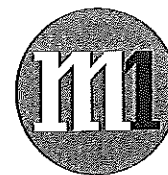


**CONFIDENTIAL**



M1 Limited

26 March 2011

DID: 6655 1039  
FAX: 6655 1977

Ms Aileen Chia  
Deputy Director-General (Telecoms & Post)  
Infocomm Development Authority of Singapore  
Singapore 038988  
*No. of pages: 1*

Dear Ms Chia,

**PROPOSED REMEDY FRAMEWORK FOR ERRORS IN MANDATED SERVICES INFORMATION ("MSI") IN OPENNET INTERCONNECTION OFFER**

1. M1 refers to the above consultation dated 14 March 2011 and enclose our comments as follows:

(a) Incorrect classification of Non-Building Address Point ("NBAP") as Non-Residential Premise

For cases where OpenNet has accepted the applications, OpenNet should continue to treat such cases as "Non-Residential" in accordance with Schedule 2.

(b) Timeframe to inform OpenNet's Qualifying Persons ("QPs") of any errors or amendments

We propose that QPs be informed of any errors within 3 working days upon acceptance of application by OpenNet. This is to ensure that there is sufficient time for end-users to reconsider whether to cancel their order(s) arising from OpenNet's error(s). If the end-users decide to cancel the order(s), no cancellation charges should be imposed since it is OpenNet's error(s).

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- (c) Please clarify what would be the outcome of QP's application under the following scenario:- (i.e. whether application will be accepted or rejected)

*QP checked that the classification of a premise was "Non-Residential" and took more than 3 days to submit the application. Within the 3 days, OpenNet amended the classification to "Residential".*

In addition, please clarify how the QP's claim of incorrect classification can be verified.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Chan Sock Leng', written over a horizontal line.

Chan Sock Leng  
Director  
Human Resource and Corporate Development