide the Requesting Licensee with five (5) Business Days notice to rectify the interference. After such time, if the interference continues, SingTel may withdraw physical access and at the Requesting Licensee's cost, take measures to prevent the interference.

**1.7 Standard Operating Procedures and Safety**

- 1.7.1 In relation to the installation, operation and maintenance of its Co-Located Equipment located in the Co-Location Space, the Requesting Licensee must comply with the Standard Operating Procedures for Co-Location Space in Attachment B of this Schedule as amended from time to time, and any reasonable written instructions which are provided to the Requesting Licensee by SingTel.
- 1.7.2 In relation to physical access to the Co-Location Space, the Requesting Licensee shall comply with the Physical Access Procedures in Attachment C as amended from time to time and any reasonable written instructions which are provided to the Requesting Licensee by SingTel.
- 1.7.3 Any rubbish/debris created in the course of installation or maintenance shall be removed daily by the Requesting Licensee.
- 1.7.4 SingTel may attend the Co-Location Space to which access has been approved for the installation, modification, replacement or addition of the equipment to verify that the Requesting Licensee is undertaking the installation, modification, maintenance, operation, replacement or addition of the equipment in accordance with the approved request, the installation plans, the Standard Operating Procedures in Attachment B and such other reasonable written instructions

provided to the Requesting Licensee. The costs of such attendance shall be borne by the Requesting Licensee.

- 1.7.5 Where, as a result of an attendance under clause 1.7.4, SingTel notifies the Requesting Licensee that its installation is not in accordance with the approved request, the installation plans, the Standard Operating Procedures in Attachment B of this Schedule or such other reasonable written instructions provided to the Requesting Licensee, the Requesting Licensee must take appropriate corrective action within five (5) Business Days of notice. If the Requesting Licensee fails to do so, SingTel may withdraw physical access or undertake the appropriate corrective action and recover the reasonable cost from the Requesting Licensee accordingly.
- 1.7.6 The Requesting Licensee shall consult with and obtain the consent of SingTel before carrying out any hacking or drilling work on the floor, wall and ceiling slabs.
- 1.7.7 No Hot Works shall be carried out by the Requesting Licensee without prior approval from SingTel and any such works must be performed in accordance with SingTel's safety procedures. Hot Works means any work involving riveting, welding, flame cutting, burning, gouging or any other work involving the use of heat for producing sparks.
- 1.7.8 No work shall be performed by the Requesting Licensee on any of SingTel's equipment, Facilities, plant or Networks including, but not limited to earth bars and Power Distribution Points/boards.
- 1.7.9 No flammable or hazardous materials shall be used by the Requesting Licensee, whether on a permanent or temporary basis, during and after the installation period. No smoking is allowed. No food or drinks are allowed in the Co-Location Space.
- 1.7.10 All connection of the Requesting Licensee's Co-Location Equipment to SingTel's earth bars and Power Distribution Points/boards shall be carried out by SingTel's staff. Charges for the work shall be borne by the Requesting Licensee as set out in Schedule 9.
- 1.7.11 Where, during the course of installation, operation, maintenance, replacement or repair of its Co-Located Equipment the Requesting Licensee causes any damage to SingTel's Co-Location Site, plant, Network, equipment or Facilities, the Requesting Licensee must report the damage immediately to SingTel. SingTel

shall rectify any damage in any way it deems fit, the cost and expense in connection with the damage including for the repair thereof shall be borne by the Requesting Licensee.

- 1.7.12 The Requesting Licensee shall report immediately any incident, injury, harm, fatal or otherwise that occurs at the Co-Location Site to SingTel. For fatal or serious accidents, the accident site shall be left undisturbed to facilitate the relevant authority to investigate the circumstance leading to the accident. The Requesting Licensee shall report immediately to the Ministry of Manpower, police and insurance company of any fatal accident having occurred at the Co-Location Site. The Requesting Licensee shall be liable for and shall indemnify and keep indemnified SingTel against all losses, claims, proceedings, damages, liabilities, costs and expenses for injuries or death to any person whomsoever or any loss or damage to any property whatsoever which arise out of or in consequence of any act or omission of the Requesting Licensee's employees and contracts in relation to the Co-Location Site and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof.

