

APPENDIX 2

REQUIRED MODIFICATIONS TO SCHEDULE 1

SCHEDULE 1
RESIDENTIAL END-USER CONNECTION

Note: Unless otherwise specified in IDA’s Directed Modifications in the Explanatory Memorandum and other IDA Directed Modifications in other parts of the Direction (including Schedule 1 – Residential End-User Connection), NetLink Trust’s proposed modifications to Schedule 1 – Residential End-User Connection are approved.

IDA Directed Modifications: IDA refers NetLink Trust to Section 1 of the Explanatory Memorandum. Accordingly, IDA directs NetLink Trust to propose, for IDA’s approval, modifications to Schedule 1 – Residential End-User Connection to (a) limit the Timeframe for which NetLink Trust can claim exemption from the applicable SLGs for BM Delays to 10 Business Days, whereby the additional time taken beyond the Timeframe would be considered as a delay for which NetLink Trust would be liable for SLGs under its ICO (subject to any delays caused by third parties outside of the NetLink Trust’s reasonable control despite its best endeavours to resolve such delays); (b) clarify that for those circumstances that NetLink Trust is unable to resolve the delays caused by third parties beyond its reasonable control despite its best endeavours to resolve such delays, the onus shall be on NetLink Trust to, in claiming exemption from SLGs, provide clear explanations to its RLs on the circumstances surrounding the delays, the efforts it made to resolve the said delays, and the expected timeframe for resolution of the said delays; and (c) clarify that where an RL disagrees with NetLink Trust’s claim for exemption from the applicable SLGs, the parties continue to have the option to avail themselves of the existing dispute resolution process provided for in the ICO to resolve the matter. Further, IDA directs NetLink Trust to propose, for IDA’s approval, necessary consequential modifications to Schedule 1 – Residential End-User Connection arising from NetLink Trust’s Further Proposed Modifications to effect the above.

SCHEDULE 1

RESIDENTIAL END-USER CONNECTION

CONTENTS

1. SCOPE	1
2. SERVICE LEVEL GUARANTEES	1
3. SERVICE DESCRIPTION AND ACCESS POINTS	5
4. ORDERING AND PROVISIONING PROCEDURE	7
4A. VERIFICATION OF COVERAGE STATUS	12
5. RESIDENTIAL END-USER CONNECTION REQUEST	12

6.	DELIVERY	18
6A.	JOINT INVESTIGATION OF FAULTS	23
7.	RESPONSIBILITY AT DP AND OPENNET FDF	25
8.	DEACTIVATION	25
9.	STANDARD TERMS AND CONDITIONS	26
10.	ACCESS AND APPROVALS REQUIRED	29
11.	FAULT REPORTING AND CLEARING	29
12.	SERVICE LEVEL AVAILABILITY	34
13.	PROTECTION AND SAFETY	34
14.	TERM OF LICENCE	35
15.	SUSPENSION	35
16.	TERMINATION OF LICENCE	35
17.	REDUNDANCY SERVICE	38
18.	RELOCATION SERVICE FROM ONE RESIDENTIAL ADDRESS TO ANOTHER RESIDENTIAL ADDRESS	39
19.	SECOND TERMINATION POINT	40
20.	FIBRE TAKEOVER PROCESS	41
ANNEX 1A:	REQUEST FORM FOR RESIDENTIAL END-USER CONNECTION	
ANNEX 1B:	REQUEST FOR CANCELLATION OF RESIDENTIAL END-USER CONNECTION DUE TO INSTALLATION-RELATED FAULT	
ANNEX 1C:	FAULT RECTIFICATION SERVICE REPORT	
ANNEX 1D :	REQUEST FOR ADDRESS NOT FOUND	
ANNEX 1E:	EXAMPLE OF DEMAND FORECAST ASSESSMENT	

SCHEDULE 1

RESIDENTIAL END-USER CONNECTION

1. SCOPE

This Schedule 1 sets out the terms and conditions under which OpenNet will provide the Requesting Licensee with a licence for:

- (i) Layer 1 Service (a service provided by OpenNet for the use of passive optical fibre cable) from OpenNet's designated Central Office (or "CO") to the First Termination Point of a Residential Premise for the purpose of the Requesting Licensee providing GPON services; or
- (ii) Layer 1 Service from OpenNet's designated CO to the First Termination Point of a Residential Premise for the purpose of the Requesting Licensee providing OE services

(Residential End-User Connection).

