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SCHEDULE 3C

SALE OF INTERNAL WIRING

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SCHEDULE 3C

SALE OF INTERNAL WIRING

CLAUSE 1 – MODIFICATION REQUIRED

1. SCOPE

CLAUSE 1.1 – CONDITIONAL APPROVAL

1.1 This Schedule sets out the terms and conditions under which the Requesting Licensee may purchase SingTel's Internal Wiring for the sole purpose of providing telecommunication services to the Requesting Licensee's Customers.

CLAUSE 1.2 – CONDITIONAL APPROVAL

- 1.2 The Requesting Licensee may purchase Internal Wiring owned by SingTel subject to:
- (a) the sale of the Internal Wiring being in connection with the supply by the Requesting Licensee of telecommunications services to the Requesting Licensee's customer; and
 - (b) the terms and conditions of this Schedule.

CLAUSE 1.3 – MODIFICATION REQUIRED

1.3 This Schedule only applies to Requesting Licensees who are FBOs and have been given approval by the Authority to gain access to SingTel's Local Loop or Sub Loop providing wireline or broadband services.

Consistent with the principle of technological neutrality, see Code § 1.5.4, SingTel must modify Clause 1.3 to provide that this Schedule 3C applies to any Facilities-based Licensee providing Telecommunication Services.

SingTel comments: As in Schedule 3A, SingTel believes that there should be a limit on the availability of loops or sub loops to certain FBOs. There should be no need for an FBO to have access to Internal Wiring where authorisation for Local Loop or Sub Loop has not been provided by the Authority.

CLAUSE 2 – MODIFICATION REQUIRED

2. ORDERING

CLAUSE 2.1 – MODIFICATION REQUIRED

- 2.1 SingTel will provide access to and sale of Internal Wiring to the Requesting Licensee in individual pairs, however the Requesting Licensee may apply for multiple licenses for multiple pairs per application.

The Requesting Licensee must be permitted to acquire Internal Wiring in individual pairs or multiples thereof. Where the Requesting Licensee obtains Internal Wiring in multiples of individual pairs, SingTel must issue a licence that includes all the multiples of individual pairs licensed for use to the Requesting Licensee. It is not efficient to provide for an individual licence for each pair of Internal Wiring licensed for use to the Requesting Licensee. SingTel must modify Clause 2.1 to give effect to the above requirements.

SingTel comments: It would be operationally impossible to implement licences for multiple pairs. For the purpose of sale, each individual pair will be sold. Applications can be made for the sale of multiple pairs.

CLAUSE 2.2 – CONDITIONAL APPROVAL

- 2.2 Prior to lodging a Request for Internal Wiring under clause 2.3 of the Internal Wiring the Requesting Licensee may use Internal Wiring for up to three (3) Business Days in accordance with Annex 3A1 of Schedule 3A and Annex 3C.1 of this Schedule provided that:
- (a) the Requesting Licensee has contracted with a Customer at whose premises the Internal Wiring is connected for telecommunication services; and
 - (b) the Requesting Licensee ensures that SingTel or any other Licensee is not using the Internal Wiring for any purpose whatsoever.

CLAUSE 2.3 – CONDITIONAL APPROVAL

- 2.3 The Requesting Licensee indemnifies SingTel against all loss, liability, costs, expenses and claims that arise from the Requesting Licensee's use of SingTel's Internal Wiring under clause 2.2.

CLAUSE 2.4 – MODIFICATION REQUIRED

2.4 The Requesting Licensee shall submit its Request to purchase a pair of Internal Wires to SingTel within (3) Business Days of the commencement of its use of SingTel's Internal Wiring under clause 2.2 in the form of Annex 3C.2 containing the following key information:

Please refer to IDA's comments to Clause 2.1 above. The Requesting Licensee must be permitted to acquire Internal Wiring in individual pairs or multiples thereof.

SingTel comments: Agreed that multiple pairs can be requested in a Request under this Schedule. See paragraph (b) below which allows multiple pairs from a single customer premises to be contained in a Request.

- (a) the address of the customer's premises;
- (b) the number of pairs; and
- (c) the Requesting Licensee's contact details;
- (d) ~~such other information as SingTel reasonably requires.~~

IDA requires SingTel to specify all the information that it requires from the Requesting Licensee upfront and be subject to IDA's scrutiny as part of the RIO approval process. SingTel must delete Clause 2.4(d).

SingTel comments: Agreed.