**1.8 Final Inspection**

- 1.8.1 Upon completion of the installation of the Co-Location Equipment in the Co-Location Space, the Requesting Licensee shall advise SingTel and request SingTel to conduct a final inspection and confirm that the installation conforms with the approved detailed installation plans.
- 1.8.2 Where the final inspection reveals that the installation does not materially conform with the approved detailed installation plans, SingTel shall notify the Requesting Licensee. The Requesting Licensee must reinstall or take other appropriate corrective action within ten (10) Business Days of notification, or such other time as is otherwise agreed. The Requesting Licensee shall bear the reasonable costs that SingTel incurs for the inspection of the reinstallation or other appropriate corrective action. SingTel may still inform and require the Requesting Licensee to make adjustments to its installation where the installation does not conform with the installation plan in a non-material way, but this notification will not delay the approval process under this Schedule.
- 1.8.3 If the Requesting Licensee fails to reinstall or take the appropriate corrective action referred to in clause 1.8.2, SingTel may take appropriate corrective action including removal of the Requesting Licensee's Co-Location Equipment. The reasonable costs for the corrective action shall be borne by the Requesting Licensee.

**2. MAINTENANCE OF CO-LOCATION EQUIPMENT IN CO-LOCATION SPACE**

**2.1** The Requesting Licensee shall be responsible for the operation and maintenance of its Co-Location Equipment.

**2.2** In the operation and maintenance of the Co-Location Equipment, the Requesting Licensee must:

- (a) take such other action as a reasonably prudent Requesting Licensee would; and
- (b) keep the Co-Location Space in a tidy and safe condition at all times; and
- (c) ensure that flammable or toxic material is not left in or around the Co-Location Space following maintenance or other operations.

**2.3** If a fault, defect or problem with the Co-Location Equipment of the Requesting Licensee causes or may cause damage to the Co-Location Space or SingTel's Facilities, the Requesting Licensee must:

- (a) notify SingTel as soon as practicable; and
- (b) repair the fault, defect or problem or take other appropriate corrective action immediately.

**2.4** Where SingTel determines that the Requesting Licensee's Co-Location Equipment pose an immediate risk of personal injury or significant property damage, it may, at the Requesting Licensee's cost, take interim measures necessary to prevent such injury or damage, pending attendance by the Requesting Licensee to perform corrective work.

**2.5** The Co-Location Equipment must only be used by the Requesting Licensee for the purpose of connecting the Requesting Licensee's Network to a POI or a Submarine Cable Landing Station/Frontier Station under Schedule 8.

**2.6** If the Requesting Licensee detects a fault, defect or problem in a Co-Location Space, it must notify SingTel as soon as possible.

**2.7 Compliance**

**2.7.1** The Requesting Licensee must ensure that its employees, agents and approved subcontractors comply with the provisions of this Schedule including all

reasonable procedures and directions of SingTel as notified to the Requesting Licensee from time to time.

2.7.2 The Requesting Licensee must comply with all laws, codes, standards, authorisations and licences when performing works under this Schedule.

2.7.3 The Requesting Licensee must ensure that it has all necessary permits, approvals and licences from any person, governmental, regulatory or relevant authority in order to perform works under this Schedule. Where requested to do so, SingTel will reasonably assist the Requesting Licensee to obtain any such necessary permit, approval or licence.

2.7.4 Nothing in this Schedule vests in the Requesting Licensee any right, title or proprietary interest in the Co-Location Site.

**2.8 Marking of Equipment**

2.8.1 The Co-Location Equipment must be marked by the Requesting Licensee to clearly indicate that it is owned by the Requesting Licensee and in such manner as SingTel may reasonably direct from time to time.

**ATTACHMENT B      STANDARD OPERATING PROCEDURES FOR CO-LOCATION SPACE**

**1.      ROLES AND DUTIES**

**1.1      Supervisor**

- 1.1.1 The Supervisor shall provide guidance and advice to his workers on the general safety requirements and any other particular safety measures required at a specific site and/or project.
- 1.1.2 The Supervisor must ensure that compliance with safety requirements is strictly observed.
- 1.1.3 The Supervisor must be familiar with all safety practices and procedures.
- 1.1.4 Proper personal protective equipment such as safety helmets, safety belts, etc. must be issued when necessary for use.
- 1.1.5 Every accident/injury should be reported immediately to SingTel Site Supervisor
- 1.1.6 For minor injuries, ensure that the injured receives first aid attention, even for the smallest wound.
- 1.1.7 For serious injuries, identify and isolate the cause of accident immediately, and render first aid treatment by a trained first aider. Notify the Singapore Telecom Site Supervisor immediately for the necessary follow-up action.