1.1 The Residential End-User Connection is a service provided by OpenNet to the Requesting Licensee for the purpose of delivering GPON or OE services over the Layer 1 Services highlighted above to a Residential Premise at a:

- (a) High-Rise Residential Building/Non-Residential Building; or
- (b) Landed Residential Premise.

1.2 For the avoidance of doubt, OpenNet may provide a Residential End-User Connection via the 1st or 2nd fibre installed in the First Termination Point or 1st or 2nd fibre installed in the Second Termination Point (subject to clause 19), and all terms and conditions of this Schedule 1 shall apply regardless of which fibre is used.

1.3 This Schedule only applies to Requesting Licensees who are FBOs.

2. SERVICE LEVEL GUARANTEES

2.1 OpenNet will provide the Service Level Guarantees in respect of Residential End-User Connection as set out in this Schedule. If OpenNet fails to meet any service activation period, Mean Time To Recovery or service level availability (collectively called the **Service Level Guarantees**) applicable to this Schedule and the failure to

meet the Service Level Guarantees is solely caused by OpenNet, its contractors and/or suppliers, OpenNet will provide a remedy in the form of a rebate to the Requesting Licensee in accordance with:

- (a) Clause 6.10 and any terms and conditions contained in this Schedule in respect of request and provisioning timeframes;
- (b) Clause 11.14 and any terms and conditions contained in this Schedule in respect of fault rectification timeframes; and
- (c) Clause 12.1 and any terms and conditions contained in this Schedule in respect of service level availability.

2.2 A claim by the Requesting Licensee shall be made in writing within thirty (30) Calendar Days of the completion of the relevant calendar month on which the Service Level Guarantees are measured. The amount in respect of any claim shall be paid to the Requesting Licensee in the form of a rebate. The Requesting Licensee acknowledges that a failure to make a claim within the specified timeframes under this paragraph means that the Requesting Licensee waives any entitlement to the Service Level Guarantee payment in respect of that claim. OpenNet will respond within (30) Calendar Days from date of claim stating whether the claim by Requesting Licensee: (a) is valid for rebates; or (b) is an invalid claim. Where OpenNet assessed that the Requesting Licensee's claim is invalid, OpenNet will explain its basis or require the Requesting Licensee to provide additional information. For valid claims submitted within the timeframe, OpenNet shall provide the rebate in its next Invoice.

2.3 If the Requesting Licensee is entitled to a rebate pursuant to the claim made hereunder, the amount of the rebate will be credited into the Requesting Licensee's account after it has been processed by OpenNet and will be reflected in OpenNet's bill to the Requesting Licensee in accordance with OpenNet's billing cycle.

2.4 The guarantee and rebates provided by OpenNet are:

- (a) of an ex-gratia nature and personal to the Requesting Licensee and are non-transferable; and
- (b) subject to this Schedule.

2.5 Despite anything to the contrary in this section, if the Requesting Licensee qualifies for any claim, OpenNet shall honour its obligations in respect of that claim but in the

event of a dispute as to whether the Requesting Licensee qualifies for a claim or as to the quantum of the claim payable to the Requesting Licensee, the dispute shall be resolved in accordance with the Dispute Resolution Procedures in Schedule 17 of the ICO Agreement, or in the case of a Billing Dispute, in accordance with Schedule 16 of the ICO Agreement.