CLAUSE 2.5 – CONDITIONAL APPROVAL

2.5 The Requesting Licensee shall pay to SingTel the application fee in accordance with Schedule 9, regardless of whether its Request for Internal Wiring is successful or not.

CLAUSE 3 – MODIFICATION REQUIRED

3. ASSESSMENT OF REQUESTS

CLAUSE 3.1 – CONDITIONAL APPROVAL

3.1 SingTel shall process all Requests for Internal Wiring on a "first come, first served" basis.

CLAUSE 3.2 – CONDITIONAL APPROVAL

3.2 Subject to clause 3.3, SingTel shall accept or reject a Request for Internal Wiring by 5.00 pm on the next Business Day after the date of receipt of such Request.

CLAUSE 3.3 – MODIFICATION REQUIRED

3.3 SingTel shall ~~process~~ ~~accept the number of Requests for Internal Wiring that would require the processing of~~ a combined total of no more than ~~2100~~ 100 Internal-Wire pairs in total for Local Loop, Sub Loop, Line Sharing and Internal Wiring under Schedules 3A, 3B and 3C from all Licensees by 5.00 pm the next ~~within one (1)~~ Business Day and subsequent Requests shall overflow to the next Business Day.

The limit of 100 Internal Wire pairs per day is unreasonably low. This restriction would hamper the Singapore Government’s initiative to introduce rapidly effective and efficient competition in the telecommunication industry in Singapore. SingTel must modify Clause 3.3 to significantly increase the limit of 100 Internal Wire pairs to a level adequate to meet anticipated demand for Internal Wire pairs for Local Loop, Sub Loop and Line Sharing. If necessary, SingTel must commit additional resources to the application process. Any initial limit set by SingTel and accepted by IDA will be subject to review by IDA and, if necessary, IDA will require revisions to be made to the limit in order to meet industry demand.

SingTel comments: See comments in relation to Schedule 3A. SingTel has extended the limits to 200. The limits have never been reached to date and it would be inefficient to have SingTel resources deployed for no current use.

CLAUSE 3.4 – MODIFICATION REQUIRED

3.4 SingTel may reject the Request for Internal Wiring and request the Requesting Licensee to discontinue the use of SingTel’s Internal Wiring if:

(a) the Requesting Licensee is not an FBO that has been given approval by the Authority to access SingTel’s Local Loop or Sub Loop ~~providing wireline or broadband services;~~

Consistent with the principle of technological neutrality, see Code § 1.5.4, SingTel must modify Clause 3.4(a) by substituting the phrase “Telecommunication Services” in place of “wireline or broadband services”.

SingTel comments: See comment in relation to clause 1.3 above.

(b) the order is not in the prescribed form;

- (c) the order does not contain all the required information;
- (d) the Requesting Licensee did not comply with the standard operating procedure for the licensing of SingTel's Internal Wiring as set out in Annex 3C.1;
- (e) the Requesting Licensee's use or proposed use of the Internal Wiring causes or would cause physical or technical harm including but not limited to interference or degradation to SingTel's Network;

SingTel must modify Clause 3.4(e) to refer to "physical or technical harm" to SingTel's Network.

SingTel comments: We have included the words physical or technical harm with an inclusive reference to the existing words. Interference or degradation would constitute physical or technical harm.

~~(f) the Requesting Licensee has been using the Internal Wiring for more than three (3) Business Days prior to lodging a Request for Internal Wiring;~~

Where the Requesting Licensee has been using the Internal Wiring for more than 3 days prior to lodging a Request for Internal Wiring, SingTel must still process the Requesting Licensee's application. SingTel will be entitled to recover the reasonable cost incurred as a result of the Requesting Licensee's unauthorised use of the Internal Wiring. SingTel must modify Clause 3.4(f) to give effect to the above requirements.

SingTel comments: Agreed to delete this paragraph.

~~(g)(f)~~ SingTel has not installed any Internal Wiring in the area where the sale of Internal Wiring is requested; or

~~(h)(g)~~ the Internal Wiring is being used for another purpose in SingTel's Network at the time of the request or the Requesting Licensee's proposed use of the Internal Wiring is not for the purpose of providing telecommunication services.

SingTel must modify Clause 3.4(h) to clarify that the use by SingTel of Internal Wiring must be for the purpose of providing Telecommunication Services to its customers.

SingTel comments: The intention of clause 3.4(h) is to ensure that there is no existing use by SingTel of the internal wiring sought by the Requesting Licensee. We have added iDA's reference into this clause as well.