**2.      INSTRUCTIONS TO BE STRICTLY ADHERED TO**

- 2.1 Personnel working at the hoist area, especially the contractor's worker-in-charge of securing equipment must wear safety belt (to be supplied by their own contractor).
- 2.2 During lunch break, no contract workers shall remain on top of the frame on the cable trough and there will be no hoisting but the contractor's workers are free to carry out other work eg. packing in the work area.
- 2.3 All contract workers shall adhere to strict instructions from the staff of SingTel.
- 2.4 No materials are to be temporarily stored at the hoist area and passage ways.

2.5 All debris must be removed daily.

**3. GENERAL EXCHANGE REGULATION**

3.1 Every worker is expected to:-

- (a) comply with instruction, both verbal and written
- (b) follow safety, housekeeping and other rules
- (c) be courteous
- (d) be punctual
- (e) have a decent haircut

3.2 It is an offence to:-

- (a) listen into or interfere with telephone conversations or tamper with circuitry or any other equipment in the Exchange
- (b) disclose official documents or information
- (c) remove Singapore Telecom property without proper authorisation
- (d) smoke within prohibited areas
- (e) gamble, sleep or be engaged in any other unauthorised activity in the Exchange
- (f) commit any act of vandalism
- (g) be within Exchange premises and prohibited areas (eg. Power Room, MDF Room) after duty hours
- (h) be within Exchange premises and prohibited areas (eg. MDF Room) when not required to go there to work
- (i) consume food and drinks within prohibited areas

- (j) bring any unauthorised receivers, transmitters and tape recorders into Exchange or any prohibited areas.

**4. GENERAL SAFETY WORK PROCEDURES**

**4.1 Housekeeping**

- 4.1.1 All workers must clean up their work place at the end of each Business Day.

**4.2 Proper Attire**

- 4.2.1 Female workers are advised to refrain from wearing loose clothing, for example skirts or baju kurong, etc.

**4.3 Personal Protective Equipment**

- 4.3.1 Wear safety helmets during the recovery of ironworks, racks, cutting of cables and hoisting work.
- 4.3.2 Wear gloves when handling rough or sharp materials.

**4.4 Working with Ladder**

- 4.4.1 Ladders shall be securely fixed or placed on level ground so as to prevent slipping or falling.
- 4.4.2 Do not stand on the top two steps of a ladder exceeding 3m height (standing on top of a ladder is dangerous).
- 4.4.3 Do not leave tools on the ladder. Use tool bags or pockets where appropriate.
- 4.4.4 Do not overreach from a ladder or lean too far out. Move the ladder close to the work.
- 4.4.5 Do not repair damage or worn-out ladders. Any such ladders should be returned to store for replacement.
- 4.4.6 Do not place boxes on top of ladders and/or platforms for doing work.

- 4.4.7 Ensure that travelling ladders are securely locked before stepping onto the ladder steps.
- 4.4.8 Do not jam the locking device of the travelling ladder with wedges.
- 4.4.9 Always face a ladder when climbing or descending.
- 4.4.10 In positioning the ladder, make sure that electric power lines are not in the way.
- 4.4.11 When working atop a ladder placed in front of the door, ensure that it is locked.
- 4.4.12 Refrain from working under ladders.

**4.5 Handling of Equipment and Tools**

- 4.5.1 Be thoroughly familiar with the operational procedures of electrical appliances before use.
- 4.5.2 Inspect tools before you use them – broken, cracked or worn out tools are unsafe.
- 4.5.3 Use the correct tool intended for a particular job.
- 4.5.4 After the usage of any tool, it must be returned to the tool box in its original position.
- 4.5.5 Inspect all electrical tools/equipment for damaged insulation, loose wires and proper connections before use.
- 4.5.6 Electrical supply to the electrical tools/equipment must be switched off and the plugs disconnected when not in use.
- 4.5.7 If any work is to be carried out on live electrical parts, disconnect the power supply.
- 4.5.8 Never throw tools from one person to another especially when working at heights.
- 4.5.9 Do not run or leave electrical wire/cable across passageways, wet surfaces and on sharp edges.