CLAUSE 2.6 – MODIFICATION REQUIRED

2.6 In addition to the specific terms and conditions of the Service Level Guarantees, the Service Level Guarantees shall not apply in any of the following circumstances:

- (a) the Residential End-User Connection is disconnected and/or reconnected by reason of it being suspended under the terms and conditions of this Schedule or ICO Agreement, except where the suspension is due to OpenNet's fault;
- (b) fault due to any equipment, wiring and/or cabling owned or operated by the Requesting Licensee or on behalf of the Requesting Licensee;
- (c) provision or restoration of the Residential End-User Connection where any site-coordination meeting, Joint Investigation Meeting or fault identification coordination meeting is involved, except where (a) the fault was caused by OpenNet; and (b) the Requesting Licensee has not contributed to any delay in setting up the meeting. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by OpenNet, the time taken from the start of arranging any site-coordination meeting, Joint Investigation Meeting or fault identification coordination meeting up to the end of the meeting, shall always be excluded;
- (d) OpenNet is unable to obtain or maintain any licence or permission necessary to the provision or restoration of the Residential End-User Connection despite using its best endeavours to obtain expeditiously or maintain such licence or permission. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by OpenNet, the time taken by OpenNet to obtain or maintain any licence or permission necessary to the provision or restoration of the Residential End-User Connection shall always be excluded. Provided that in the event that the Requesting Licensee raises a dispute as to whether OpenNet has used its best endeavours to obtain or maintain the licence/permission, OpenNet will provide evidence that it has used such best endeavours;

- (e) OpenNet has difficulty accessing or working in the building or Residential End-User's Premise due to the building or premise being inaccessible, in unsafe working condition or in any other inadequate or deficient state despite using its best endeavours to expeditiously remedy the building access difficulties, provided always that in the event that the Requesting Licensee raises a dispute as to whether OpenNet has used its best endeavours to expeditiously remedy the building access difficulties, OpenNet will provide evidence that it has used such best endeavours;
- (f) delay in the provision or restoration of the Residential End-User Connection caused by events beyond the reasonable control of OpenNet and its suppliers and contractors;
- (g) OpenNet network outages for which the Requesting Licensee has not reported a fault;
- (h) fault is reported by the Requesting Licensee but no fault is found or confirmed after due and careful investigation, and verification by OpenNet;

CLAUSES 2.6(i) AND 2.6(j) – MODIFICATION REQUIRED

- (i) OpenNet is required to carry out service interruption and the Requesting Licensee has been informed in accordance with clause 9.5 or 9.6 or 9.7;
- (j) OpenNet is required to carry out fibre diversion at the request of the Government Agencies, private developers or other relevant parties and the Requesting Licensee has been informed in accordance with clause 9.5 or 9.6 or 9.7 ;

IDA Directed Modifications: An industry respondent commented that the reference to clause 9.7 in clauses 2.6(i) and 2.6(j) should be removed as clause 9.7 merely sets out the details of the notification to RLs and does not deal with service interruption. IDA agrees with the comment provided and accordingly directs NetLink Trust to propose, for IDA's approval, modifications to clauses 2.6(i) and 2.6(j) to remove NetLink Trust's proposed reference made to clause 9.7.

- (k) Where there is a request received from End-User or Requesting Licensee for repair and replacement (at the request of Requesting Licensee only, and not as part of OpenNet's fault resolution process) as well as relocation (within the

same premise or to a new premise), but such exclusion shall only be limited to the time taken for the Termination Point to be repaired and replaced or to be relocated; or

- (1) Where the End-User or Requesting Licensee or MCST (of the development where the End-User resides) requires customised arrangements (eg. non-standard or customised installation) or conditions to be fulfilled (eg. the MCST requires the End-User to enter into customised arrangement or the MCST requires non-standard installation within the End-User's premises and requires End-User to bear the cost accordingly or the MCST requires End-User to provide access or the requisite equipment like boomlift, scaffolding, cherry picker etc. for installations or the MCST requires End-User's endorsement as part of the approval process to grant access to OpenNet) before access is granted to OpenNet or before OpenNet can provision its services, but such exclusion shall only be limited to the time taken for access to be granted to OpenNet or condition is suitable for OpenNet to provision its services.

Where the applicable event described above is not resolved within two (2) months from the date of submission of the Request for Residential End-User Connection, OpenNet shall consult the Requesting Licensee before OpenNet rejects the Request for Residential End-User Connection.

