

## Appendix I – Partners Quotes

- Mr Yuen Kuan Moon, Chief Executive Officer, Consumer Group, Singtel said, “We support the IDA's push to develop Singapore into a Smart Nation through pervasive and seamless connectivity. To this end, fast and reliable connectivity is vital in the face of growing data demand in our dynamic info-communications landscape. Our collaboration with the IDA on the HetNet trial at the Jurong Lake District was both fruitful and insightful. We affirmed that a HetNet's ability to steer traffic intelligently between mobile and WiFi is crucial for supporting a seamless and consistent user experience in a crowded environment.”

He added, “In addition to this trial experience, we have piloted trials involving small cells at 18 high-traffic locations such as the Rasapura food court at Marina Bay Sands, Nex, VivoCity and Changi Exhibition Centre. Our findings from these trials will help us to shape our plans to deploy HetNet island-wide in tandem with a suite of innovative services for consumers. For our mobile customers, the results will augment Singtel Premium WiFi deployment to provide greater value to them. Looking ahead, we will continue investing in our networks to deliver innovative solutions that ensure a superior mobile experience for our customers.”

- “IDA’s HetNet Trials has provided a valuable platform for M1 to test the deployment and performance of advanced new technologies such as small cells, WiFi-On-The-Go and Voice-over-WiFi (VoWiFi). This has given us insights into how our customers use and benefit from these technologies. We will build on this to ensure M1 customers continue to enjoy the best experience with us, and look forward to further collaborating with IDA in our journey to becoming the world’s first Smart Nation,” said **Ms Karen Kooi, Chief Executive Officer, M1 Limited.**
- “We are happy to note that our customers in the Jurong Lake District have noticed improvements in mobile connectivity even in crowded environments like train stations, buses and lifts,” said **Mock Pak Lum, StarHub Chief Technology Officer.** “We will continue to deploy more HetNets across the

island to support Singapore's smart nation vision and to deliver quality connectivity to customers on-the-go."