**5. DOS AND DON'TS FOR FIRE PREVENTION**

5.1 DO

5.1.1 DO familiarise yourself with the location of fire alarm buttons, fire extinguishers and hose reels in your work area and the operation of the extinguishing system eg. halon gas.

5.1.2 DO familiarise yourself with the Fire Evacuation Routes in your work area.

5.1.3 DO ensure that all electrical appliances and equipment are in good working condition and are maintained by authorised personnel.

5.1.4 DO mop spilt oil, solvent, varnish or flux off the floor.

5.1.5 DO dispose waste into the dust bins or other receptacles provided and empty them regularly.

5.1.6 DO remove combustibles away from the work areas when they are not in use.

5.1.7 DO attack the fire from the windward side with the fire fighting aid. By so doing, the wind will carry the flame with smoke and fumes away from the fire fighters and at the same time, carry the extinguishing agent into the fire.

5.1.8 DO familiarise yourself with the use of safety breathing apparatus.

5.2 DON'T

5.2.1 DON'T smoke in any exchange/workshop areas and any other areas designated "No Smoking".

5.2.2 DON'T empty the waste from an ash tray into any receptacle containing combustible materials.

5.2.3 DON'T overload any power point with electrical appliances or equipment.

5.2.4 DON'T replace any blown fuse with one of more than the specified rating.

## ATTACHMENT B

- 5.2.5 DON'T store any flammable material/liquid (varnish or solvent) below or near any main electrical switch box or heat source.
- 5.2.6 DON'T accumulate waste and packing materials at the work areas.
- 5.2.7 DON'T leave solvent, varnish, flux, alcohol or other flammable liquids in the open without any lid on the container.
- 5.2.8 DON'T open or break windows or doors when an area is filled with smoke due to combustion except to avoid suffocation.
- 5.2.9 DON'T walk upright in a room filled with smoke due to combustion. Crawl out of the affected area through the nearest exit.
- 5.2.10 DON'T use water or any soda acid extinguisher to put out electrical, oil or liquid fires as these will not put out the fire but help to spread the fire and pose electrocution risks.
- 5.2.11 DON'T discard solvent, thinner or alcohol into the waste bin. Use proper containers with lids for its disposal.
- 5.2.12 DON'T leave unattended any hot soldering iron or other 'live' electrical appliances.
- 5.2.13 DON'T obstruct the passage ways, walk ways, corridors and fire exit door, and fire fighting and fire detection equipment/installation.

**ATTACHMENT C      PHYSICAL ACCESS PROCEDURES**

**1.      GENERAL**

1.1      The Requesting Licensee shall provide to SingTel a master list of persons nominated by it to have physical access to the Co-Location Space in accordance with the prescribed form in Attachment D. The master list shall contain, without limitation, for each person, the following details:

- (a)      Full name;
- (b)      Company name/Requesting Licensee's Contractor name;
- (c)      last four characters of NRIC/Passport no.;
- (d)      Not Used
- (e)      Not Used

1.2      The master list provided under clause 1.1 shall be maintained and updated by the Requesting Licensee and a new master list provided to SingTel whenever any amendments are made to the master list. SingTel may charge an administrative Charge under Schedule 9 for processing and updating its master list.

1.3      The Requesting Licensee shall ensure that its workmen listed in the master list are either Singaporeans, or Singapore Permanent Residents, or holders of valid work permits.

1.4      No person will be permitted physical access to the Co-Location Exchange Building or Submarine Cable Landing Station/Frontier Station without being nominated on the master list under clause 1.1 and without a current valid Letter of Authorisation as in Attachment F.

**1.5      Physical Access Request**

1.5.1    Subject to clause 1.6, where the Requesting Licensee wishes to obtain physical access to the Co-Location Space, it must submit a request in writing in accordance with the prescribed form in Attachment E to the designated contact points of the Co-Location Space, not less than twenty four (24) hours before the requested physical access date. The request must contain, without limitation:

- (a) the purpose for which physical access is requested;
- (b) the identity of the senior person who will be present and who will be responsible for the persons who will be physically accessing the facility;
- (c) a complete list of the persons (limited to a maximum of eight (8)) who may be physically accessing the facility on the relevant date of access, from which list a maximum of four (4) persons will be confirmed as being the persons who will be undertaking the physical access in accordance with clause 1.5.2;
- (d) a copy of a valid foreign worker's work permit if such person is neither a Singaporean nor a Singapore Permanent Resident; and
- (e) an estimate of the time during which, physical access is requested.