IDA Directed Modifications: IDA refers NetLink Trust to Section 1 of the Explanatory Memorandum. IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 2.6 to (a) limit the Timeframe for which NetLink Trust can claim exemption from the applicable SLGs for BM Delays to 10 Business Days, whereby the additional time taken beyond the Timeframe would be considered as a delay for which NetLink Trust would be liable for SLGs under its ICO (subject to any delays caused by third parties outside of NetLink Trust's reasonable control despite its best endeavours to resolve such delays); (b) clarify that for those circumstances that NetLink Trust is unable to resolve the delays caused by third parties beyond its reasonable control despite its best endeavours to resolve such delays, the onus shall be on NetLink Trust to, in claiming exemption from SLGs, provide clear explanations to its RLs on the circumstances surrounding the delays, the efforts it made to resolve the said delays, and the expected timeframe for resolution of the said delays; and (c) clarify that where an RL disagrees with NetLink Trust's claim for exemption from the applicable SLGs, the

parties continue to have the option to avail themselves of the existing dispute resolution process provided for in the ICO to resolve the matter.

IDA further refers NetLink Trust to Section 2, paragraph 29 of the Explanatory Memorandum. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 2.6 to clarify that (a) NetLink Trust shall exercise its best endeavours to resolve any delays before rejecting orders delayed for more than two (2) months; (b) NetLink Trust shall provide clear explanations to RLs on the circumstances surrounding the delays and NetLink Trust's efforts made to resolve the said delays when it consults the RLs before rejecting such orders; (c) NetLink Trust shall consider valid feedback received from an RL prior to any rejection, and where there is any objection from the RL and the RL is able to substantiate the objection with appropriate documentary evidence, NetLink Trust must provide the RL with the additional time necessary to close the order; and (d) the parties continue to have the option to avail themselves of the existing dispute resolution process provided for in the ICO to resolve any dispute regarding NetLink Trust's decision to reject cases delayed beyond two (2) months.

2.7 If the Requesting Licensee disputes OpenNet's reason for rejection, its records and/or the amount of rebate, the Requesting Licensee shall not be entitled to be credited with any rebate until and unless the dispute has been resolved.

2.8 A failure by OpenNet to meet any Service Level Guarantee does not constitute a breach of the ICO Agreement or this Schedule.

2.9 The Requesting Licensee acknowledges that the relevant remedy provided under clause 2.1 is a genuine pre-estimate of the Requesting Licensee's loss and will be the sole and exclusive remedy available to the Requesting Licensee for such failure to meet the relevant Service Level Guarantees for any Residential End-User Connection and shall be OpenNet's sole and exclusive liability to the Requesting Licensee for such failure.

3. SERVICE DESCRIPTION AND ACCESS POINTS

3.1 (A) Where the Requesting Licensee requests for Residential End-User Connection for the purpose of providing GPON services to the End-User, OpenNet will provide a licence for Residential End-User Connection of 1:24 Split Ratio to the Requesting Licensee with the following:

- (a) one (1) fibre strand from OpenNet's Fibre Distribution Frame (**FDF**) at the Central Office designated by OpenNet to OpenNet's splitter at the Building MDF Room for each group of twenty four (24) Residential Premises (or portion thereof);
- (b) one (1) dedicated fibre strand from the splitter to the First Termination Point of the Residential Premise;
- (c) one (1) Patching Service at OpenNet's FDF at the Building MDF Room; and
- (d) where necessary, one (1) Patching Service at OpenNet's FDF in the Central Office will be provided and the Requesting Licensee shall pay a Patching Charge in accordance with Schedule 15 (Charges).

Where the fibre terminated into the End-Users' premise can be provisioned from the existing splitter from the same rack in the MDF room, OpenNet shall utilise at least 90% of the connections in each splitter assigned to the Requesting Licensee in each of the FDF in the MDF room before an additional splitter is provisioned for the Requesting Licensee in that MDF Room.

3.1 (B) Where the Requesting Licensee requests for Residential End-User Connection for the purpose of providing OE services to the End-User, OpenNet will provide a licence for Residential End-User Connection of 1:24 Split Ratio to the Requesting Licensee with the following :

- (a) two (2) fibre strands from OpenNet's FDF at the Central Office designated by OpenNet to OpenNet's FDF at the Building MDF Room for each group of twenty four (24) Residential Premises (or portion thereof);
- (b) one (1) dedicated fibre strand to the First Termination Point of the Residential Premise from OpenNet's FDF at the Building MDF Room;
- (c) up to three (3) Patching Services at OpenNet's FDF in the Building MDF Room; and
- (d) where necessary, two (2) Patching Services at OpenNet's FDF in the Central Office will be provided and the Requesting Licensee shall pay a Patching Charge in accordance with Schedule 15 (Charges).

