

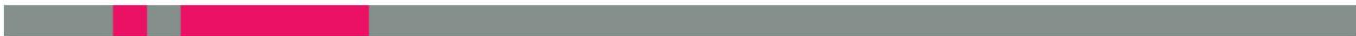
**ANNEX A**

**FACT SHEET: QUALITY OF SERVICE FRAMEWORK FOR NETLINK TRUST’S PROVISIONING OF RESIDENTIAL END-USER CONNECTION SERVICES**

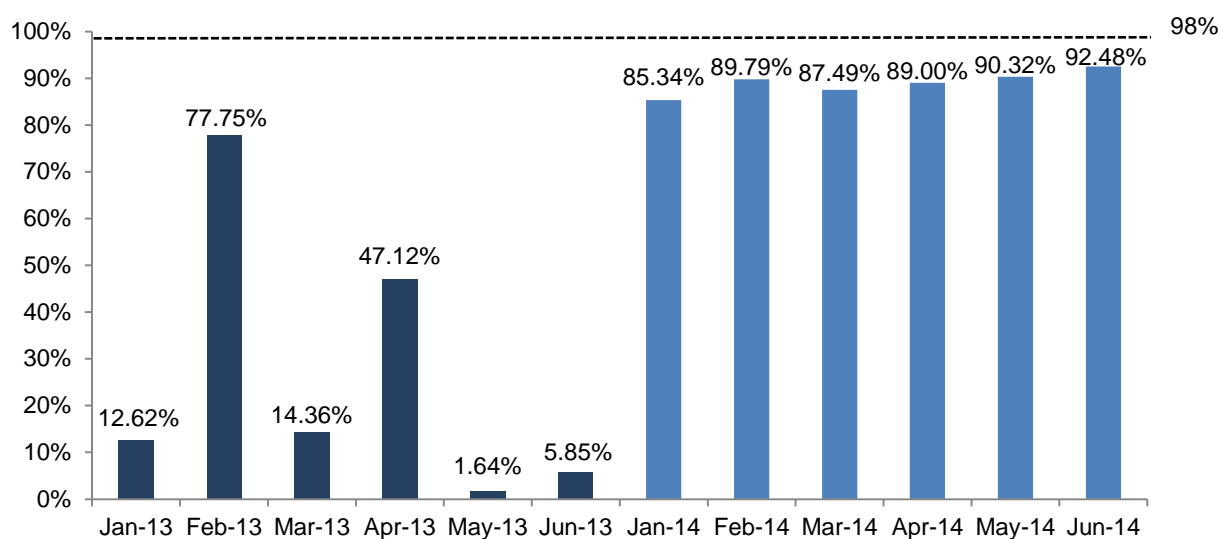
1. The QoS framework for NetLink Trust’s provisioning of residential end-user connection services was implemented on 1 January 2013. The framework was revised with effect from 1 January 2014 to take into account NetLink Trust’s ability to deliver service orders by the Request for Activation (“**RFA**”) date submitted by Requesting Licensees, which may be beyond the service provisioning timelines stipulated in the QoS framework.
2. The objective of the QoS framework is to ensure that NetLink Trust provides a minimum acceptable level of quality of service in delivering residential end-user connection services to its customers.
3. The QoS standards for residential end-user connection services are set out in the table below.

Indicator For Compliance	QoS Standard
Percentage of residential end-user connection service orders provisioned within 3 business days of the date of service order or by RFA date	98%
Percentage of residential end-user connection service orders provisioned within 7 business days of the date of service order or by RFA date + 4 business days	100%

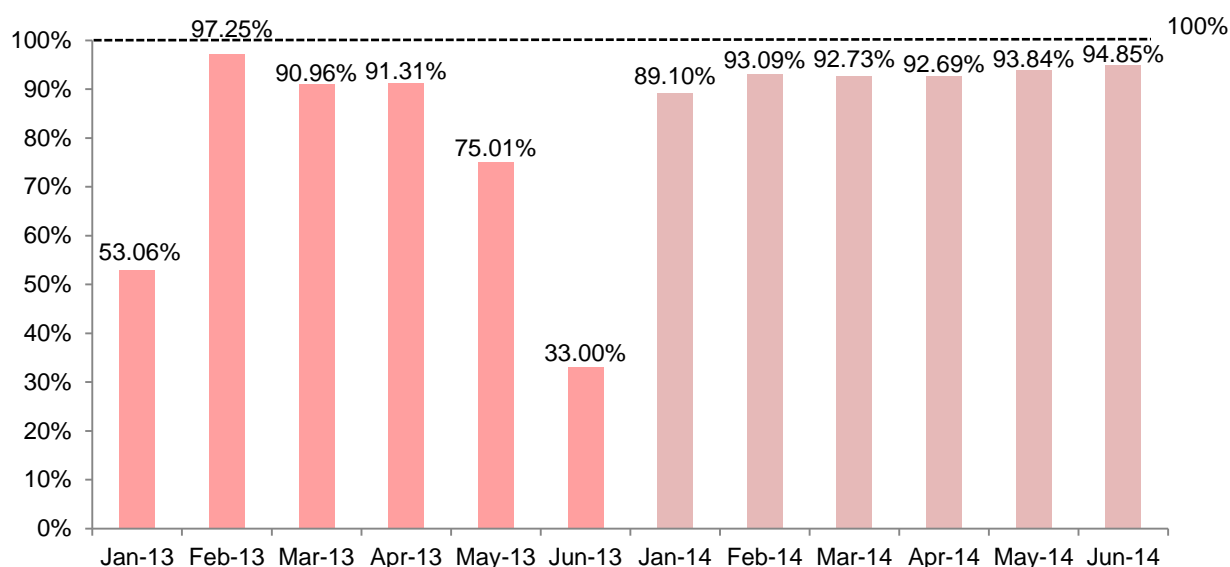
4. NetLink Trust’s performance for the QoS indicators for residential end-user connection services in 1H 2013 and 1H 2014 is shown in the charts below. IDA notes there was a significant improvement in NetLink Trust’s performance in 1H 2014 as compared to 1H 2013.



**Chart 1: Percentage of Service Orders Met within (i) 3 Business Days or (ii) by RFA Date in 1H 2013/2014**



**Chart 2: Percentage of Service Orders Met within (i) 7 Business Days or (ii) by RFA Date + 4 Business Days in 1H 2013/2014**



*Note (1): System bug affected the accuracy and completeness of data in January and February 2013. NetLink Trust's performance is likely higher than its submitted performance, but still below the QoS standards.*

*Note (2): The results for April to June 2013 took into account NetLink Trust's performance for delivering service orders by RFA dates.*

*Note (3): The QoS framework was revised with effect from 1 January 2014 to take into account NetLink Trust's performance for delivering service orders by RFA dates.*