1.5.2 No later than the day on which physical access to the Co-Location Space has been granted but prior to physical access actually being granted, the Requesting Licensee must notify SingTel the names of up to four (4) person(s) from the list in the request made under clause 1.5.1(c) who will actually be physically accessing the Co-Location Space.

1.5.3 SingTel shall, upon receipt of the request under clause 1.5.1, advise the Requesting Licensee of whether the request for physical access has been approved in accordance with the prescribed form in Attachment E. The approval shall be the Letter of Authorisation as in Attachment F, sent by email. The Requesting Licensee shall be liable for the Charge specified in Schedule 9 for SingTel to process a request under clause 1.5.1.

1.5.4 Upon approval under clause 1.5.3, SingTel shall provide escort service to the Requesting Licensee to physically access the Co-Location Space within twenty-four (24) hours. The Requesting Licensee shall pay to SingTel the Charges for escort service as provided in Schedule 9.

1.5.5 Where SingTel approves a request for physical access, the Requesting Licensee will comply with the terms and conditions set out in clause 1.8.

1.5.6 The Requesting Licensee will be liable for escort Charges commencing at the time of approved access and ceasing when the Requesting Licensee's personnel leaves the exchange or Submarine Cable Landing Station/Frontier Station. Where the Requesting Licensee's personnel leaves the exchange or Submarine Cable Landing Station/Frontier Station within two (2) hours of the time of approved

access, the Requesting Licensee will be liable for escort Charges for a minimum of two (2) hours.

- 1.5.7 The Requesting Licensee must notify SingTel as soon as possible (but in any event, within six (6) hours of the time approved for physical access) of any change or cancellation to time of the request for physical access.
- 1.5.8 Subject to clause 1.5.7, where the Requesting Licensee's personnel is not present at the approved date and time of physical access, SingTel shall be entitled to recover the full escort Charges for the approved duration of access. Where the Requesting Licensee's personnel was scheduled to leave the exchange or Submarine Cable Landing Station/Frontier Station within two (2) hours of the approved time of physical access, the Requesting Licensee shall be liable for escort Charges for a minimum of two (2) hours.

**1.6 Emergency Physical Access Request**

- 1.6.1 The Requesting Licensee shall submit to SingTel for approval, a list of designated senior personnel contained on the master list who are authorised to request emergency physical access.
- 1.6.2 In the event of an emergency where physical access is required by the Requesting Licensee to address the emergency situation, the Requesting Licensee must first obtain SingTel's consent for access by telephone using the designated telephone number of the contact point of the Co-Location Space. If SingTel grants the Requesting Licensee with emergency access, the Requesting Licensee must provide SingTel, via email, a confirmation of emergency access in writing by the Business Day that follows the granting of such access.
- 1.6.3 The verbal and written emergency physical access request and confirmatory email under clause 1.6.2 must specify, without limitation, for each person, the following details:
- (a) full name; and
  - (b) the full name of the requesting party; and
  - (c) last four characters of NRIC number for Singaporean or Singapore Permanent Resident, or Passport number and valid foreign worker's work permit number if such person is neither a Singaporean nor a Singapore Permanent Resident; and

- (d) a copy of a valid foreign worker's work permit if such person is neither a Singaporean nor a Singapore Permanent Resident; and
- (e) contact number; and
- (f) email; and
- (g) details of the emergency situation (whether it is service affecting or non-service affecting); and
- (h) the identity of the senior person who will be present and who will be responsible for the persons who will be accessing the Co-Location Space; and
- (i) a complete list of the persons (limited to a maximum of four (4)) who will be accessing the Co-Location Space on the relevant occasion of emergency access; and
- (j) an estimate of the time during which, physical access is requested.

1.6.4 SingTel shall upon receipt of the request advise the Requesting Licensee of whether the request for physical access has been approved. The Requesting Licensee shall be liable for the Charge specified in Schedule 9 for SingTel to process an application for physical access.