3.2 For a Residential End-User Connection of 1:1 Split Ratio to the End-User, OpenNet will not provide any splitter at the Building MDF Room. OpenNet will provide:

- (a) one (1) dedicated fibre strand from OpenNet's FDF at the Central Office designated by OpenNet to OpenNet's FDF at the Building MDF Room;
 - (b) one (1) dedicated fibre strand from OpenNet's FDF at the Building MDF Room to the First Termination Point of the Residential Premise;
 - (c) one (1) Patching Service at OpenNet's FDF in the Building MDF Room;
 - (d) one (1) Patching Service at OpenNet's FDF in the Central Office and the Requesting Licensee shall pay a Patching Charge in accordance with Schedule 15 (Charges).
- 3.3 Where the Requesting Licensee requests for Residential End-User Connection of 1:24 Split Ratio for the purpose of providing GPON services to the End-User or Residential End-User Connection of 1:1 Split Ratio, the Requesting Licensee shall access the Residential End-User Connection at OpenNet's FDF at the Central Office designated by OpenNet or the Requesting Licensee's FDF at the Central Office designated by OpenNet and at the First Termination Point of the Residential Premise.
- 3.4 Where the Requesting Licensee requests for Residential End-User Connection of 1:24 Split Ratio for the purpose of providing OE services to the End-User, the Requesting Licensee shall access the Residential End-User Connection at OpenNet's FDF at the Central Office designated by OpenNet or the Requesting Licensee's FDF at the Central Office designated by OpenNet, at OpenNet's FDF at the Building MDF Room and at the First Termination Point of the Residential Premise.
- 3.5 Where the Requesting Licensee wishes to acquire subsequent fibre connection from CO to Building MDF Room, the Requesting Licensee shall acquire such fibre connection in accordance with Schedule 5 (CO to Building MDF Room Connection).
- 3.6 Where the Requesting Licensee acquires a Residential End-User Connection of 1:24 Split Ratio for the purpose of providing OE services to the End-User, the Requesting Licensee shall ensure the Residential End-User Connection is connected to active Optical Ethernet equipment.

4. ORDERING AND PROVISIONING PROCEDURE

- 4.1 Within a reasonable timeframe after the First Termination Point has been installed at a Residential Premise, OpenNet shall indicate the same as a "covered" site in its Mandated Service Information ("MSI") whereupon any Requesting Licensee may submit to OpenNet its request for Residential End-User Connection ("Request").

4.2 (A) The Requesting Licensee shall submit its request for Residential End-User Connection (**Request**) to OpenNet on a Business Day in the form of Annex 1A stating, but not limited to the following information:

(a) the End-User's name, telephone number and address of the Residential Premise; and

(b) the Split Ratio required.

(B)(i) As an alternative to submitting a Request under the form set out in Annex 1A under clause 4.2(A), the Requesting Licensee may also submit its Request for Residential End-User Connection (Request) to OpenNet via the OpenNet Platform, stating, but not limited to the following information:

(a) the End-User's name, telephone number and address of the Residential Premise; and

(b) the Split Ratio required.

For Request submitted via the Service Portal, the Requesting Licensee shall submit a feasibility check for the address of the Residential Premise to verify the coverage status and select an available date and appointment time. Upon successful submission of the Request via the Service Portal, it will provide a Request acknowledgement.

Alternatively, for Request submitted via the OpenNet Platform APIs, the Requesting Licensee shall perform the feasibility check for verifying the coverage status by supplying the postal code and unit number of the Residential Premise whichever is applicable. The Requesting Licensee shall also query the available time slots for that particular Request. The Requesting Licensee shall then use the address details returned by OpenNet and the applicable time slot related to the status of the feasibility check for submission of Request. Upon successful submission of the Request via the OpenNet Platform APIs, it will provide a Request acknowledgement.