CLAUSE 3.5 – MODIFICATION REQUIRED

3.5 If SingTel rejects the sale of Internal Wiring, the Requesting Licensee shall discontinue its use of the Internal Wiring and remove its services from the Internal Wiring within:

(a) three (3) Business Days of such rejection if the Requesting Licensee’s usage of the Internal Wiring is not service affecting; or

(b) one (1) Business Day of such rejection if the Requesting Licensee’s usage of the Internal Wiring is service affecting,

failing which SingTel shall remove the Requesting Licensee’s service(s) and the Requesting Licensee shall compensate SingTel for the cost of performing this removal.

IDA is of the view that 1 Business Day is unreasonable. IDA considers 3 Business Days to be reasonable. SingTel must modify Clause 3.5 to provide for a reasonable period of time in which the Requesting Licensee must remove its services from the Internal Wiring.

SingTel comments: Agree to the extension to 3 Business Days if the use by the Requesting Licensee is not service affecting. Otherwise 1 Business Day is required in service affecting situations.

CLAUSE 4 – MODIFICATION REQUIRED

4. SALE OF INTERNAL WIRING

CLAUSE 4.1 – MODIFICATION REQUIRED

4.1 Upon notification by SingTel of acceptance of a Request for Internal Wiring under clause 3.2, SingTel hereby sells the Internal Wiring to the Requesting Licensee and the Requesting Licensee acquires the Internal Wiring in accordance with this Schedule in consideration for the payment by the Requesting Licensee to SingTel of the Charges specified in Schedule 9 ~~and such other costs as reasonably incurred by SingTel~~ for the sale of the Internal Wiring.

SingTel is only permitted to recover from the Requesting Licensee Charges for the sale of Internal Wiring that have been approved by IDA. SingTel must modify Clause 4.1 by deleting “and such other costs as reasonably incurred by SingTel for the sale of the Internal Wiring”.

SingTel comments: Agreed (except retain the words “for the sale of the Internal Wiring” as they also relate to the reference to the Charges in Schedule 9).

CLAUSE 4.2 – CONDITIONAL APPROVAL

- 4.2 SingTel sells its Internal Wiring on an as-is condition. SingTel shall not be held liable for the condition of the Internal Wiring sold and shall not be responsible for any faults or interference on the Requesting Licensee's services.

CLAUSE 5 – CONDITIONAL APPROVAL

5. ACCESS TO DP AND INTERNAL WIRING

- 5.1 The Requesting Licensee shall only access the SingTel DP for the sole purpose of accessing the spare Internal Wiring it intends to purchase from SingTel. When accessing the SingTel DP, the Requesting Licensee must ensure that there is no interruption or disruption to any Internal Wiring used to serve an existing service of SingTel.
- 5.2 The Requesting Licensee must ensure that SingTel's DP termination or Internal Wiring is protected from damage and from unauthorised access, use or modification. The Requesting Licensee must ensure that only its employees, agents or representatives have access to the SingTel's DP and for the sole purpose of accessing the spare Internal Wiring.
- 5.3 The Requesting Licensee shall comply with, and ensure that its employees, agents and contractors comply with the terms and conditions for accessing SingTel's DP in Annex 3C.2.
- 5.4 The Requesting Licensee may, under an agreement with another person (**Contractor**), allow the Contractor to physically access the DP and Internal Wiring of SingTel on the Requesting Licensee's behalf, provided the Requesting Licensee first:
- (a) notifies SingTel of the name and contact details of the Contractor; and
 - (b) procures that the Contractor complies with the provisions of this Schedule.
- 5.5 If the Requesting Licensee becomes aware of any activities which are in contravention of this schedule by its employees or by its agents or contractors, the Requesting Licensee must take such action which is reasonably available to it to prevent or discourage continuation of the action.

CLAUSE 6 – MODIFICATION REQUIRED

6. STANDARD TERMS AND CONDITIONS

CLAUSE 6.1 – CONDITIONAL APPROVAL

6.1 The Requesting Licensee shall be responsible for the maintenance and administration of the Internal Wiring purchased under this Schedule including but not limited to tidying and diversion of Internal Wiring.

CLAUSE 6.2 – CONDITIONAL APPROVAL

6.2 The Requesting Licensee is responsible for costs incurred due to its use of the Internal Wiring.

CLAUSE 6.3 – CONDITIONAL APPROVAL

6.3 The Requesting Licensee shall compensate SingTel for any damage it causes to the Internal Wiring or the associated equipment prior to its purchase of the Internal Wiring under this Schedule.