1.6.5 Upon approval under clause 1.6.4, SingTel shall provide escort service to physically access the Co-Location Space within one (1) hour for a service affecting emergency or within four (4) hours for a non-service affecting emergency. This access shall be permitted on an interim basis only. Physical access shall be for a maximum period of eight (8) hours unless the Requesting Licensee requests a reasonable extension of time for access and SingTel accepts that request. SingTel shall not unreasonably reject the Requesting Licensee's request. The Requesting Licensee shall pay to SingTel the Charges for escort service as provided in Schedule 9.

1.6.6 Where SingTel approves a request for physical access, the Requesting Licensee will comply with the terms and conditions set out in clause 1.8.

1.6.7 Where, in an emergency situation, both SingTel and the Requesting Licensee require physical access to undertake corrective action, SingTel shall have priority.

**1.7 Rejection Of Physical Access Request**

1.7.1 SingTel may reject a request for physical access other than a bona fide emergency physical access request under clause 1.6, or revoke an approval for physical access where:

- (a) the request is not in the prescribed form and does not contain all the required information; or
- (b) the persons listed on the request do not appear on the master list or SingTel has advised that the person(s) listed have been barred either by SingTel or the relevant authorities; or
- (c) any person listed on the request is not Singaporean, Singapore Permanent Resident or a holder of a valid foreign worker's work permit; or
- (d) SingTel has scheduled work for the time specified by the Requesting Licensee in the request; or
- (e) SingTel determines that the physical access or work to be performed by the Requesting Licensee as specified in the request may breach clause 1.8.2 of this Schedule; or
- (f) SingTel determines that the physical access may jeopardise or interfere with the integrity of SingTel's Network, Facilities, equipment or plant or create a security risk; or
- (g) SingTel determines that the area is unsafe; or
- (h) the Requesting Licensee is in breach of this Schedule and such breach continues and remains unremedied at the time of the request for physical access.

1.7.2 If SingTel rejects a request for physical access under clause 1.7.1, SingTel shall provide the Requesting Licensee with its reasons for rejection.

**1.8 Conditions Of Physical Access**

1.8.1 SingTel may refuse any person physical access to, or require that person to be removed from a Co-Location Site where:

- (a) that person cannot, upon request, produce a current valid Letter of Authorisation and any identification card which is issued by SingTel; or
- (b) SingTel has previously notified the Requesting Licensee of problems with that person (e.g. the person has breached safety requirements or Standard Operating Procedures); or
- (c) the person has been barred under clause 1.8.7; or
- (d) where in the opinion of SingTel, the person's action may cause damage to SingTel's properties or may compromise or threaten safety; or
- (e) the person loiters around SingTel's premises other than the Co-Location Space for which physical access is granted for permitted works to be carried out.

1.8.2 The Requesting Licensee must not do or omit to do anything in connection with gaining physical access to the Co-Location Site which may:

- (a) threaten the safety of SingTel's employees, customers or third persons; or
- (b) interfere physically or electrically with the delivery of telecommunication services supplied or to be supplied by SingTel; or
- (c) jeopardise the integrity or confidentiality of communications within SingTel's Network; or
- (d) threaten the security of the Co-Location Site; or
- (e) cause damage to the Co-Location Site.

1.8.3 The Requesting Licensee must ensure that:

- (a) physical access is gained through the specified entry; and
- (b) only persons with a current and valid Letter of Authorisation can gain physical access; and
- (c) physical access is gained only to the Co-Location Site or part thereof for which approval has been granted; and

- (d) each person gaining physical access shall comply with all the check-in procedures such as exchanging their identity cards or work permits for the “V” or “C” identification cards or such as may be implemented by SingTel from time to time and signing a log book at the security post in which is recorded the full name of the person, last four characters of IC/Passport no., contact no., date and time of entry and departure from the facility; and
- (e) the applicable Standard Operating Procedures and any written instructions are followed; and
- (f) the Co-Location Space is left in a safe and tidy condition; and
- (g) the Requesting Licensee’s senior person informs SingTel when work has been completed and all Requesting Licensee personnel have left the facility.

1.8.4 A representative of SingTel may attend and specify an entry to the Co-Location Space and verify that the Requesting Licensee complies with the conditions of physical access. The cost of such attendance shall be borne by the Requesting Licensee.

