



## **CONSULTATION DOCUMENT**

### **INTERCONNECTION OFFER FOR THE PROVISION OF SERVICES ON THE NEXT GENERATION NATIONWIDE BROADBAND NETWORK – NETWORK COMPANY**

- (I) PROPOSED MODIFICATIONS TO OPENNET'S OBLIGATION TO TEST OPTICAL PERFORMANCE OF FIBRE CONNECTIONS**
  
- (II) PROPOSED OSS/BSS CONNECTION & PROFESSIONAL SERVICE**

**5 May 2011**

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### INTRODUCTION

1. The Next Generation Nationwide Broadband Network ("**Next Gen NBN**") acts as a strategic enabler for Singapore to exploit new economic opportunities in this digital age, through much faster broadband access and higher broadband take-up by households and businesses, leading to greater productivity gains.
2. OpenNet Pte Ltd ("**OpenNet**"), the Network Company ("**NetCo**") selected to build, operate and maintain the passive infrastructure of the Next Gen NBN, has proposed modifications to its obligation to test the optical performance of residential end-user fibre connections under its Interconnection Offer ("**ICO**") and a new service schedule under the ICO.

### PROPOSED MODIFICATIONS TO OPENNET'S OBLIGATION TO TEST OPTICAL PERFORMANCE OF FIBRE CONNECTIONS

3. Under the existing Schedule 1 – Residential End-User Connection Service ("**Schedule 1**") of the ICO, OpenNet is obliged to carry out testing of fibre connections on an end-to-end basis to ensure that it delivers working fibre connections to its Requesting Licensees ("**RLs**"). Specifically, OpenNet is required to test the fibre connection from OpenNet's Fibre Distribution Frame ("**FDF**") at its designated Central Office or the RL's FDF at the Central Office designated by OpenNet to the First Termination Point at the Residential Premise to ensure that the Residential End-User Connections fall within the optical performance specified in the ICO.
4. In order to carry out testing of fibre connections in accordance to the ICO, where OpenNet has already installed the First Termination Point at end-user premises, OpenNet will need to re-enter the premises, together with the RLs, during the RLs' installation of the Network Terminal Equipment or on its own. Re-entering of end-user premises with RLs to perform fibre testing requires significant co-ordination effort between OpenNet and the RLs (e.g., both parties need to agree on and adhere to a common schedule). If the common schedule is not adhered to by the parties, it will lead to missed appointments with end-users. If OpenNet enters the end-

user premises on its own, it will require RLs and/or retail service providers to make appointments with end-users on its behalf, which also involves substantial co-ordination between the parties. In considering that the majority of fibre connections are in working condition, OpenNet has proposed that in lieu of the existing ICO fibre testing requirements, OpenNet shall arrive at end-user premises within one hour of receiving a fault report from the RL to jointly investigate the fault with the RLs. OpenNet has further proposed that where the fault is found to be attributable to OpenNet, OpenNet will defer billing the RL until the fault has been rectified. However, where the fault is attributable to the RL, OpenNet will impose an on-site charge on the RL to deter frivolous fault reporting by RLs. The modifications to the ICO to reflect the proposed arrangements are set out in the proposed revised Schedule 1.

5. Separately, IDA also intends to impose Quality of Service standards on OpenNet with respect to the percentage of working lines delivered to RLs per month and the time taken to repair installation-related faults to ensure that OpenNet minimises the number of faults on its network during delivery and rectifies the faults urgently in the event that such faults occur.

#### **PROPOSED OSS/BSS CONNECTION & PROFESSIONAL SERVICE SCHEDULE AND RELATED SCHEDULES**

6. Under Section 7 of the Code of Practice for Next Gen NBN NetCo Interconnection 2009 ("**NetCo Code**"), OpenNet is required to provide a real-time, on-line information and ordering platform (the "**Platform**"<sup>1</sup>) by November 2011.
7. In order to fulfill the above requirement, OpenNet has submitted to IDA the proposed terms and conditions under which it will offer its QPs access to the Platform (i.e., Schedule 14 – OSS/BSS Connection & Professional Service ("**Schedule 14**"). In addition, OpenNet has also proposed consequential changes to Schedule 15 – Charges ("**Schedule 15**") of its ICO) to reflect the charges associated with Schedule 14.
8. IDA would like to highlight that the proposed Schedule 14 and Schedule 15 are submitted based on certain requirements in the Next Gen NBN NetCo Request for Proposal and is the result of a competitive process

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<sup>1</sup> The OpenNet Platform provides real-time and on-line information related to the provisioning of OpenNet's services to its Qualifying Persons ("**QPs**") and provides access to Mandated Services Information, including and without limitation, the descriptions of the services available, the technical specifications of the wireline being offered (such as for dark fibre, the threshold of loss, attenuation co-efficient, the mode of the fibre and its dispersion, where applicable), the prices, terms and conditions thereof, and the provision of fault repair and any other commercial and technical services and enable ordering of Mandated Services on an unbundled basis.

initiated by IDA, for which IDA has accepted OpenNet's bid proposal and its terms therein. Hence, the prices of all services offered under the ICO schedules are not part of this consultation and any comments received on the prices will be disregarded by IDA. Notwithstanding the foregoing, IDA retains the right to conduct a periodic review of the prices, terms and conditions of the ICO schedules.

## **REQUEST FOR COMMENTS**

9. Save as indicated in paragraph 8, IDA hereby invites interested parties to submit written comments regarding OpenNet's proposed Schedules 1, 14 and 15.
10. 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 proposed ICO Schedules.
11. In all comments, respondents should identify the specific provisions of the ICO schedules (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.
12. 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, 19 May 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  
10 Pasir Panjang Road  
#10-01 Mapletree Business City  
Singapore 117438

Please submit soft copies via email to: IDA\_Consultation@ida.gov.sg.  
Hard copies may be submitted via fax to +65 6211 2116.

13. 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.