CLAUSE 6.4 – MODIFICATION REQUIRED

~~6.4 The Requesting Licensee shall compensate SingTel for any costs incurred by SingTel as a result of interference with SingTel's Network resulting from the Requesting Licensee's use of the Internal Wiring.~~

In the event of any interference, IDA requires both parties to act in good faith and take reasonable measures to resolve the interference. SingTel must delete Clause 6.4.

SingTel comments: Agreed. This clause is now superceded by the amended clause 9.2.

CLAUSE 6.5 – CONDITIONAL APPROVAL

~~6.5~~ 6.4 When SingTel's and the Requesting Licensee's plant is damaged by a Third Party at the same location, SingTel has priority over the Requesting Licensee to work in SingTel's DP or damaged site.

CLAUSE 7 – CONDITIONAL APPROVAL

7. UNAUTHORISED USE OF INTERNAL WIRING

- 7.1 Without prejudice to any other rights SingTel may have, where SingTel identifies that the Requesting Licensee has used its Internal Wiring without having applied to purchase in accordance with this Schedule, SingTel shall notify the Requesting Licensee and the Requesting Licensee must, within two (2) Business Days of the notice, cease using the Internal Wiring or submit a Request for Internal Wiring in accordance with clause 2 and pay SingTel its costs incurred in investigating the unauthorised use.

CLAUSE 8 – MODIFICATION REQUIRED

8. ACCESS AND APPROVALS REQUIRED

- 8.1 The Requesting Licensee must use its reasonable~~best~~ endeavours to assist SingTel to sell the Internal Wiring, including, but not limited to:

SingTel must modify Clause 8.1 by substituting “reasonable endeavours” in place of “best endeavours” in the first sentence.

SingTel comments: Agreed.

- (a) at the Requesting Licensee’s cost, co-operating with SingTel so that SingTel is able to sell the Internal Wiring efficiently; and
- (b) obtaining and maintaining any authorisation, permission, licence, waiver, registration or consent from any person necessary for SingTel to sell the Internal Wiring.

CLAUSE 9 – MODIFICATION REQUIRED

9. PROTECTION AND SAFETY

CLAUSE 9.1 – MODIFICATION REQUIRED

- 9.1 Each Party~~The Requesting Licensee~~ is responsible for the safe operation of its Network and shall, so far as is reasonably practicable, take all necessary steps to ensure that ~~its~~ access ~~to~~of the Internal Wiring, its operations and its implementation of this Schedule:
- (a) do not endanger the safety or health of any person, including the employees and contractors of the other Party~~SingTel~~; and

- (b) do not damage, interfere with or cause any deterioration in the operation of the other Party's SingTel's Network, provided that SingTel's POTS and existing services will take precedence and be retained if the interference is not otherwise resolvable.

SingTel must modify this provision to reflect the fact that each Licensee has a duty to manage its network in a manner that avoids interference to the other Licensee's network. SingTel must also modify Clause 9.1(b) to refer to "physical or technical harm".

SingTel comments: SingTel believes that the lower standard of deterioration is appropriate here as this is not an absolute requirement. Rather, it is a general requirement to avoid deterioration where it is reasonably practicable to do so.

CLAUSE 9.2 – MODIFICATION REQUIRED

- 9.2 The Parties shall in good faith co-operate with each other and take reasonable measures to ensure that there is ~~The Requesting Licensee shall comply with any reasonable directions of SingTel to ensure that there is no interference with or deterioration to SingTel's existing services or those of a Third Party~~ as a result of the Requesting Licensee's use of the Internal Wiring.

In the event of any interference, both parties must in good faith co-operate with each other and take reasonable measures to remove the interference. SingTel must modify Clause 9.2 by giving effect to the above requirements.

SingTel comments: Agreed, however existing services (including POTS) should continue to take precedence.

CLAUSE 10 – MODIFICATION REQUIRED

The fault reporting process and obligations to rectify faults and resolve interference must reflect the mutual obligations of both parties to ensure that service outages or network interference does not occur on either party's network. Clause 10, as drafted, places the obligation on the Requesting Licensee to rectify faults but is silent on SingTel's obligation on the same matters. The RIO must impose a similar obligation on SingTel.