1.8.5 No still, motion or digital cameras, film, negatives, tape or digital recorders, explosives, inflammables, cigarettes, lighters and equipment with electromagnetic emissions or radiation are allowed in the Co-Location Site.

1.8.6 Where, for whatever reason, the Requesting Licensee decides that a person nominated by it under clause 1.1 should no longer be permitted physical access it must immediately notify SingTel and provide an updated master list.

1.8.7 Without prejudice to any other rights SingTel may have (whether under contract, at law, or in equity), where the Requesting Licensee:

- (a) gains unauthorised entry to the Co-Location Site or part thereof; or
- (b) uses, or attempts to use, the Letter of Authorisation for any purpose other than the purpose for which approval was granted,

physical access may be immediately terminated and the person(s) will henceforth be barred from entering any Facilities of SingTel.

1.8.8 The Requesting Licensee must not grant a third person physical access to the Co-Location Site.

1.8.9 For non-emergency physical access requests, the Requesting Licensee's access for works to be carried out inside the Co-Location Space shall be limited to weekdays during office hours, from Monday - Friday 9.00 a.m. – 5.00 p.m., 1 hour lunch break, unless prior arrangement has been made with SingTel. In the case of emergency access, SingTel shall provide twenty-four (24) hours access seven (7) days a week.

1.8.10 The Requesting Licensee shall report to the police and SingTel for any loss of identification card and bear the cost and expense for the replacement of the card.

**2. COMPLIANCE WITH THE WORKPLACE SAFETY AND HEALTH ACT (CHAPTER 354A)**

2.1 The Requesting Licensee will procure that itself and its contractors, when accessing the Co-Location Spaces and/or the SingTel Exchanges, will comply with the following:

- (a) the necessary responsibilities and obligations under the Workplace Safety and Health Act (Chapter 354A), and any subsequent amendment thereof; and
- (b) all relevant instructions or requirements issued by the Authority or any other Government Agency from time to time with regards to safety at workplace.

ATTACHMENT D MASTER LIST FOR PHYSICAL ACCESS TO CO-LOCATION SPACE

S/n	Name	Company Name / Requesting Licensee A's Contactor Name	Last four characters of NRIC / Passport No.
1	Richard Tan	Requesting Licensee A	xxxx567C
2	Yeh Sing Ping	Pipe Construction Pte Ltd	xxxxx444A
Two examples for reference.			

**ATTACHMENT E REQUEST FOR PHYSICAL ACCESS TO CO-LOCATION SPACE**

**REQUEST FOR PHYSICAL ACCESS TO CO-LOCATION SPACE**

**The Requesting Licensee**

Date of Application : \_\_\_\_\_ Application Reference Number : \_\_\_\_\_  
 Approval for Physical Access is sought for the purpose of :

\_\_\_\_\_ [ Emergency [Service Affecting / Non-Service Affecting] Normal Access]

Address of Co-Location Space : \_\_\_\_\_  
 Requested Date / Time of Access : \_\_\_\_\_  
 Estimated Duration of Access : \_\_\_\_\_

Name of Person(s) for which Physical Access is requested. (Please attach separate sheet if space is insufficient).

1. \_\_\_\_\_ [Name of Senior Person & last four characters of NRIC No, or Passport No & Work Permit No (where applicable)]
2. \_\_\_\_\_ [Name & last four characters of NRIC No, or Passport No & Work Permit No (where applicable)]
3. \_\_\_\_\_ [Name & last four characters of NRIC No, or Passport No & Work Permit No (where applicable)]
4. \_\_\_\_\_ [Name & last four characters of NRIC No, or Passport No & Work Permit No (where applicable)]

**On Behalf of the Requesting Licensee**

Sign : \_\_\_\_\_ Name of Requesting Licensee: \_\_\_\_\_  
 Name : \_\_\_\_\_ [Company Name]  
 Designation : \_\_\_\_\_  
 Department : \_\_\_\_\_  
 Contact Number : \_\_\_\_\_ Company Stamp : \_\_\_\_\_  
 Email : \_\_\_\_\_

**SingTel's Reply to the Requesting Licensee**

Application returned - incomplete/illegible  
 Not Approved Reason for Rejection : \_\_\_\_\_

Approved subject to details and conditions given in the attached Letter of Authorisation  
 Alternative Date and Time SingTel Approval Code : \_\_\_\_\_

