



CONSULTATION DOCUMENT

**OPENNET INTERCONNECTION OFFER FOR THE PROVISION
OF SERVICES ON THE NEXT GENERATION NATIONWIDE
BROADBAND NETWORK**

-

**PROPOSED REMEDY FRAMEWORK FOR ERRORS IN
MANDATED SERVICES INFORMATION**

14 March 2011

**OPENNET INTERCONNECTION OFFER FOR THE PROVISION OF
SERVICES ON THE NEXT GENERATION NATIONWIDE BROADBAND
NETWORK: PROPOSED REMEDY FRAMEWORK FOR ERRORS IN
MANDATED SERVICES INFORMATION**

BACKGROUND / INTRODUCTION

1. Under Section 2.2 of the NetCo Interconnection Code 2009, OpenNet, the Next Generation Nationwide Broadband Network (“**Next Gen NBN**”) NetCo, is required to ensure that the Mandated Services Information (“**MSI**”) it provides, including network coverage information, enables OpenNet’s Qualifying Persons (“**QPs**”) to: (a) understand the process for the provisioning and use of Mandated Services available to that QP; and (b) make an informed decision as to the Mandated Services ordered and related options available to the QPs.
2. The provision of accurate and reliable MSI by OpenNet is essential to the smooth and effective provisioning of services on the Next Gen NBN. OpenNet’s QPs, and in turn the retail service providers who procure services from QPs to serve end-users, are reliant on the MSI provided by OpenNet to offer their respective services. Any deficiencies in OpenNet’s provisioning of MSI may adversely affect the QPs’ abilities to make informed decisions regarding their application for service for their customers.
3. In recognition of the importance of the accuracy and reliability of the MSI provided by OpenNet, IDA has required OpenNet to propose a remedy framework in the OpenNet Interconnection Offer (“**ICO**”) to provide remedies to QPs who have relied on OpenNet’s erroneous or inaccurate MSI to submit requests for service to OpenNet.

OPENNET’S PROPOSED REMEDY FRAMEWORK FOR ERRORS IN THE MSI

4. Where a Non-Residential Premise has been incorrectly classified by OpenNet as a Residential Premise, OpenNet has proposed to provide a recourse to the QP who has relied on the inaccurate MSI to order Mandated Services from OpenNet by way of honouring the service request submitted by the QP under Schedule 1 (Residential End-User Connection) in the following manner:-
 - a. OpenNet will provision the requested service in accordance with the prices specified in Section 1 - Residential End-User Connection of Schedule 15 (Charges) of OpenNet’s ICO; and
 - b. OpenNet will provision the requested service in accordance with the terms and conditions in Schedule 2 (Non-Residential End-

User Connection), including network configuration, split ratio and service provisioning (including service activation period).

5. Where a Residential Premise has been incorrectly classified by OpenNet as a Non-Residential Premise in the MSI and a QP has submitted an order for the service based on the erroneous MSI, OpenNet will provision the requested service in accordance with the prices, terms and conditions specified in Schedule 1 (Residential End-User Connection) and Section 1 of Schedule 15 (Charges) of OpenNet's ICO.
6. In instances where sites which are not ready for service have been erroneously classified by OpenNet as being ready for service in the MSI, OpenNet has proposed that where a QP has submitted a service order, OpenNet shall reserve the right to reject the service order but OpenNet will provide a remedy in the form of a credit of one month of monthly recurring charge to the RL.

REQUEST FOR COMMENTS

7. IDA hereby invites interested parties to submit written comments regarding OpenNet's ICO remedy framework for erroneous or inaccurate MSI as proposed in Schedule 1 (Residential End-User Connection) and Schedule 2 (Non-Residential End-User Connection) of OpenNet's ICO (collectively referred to as the "**Consultation Documents**").
8. IDA requests that comments be presented in the following format:
 - a. Description of the respondent and its interest in the proceeding;
 - b. Summary of the respondent's position;
 - c. General comments; and
 - d. Views regarding specific provisions of the Consultation Documents.
9. In all comments, respondents should identify the specific provisions of the Consultation Documents (by paragraph/section number, where provided) to which comments are being made. Where appropriate, respondents may suggest additional or alternative language, provided always that any such suggestions should be accompanied by an explanation of the reason for the proposal. All respondents are requested to keep comments clear and succinct.
10. All views and comments should be submitted in writing and in both hard and soft copies (preferably in Microsoft Word format) and shall reach IDA by **12 noon, 28 March 2011**.

For each set of comments, respondents are required to include their personal/company particulars as well as their correspondence address. Views and comments should be addressed to:

Ms Aileen Chia
Deputy Director-General (Telecoms & Post)
Infocomm Development Authority of Singapore
8 Temasek Boulevard
#14-00 Suntec Tower Three
Singapore 038988

Please submit soft copies via email to: IDA_Consultation@ida.gov.sg

11. IDA reserves the right to make public all or parts of any written submissions made in response to this consultation, and to disclose the identity of the respondent. Any part of the submission which the respondent considers is commercially sensitive must be clearly marked and placed as a separate annex to the comments raised. IDA will take this into consideration when disclosing the information submitted.