SingTel comments: Fault reporting is to cover the period from the time the Requesting Licensee uses the wires to the time SingTel effect the sale (ie 3 Business Days). Where Requesting Licensee causes a fault to SingTel's service due to its use of the Internal Wiring, SingTel would charge the attendance and restoration. This is not applicable where the sale process has been completed.

10. FAULT REPORTING

- 10.1 Prior to the sale of Internal Wiring to the Requesting Licensee under clause 4.1, wWhere a Customer of SingTel's reports a fault with SingTel and SingTel establishes that the fault is being caused due to the Requesting Licensee's work on the Internal Wiring for its Customer affecting the Internal Wiring used by SingTel to supply services to the SingTel Customer, the Requesting Licensee shall pay SingTel the cost for attending and restoring the fault.

CLAUSE 11 – MODIFICATION REQUIRED

The right to terminate Internal Wiring should be governed by the termination provision set out in the main body of the RIO. To the extent not already provided in the main body, SingTel may specify in Clause 11 instances where it may be justified to terminate service in accordance with the termination provision set out in the main body of the RIO.

SingTel comments: Termination of the sale can only occur in very limited circumstances between the date the Requesting Licensee commences to use the Internal Wiring and the date the sale takes effect. Therefore clause 11 is far more limited than the termination provisions elsewhere in this RIO Agreement. SingTel believes these are more appropriately contained in this Schedule given their limited application to Internal Wiring. Paragraph (b) has been amended in line with similar amendments throughout the RIO Agreement.

11. TERMINATION

- 11.1 Prior to the purchase of the Internal Wiring under this Schedule by the Requesting Licensee, SingTel may immediately terminate the Requesting Licensee's use of the Internal Wiring if:
- (a) the Requesting Licensee is in material breach of this Schedule, provided that:
 - (i) a notice has been given of the breach; and
 - (ii) the Requesting Licensee has failed to rectify the breach within five (5) Business Days after receiving the notice; or
 - (b) in SingTel's reasonable opinion, the Requesting Licensee is using the Internal Wiring in contravention of a Law and SingTel has the necessary confirmation from the relevant Governmental Agencies that the Requesting Licensee is in contravention of the Law.

ANNEX 3C.1 – CONDITIONAL APPROVAL

ANNEX 3C.1

STANDARD OPERATING PROCEDURES FOR THE USE OF INTERNAL WIRING

(1) General Scenarios for the Use of Internal Wiring

(a) The Requesting Licensee may purchase the Internal Wiring under the following 3 general scenarios:

(i) **Scenario 1**

Customer churns from ¹Operator A to ²Operator B but ceases Operator A's service after Operator B's service has commenced.

(ii) **Scenario 2**

Customer churns from Operator A to Operator B and ceases Operator A's service before commencing Operator B's service.

(iii) **Scenario 3**

Customer subscribes to additional service from Operator B and maintains existing service from Operator A.

(b) For each of the scenario's, Operator B has the option to provide its own Loop Distribution cable and DP or to share Operator A's DP and lease Loop Distribution from Operator A.

(2) Standard Operating Procedures (SOPs) for the Use of Internal Wiring

(a) **Scenario 1:** Customer churns from Operator A to Operator B but ceases Operator A's service after Operator B's service has commenced.

(i) If Operator B provides own Loop Distribution and DP, the operating procedures for Operator B are:

(1) Survey and verify the existing grey wire to identify the pair being used as well as maintenance spare pair availability.

¹ Operator A refers to Party A.

² Operator B refers to Party B.

- (2) If a maintenance spare pair is available in the existing grey wire, connect the maintenance spare pair to Operator B's DP.
 - (3) If a maintenance spare pair is not available, explain to the Customer that an additional pair is not available. Ask the Customer to decide between:
 - (A) ceasing Operator's A service so that the existing pair can be used for Operator B's service and no additional wiring needs to be installed; or
 - (B) installing new internal wiring so that the Customer can cease Operator A's service after commencing Operator B's service. Operator B should advise the Customer that this option will facilitate speedier repair of wires in future.
 - (4) If Customer chooses (A), remove the existing pair and connect to Operator B's DP.
 - (5) If Customer chooses (B), install new internal wiring and connect to Operator B's DP.
- (ii) If Operator B shares Operator A's DP and leases Loop Distribution from Operator A, the operating procedures for Operator B are:
- (1) Survey and verify the existing grey wire to identify the pair being used as well as maintenance spare pair availability.
 - (2) Operator B licences Loop Distribution from Operator A.
 - (3) If a maintenance spare pair is available in the existing grey wire, connect the maintenance spare pair to the allocated Loop Distribution pair on Operator A's DP.
 - (4) If a maintenance spare pair is not available, explain to the Customer that an additional pair is not available and both Operators' services cannot be provided without installing new internal wiring. Ask the Customer to decide between:
 - (A) ceasing Operator's A service so that the existing pair can be used for Operator B's service and no additional wiring need to be installed; or