**On Behalf of SingTel**

Sign : \_\_\_\_\_ Contact Number : \_\_\_\_\_  
 Name : \_\_\_\_\_ Email : \_\_\_\_\_  
 Date : \_\_\_\_\_

**Processing Status**

Received Date : \_\_\_\_\_ Queue Status : \_\_\_\_\_ Processed Date : \_\_\_\_\_

ATTACHMENT F LETTER OF AUTHORISATION FOR PHYSICAL ACCESS TO CO-LOCATION SPACE

LETTER OF AUTHORISATION FOR PHYSICAL ACCESS TO CO-LOCATION SPACE

This Letter of Authorisation is issued in conjunction with the final approval given to the request application via reference \_\_\_\_\_ date \_\_\_\_\_

It must be carried in the possession of the senior person at all time during the duration of access granted to the Co-Location Space as indicated below.

Location of Co-Location Space granted for access :  
\_\_\_\_\_

Name of Person(s) granted to access :

1. \_\_\_\_\_ [Name of Senior Person & last four characters of NRIC No / Passport No]
2. \_\_\_\_\_ [Name & last four characters of NRIC No / Passport No]
3. \_\_\_\_\_ [Name & last four characters of NRIC No / Passport No]
4. \_\_\_\_\_ [Name & last four characters of NRIC No / Passport No]

Approved Date of Access : \_\_\_\_\_  
Approved Time of Access : \_\_\_\_\_  
Approved Duration of Access : \_\_\_\_\_

**On Behalf of SingTel**

Sign : \_\_\_\_\_ Contact Number : \_\_\_\_\_  
Name : \_\_\_\_\_ Email : \_\_\_\_\_  
Date : \_\_\_\_\_

ATTACHMENT G REQUEST FOR CO-LOCATION SPACE

REQUEST FOR CO-LOCATION SPACE

**The Requesting Licensee**

Date of Application : \_\_\_\_\_ Application Reference Number : \_\_\_\_\_

Request for Physical Co-Location is sought for the purpose of :

[ POI /Submarine Cable Station/Provision of local connectivity or backhaul services]

Address of Co-Location space : [Address / Building Name]

Type of Equipment to be installed : [Description / Manufacturer / Dimensions]

Co-Location Space Required : [Dimensions and floor area to be occupied]

Power Requirements : [Power Consumption]

Floor Loading of Equipment : [Weight of Equipment Fully Installed]

Type of Fibre and its Diameter : [Number of Fiber Strand & Cable Diameter]

Tie-Cable Requirements

Number of Circuits  [Specifications]  
For Transmission Tie-Cables, where applicable

For Access to Mandated Services

Name of Mandated Licensee : \_\_\_\_\_

Name of Exchange Building : \_\_\_\_\_

Type of Access Required : [From Lead-in Manhole / In-building]

Mandated Licensee's Location : [Location within SingTel's Exchange Building]

Other FBO Licensee's Requested Location: [Location within SingTel's Exchange Building]

Number, Type & Diameter of Fibre Cables: [Number of Fibre Cables & Cable Diameter]

**On Behalf of the Requesting Licensee**

Sign : \_\_\_\_\_ Name of Requesting Licensee: \_\_\_\_\_

Name : \_\_\_\_\_ [Company Name]

Designation : \_\_\_\_\_

Department : \_\_\_\_\_

Contact Number : \_\_\_\_\_ Company Stamp : \_\_\_\_\_

Email : \_\_\_\_\_

**SingTel's Reply to the Requesting Licensee**

Application returned – incomplete/illegible

Not Approved Reason for Rejection \_\_\_\_\_

Approved SingTel Approval Code \_\_\_\_\_

**On Behalf of SingTel**

Sign : \_\_\_\_\_ Contact Number : \_\_\_\_\_

Name : \_\_\_\_\_ Email : \_\_\_\_\_

**Processing Status**

Received Date : \_\_\_\_\_ Queue Status : \_\_\_\_\_ Processed Date : \_\_\_\_\_

ATTACHMENT H INSTALLATION OF CO-LOCATION EQUIPMENT

INSTALLATION OF CO-LOCATION EQUIPMENT AT POINT OF INTERCONNECT (POI)

The diagram below depicts the arrangement for installation of a **Requesting Licensee's Equipment at SingTel's Exchange.**

