

FACT SHEET: Code of Practice for Next Generation National Broadband Network NetCo Resiliency 2009 (“NetCo Resiliency Code”)

The Infocomm Development Authority of Singapore (IDA) introduced the Code of Practice for Next Generation National Broadband Network NetCo Resiliency 2009 (“NetCo Resiliency Code”) following the establishment of the Network Company (or “NetCo”) in 2009. The NetCo builds and operates the passive infrastructure, or dark fibre, which is used by Requesting Licensees to offer fibre broadband services.

The objective of the NetCo Resiliency Code is to ensure that the NetCo adopts proactive measures to invest in and improve the resiliency of its dark fibre network to prevent widespread service disruptions, and in the event such service disruptions occur, to ensure that the NetCo take all measures to restore services as quickly as possible.

Under the NetCo Resiliency Code, IDA may impose financial penalties for breach of the NetCo Resiliency Code and the financial penalties may increase with the duration of the service disruption, as well as the extent of the service disruption. The table below provides a guide on the amount of financial penalty that IDA may impose for failure to comply with the NetCo Resiliency Code. IDA will take into consideration any mitigating factors or circumstances that the NetCo may have before deciding on the final penalties to be imposed for service disruptions listed in the penalty framework.

Licensee	Type of Service Difficulty Incident	Impact on applicable services	Financial Penalty*
NetCo	Service difficulty incidents in Core Network ¹	500 or more End-User Connections (“EUCs”) are affected at any time during a service difficulty incident	From \$100,000 to \$500,000 per day, depending on number of EUCs affected and duration of service difficulty incident
	Service difficulty incidents in Non-Core Network	500 or more EUCs are affected at any time during a service difficulty incident	From \$10,000 to \$100,000 per day, depending on number of EUCs affected and duration of service difficulty incident

*Note:

1. IDA may vary the final financial penalty to be imposed after taking into account the relevant aggravating and mitigating factors

¹ Core Network means Central Offices (“COs”) and any connectivity between the COs.

ISSUED BY CORPORATE AND MARKETING COMMUNICATIONS DIVISION
INFOCOMM DEVELOPMENT AUTHORITY OF SINGAPORE

About Infocomm Development Authority of Singapore

The mission of the Infocomm Development Authority of Singapore (IDA) is to develop information technology and telecommunications within Singapore with a view to serve citizens of all ages and companies of all sizes. IDA does this by actively supporting the growth of innovative technology companies and start-ups in Singapore, working with leading global IT companies as well as developing excellent information technology and telecommunications infrastructure, policies and capabilities for Singapore. For more news and information, visit www.ida.gov.sg

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