- (B) installing new internal wiring so that the Customer can cease Operator A's service after commencing Operator B's service. Operator B should advise the Customer that this option will facilitate speedier repair of wires in future.
- (5) If Customer chooses (A), remove the existing pair and connect to the allocated distribution pair on Operator A's DP.
 - (6) If Customer chooses (B), install new internal wiring and connect to the allocated distribution pair on Operator A's DP.
 - (7) Each Licensee provides jumper wires and does jumpering at its own Building MDFs.
- (b) Scenario 2: Customer churns from Operator A to Operator B's service and ceases Operator A's service before commencing Operator B's service.**
- (i) If Operator B provides own Loop Distribution and DP, the operating procedures for Operator B are:
 - (1) Survey and verify the existing grey wire to identify the pair being used as well as maintenance spare pair availability.
 - (2) If a maintenance spare pair is available in the existing grey wire, disconnect the working pair from Operator A's DP and connect to Operator B's DP.
 - (3) If a maintenance spare pair is not available, explain to the Customer that only one pair exists and future repair will not be speedy. Ask the Customer to decide between:
 - (A) using the existing pair so that no additional wiring needs to be installed; or
 - (B) installing new internal wiring so as to facilitate speedier repair of wires in future.
 - (4) If Customer chooses (A), remove the existing pair and connect to Operator B's DP.
 - (5) If Customer chooses (B), install new internal wiring and connect to Operator B's DP.

(ii) If Operator B shares Operator A's DP and leases Loop Distribution from Operator A, the operating procedures for Operator B are:

- (1) Survey and verify the existing grey wire to identify the pair being used as well as maintenance spare pair availability.
- (2) Operator B licences Loop Distribution from Operator A.
- (3) If a maintenance spare pair is available in the existing grey wire, disconnect the working pair from Operator A's DP and connect on the allocated distribution pair.
- (4) If a maintenance spare pair is not available, explain to the Customer that only one pair exists and future repair will not be speedy. Ask the Customer to decide between:
 - (A) using the existing pair and no additional wiring need to be installed;
 - (B) installing new internal wiring so as to facilitate speedier repair of wires in future.
- (5) If Customer chooses (A), remove the existing pair and connect to the allocated distribution pair on Operator A's DP.
- (6) If Customer chooses (B), install new internal wiring and connect to the allocated distribution pair on Operator A's DP.
- (7) Each Licensee provides jumper wires and does jumpering at its own Building MDFs.

(c) **Scenario 3: Customer subscribes to additional service from Operator B and maintains existing subscription to Operator A.**

(i) If Operator B provides own Loop Distribution and DP, the operating procedures for Operator B are:

- (1) Survey and verify the existing grey wire to identify the pair being used and maintenance spare pair availability.
- (2) If a maintenance spare pair is available in the existing grey wire, connect the maintenance pair on Operator B's DP.
- (3) If a maintenance spare pair is not available, explain to the Customer that an additional pair is not available and both

Operators' services cannot be provided without installing new internal wiring.

- (4) Install internal wiring with Customer's consent and connect working pair of new wiring on Operator B's DP.
- (ii) If Operator B shares Operator A's DP and leases Loop Distribution from Operator A, the operating procedures for Operator B are:
- (1) Survey and verify the existing grey wire to identify the pair being used and maintenance spare pair availability.
 - (2) Operator B licences Loop Distribution from Operator A.
 - (3) If a maintenance spare pair is available in the existing grey wire, connect the maintenance pair to the allocated distribution pair on Operator A's DP.
 - (4) If a maintenance spare pair is not available, explain to the Customer that an additional pair is not available and both Operators' services cannot be provided without installing new internal wiring.
 - (5) Install internal wiring with Customer's consent and connect working pair of new wiring to the allocated distribution pair on Operator A's DP.
 - (6) Each Licensee provides jumper wires and does jumpering at its own Building MDFs.

N.B. It is recommended that both Operators would advise the Customers that it is a good practice to maintain a maintenance spare pair in their internal wiring cable.