



**CONSULTATION DOCUMENT**

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

-

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

**19 September 2011**

# NUCLEUS CONNECT 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 OpCo Interconnection Code 2009, Nucleus Connect, the Next Generation Nationwide Broadband Network (“**Next Gen NBN**”) OpCo, is required to ensure that the Mandated Services Information (“**MSI**”) it provides enables Nucleus Connect’s Qualifying Persons (“**QP**”)s to: (a) understand the process for the ordering, 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 Nucleus Connect is essential to the smooth and effective provisioning of services on the Next Gen NBN. Nucleus Connect’s QPs, i.e. retail service providers who procure services from Nucleus Connect to serve end-users, are reliant on the MSI provided by Nucleus Connect to offer their respective services. Any deficiencies in Nucleus Connect’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 Nucleus Connect, IDA has required Nucleus Connect to propose a remedy framework in the Nucleus Connect Interconnection Offer (“**ICO**”) to provide remedies to QPs who have relied on Nucleus Connect’s erroneous or inaccurate MSI to submit requests for service to Nucleus Connect.

## NUCLEUS CONNECT’S PROPOSED REMEDY FRAMEWORK FOR ERRORS IN THE MSI

4. Where a valid order has been placed for a Residential Per-End-User Connection, but the premises is subsequently found to be a Non-Residential Premises, Nucleus Connect has proposed to provide the QP with the option to either cancel the order or re-submit a valid Non-Residential Per-End-User service order. If the latter option is chosen, Nucleus Connect has proposed to provide a monthly rebate of fifteen (15) dollars for the first twelve (12) months to the QP. The terms and conditions applicable to a Non-Residential Per-End-User Connection will apply to the service. In addition, the SAP Start Date for the revised order will commence from the date of receipt of the revised order.

5. Where a valid order has been placed for a Residential Premises, but the premises is subsequently found to be not a covered site, Nucleus Connect has proposed to reserve the right to cancel the order and will provide a rebate of \$7.50 to the QP.
6. Where a valid order has been placed for a Non-Residential Per-End-User Connection, but the premises is subsequently found to be a Residential Premises, Nucleus Connect has proposed to provide the QP with the option to either cancel the order or re-submit a valid Residential Per-End-User Connection service order. If the latter option is chosen, Nucleus Connect has proposed to provision the requested service in accordance to the terms and conditions applicable to a Residential Per-End-User Connection. In addition, the SAP Start Date for the revised order will commence from the date of receipt of the revised order.
7. Where a valid order has been placed for a Non-Residential Premises, but the premises is subsequently found to be not a covered site, Nucleus Connect has proposed to reserve the right to cancel the order and will provide a rebate of \$25 to the QP.

## **REQUEST FOR COMMENTS**

8. IDA hereby invites interested parties to submit written comments regarding Nucleus Connect's ICO remedy framework for erroneous or inaccurate MSI as proposed in the General Service Terms and Conditions ICO schedule (referred to as the "**Consultation Document**").
9. 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 Document.
10. In all comments, the respondents should identify the specific provisions of the Consultation Document (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.

11. All views and comments should be submitted in writing and in soft copies (preferably in Microsoft Word format) and shall reach IDA by **12 noon, 3 October 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  
Fax: 65 6211 2116

Please submit soft copies via email to: [IDA\\_Consultation@ida.gov.sg](mailto:IDA_Consultation@ida.gov.sg)

12. 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.