(B)(ii) Following clause 4.2(B)(i), for Request submitted via the OpenNet Platform, the Requesting Licensees are able to modify the contact details of End-Users subject to the requirement that the date of modification is more than three (3) Business Days from the request service activation date requested. The OpenNet Platform will notify the Requesting Licensee if the contact details have been successfully modified.

CLAUSE 4.2(B)(ii)(a) – MODIFICATION REQUIRED

- (a) The Requesting Licensee may submit a request with the relevant Order Request Identifier (ORI) via manual means or OpenNet Platform when available (about which OpenNet shall inform the industry when the above feature will be available on OpenNet Platform) to relocate the First or Second Termination Point within the same Residential Premise, subject to the following terms and conditions: The Requesting Licensee hereby acknowledges and agrees that OpenNet shall not be held liable if despite its best endeavours there is any delay caused by any obstruction from the building owner, building management, home owner or End-User during the relocation or any of the circumstances described in clauses 2.6(e) and 2.6(f) above; or if there is any damage or repainting works required;

IDA Directed Modifications: It is necessary for this clause 4.2(B)(ii)(a) to be correspondingly modified and aligned to NetLink Trust's Further Proposed Modifications to clause 2.6 of this Schedule 1 – Residential End-User Connection, arising from IDA's Directed Modification to clause 2.6 of this Schedule 1. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, the necessary consequential modifications to clause 4.2(B)(ii)(a).

- (b) Subject to clauses 5.2, 5.3(A)(b), 5.3(A)(d), and 5.3(B)(ii)(a) and 5.3(B)(i)(b), OpenNet shall provide the relocation service by the end of three (3) Business Days from the receipt of a valid request for relocation from the Requesting Licensee;
- (c) The Requesting Licensee will have to bear the charge for installation of the relocated Termination Point in accordance to Schedule 15 (Charges); and
- (d) The cancellation charge as set out in accordance to Schedule 15 (Charges) shall be applicable should the Requesting Licensee cancel the request for relocation after acceptance by OpenNet.

CLAUSE 4.3 – MODIFICATION REQUIRED

- 4.3 Where a premise was classified as a Non-Residential Premise during the rollout of the NGNBN but has since undergone a change of premise type or the End-User claims the premise is a Residential Premise, the Requesting Licensee shall obtain from the End-User and keep a record of the necessary documentary evidence as proof of such

change of premise type. Such documentary evidence must consist of documents from at least two of the following categories of documents :-:

- (a) Telecommunication / Internet bill (of fixed line subscription only);
- (b) Service and Conservancy bill from town council ;
- (c) Utilities bill from Singapore Power;
- (d) Cable TV bill;
- (e) Tenancy agreement for residence; or
- (f) Change of address as indicated on the National Registration Identity Card (NRIC).

Items (a) to (d) should be dated within the last three (3) months from the date of Request for Residential End-User Connection submitted in the End-User's name.

Where the Requesting Licensee has the documentary evidence, as above, to demonstrate that the End-User is entitled to a Residential End-User Connection, the Requesting Licensee can request for reclassification of premise via the OpenNet Platform, when available. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform. OpenNet will by default accept the request for reclassification without any verification. For avoidance of doubt, reclassification of a Non-Residential Premise, having an active Non-Residential End-User Connection at time of submission, to a Residential Premise is not allowed. However, reclassification of a defined area within a Non-Residential Premise (regardless of whether the Non-Residential Premise have or do not have an active Non-Residential End-User Connection at time of submission) into a Residential Premise is permissible and must be done through a reclassification of premise request.

Where the Request is accepted, OpenNet will provision the Residential End-User Connection based on 1:16 split ratio in ten (10) Business Days or the preferred installation date requested by the Requesting Licensee, whichever is later. Where OpenNet has deployed its Network to the Distribution Point, Final Distribution Point or First or Second Termination Point of the premise, OpenNet shall provision the Residential End-User Connection in three (3) Business Days or the preferred installation date requested by the Requesting Licensee, whichever is later. Such Residential End-User Connection shall be provisioned on a splitter used for Residential End-User Connections only. For the avoidance of doubt, where OpenNet

provisions the service earlier than the preferred installation date, OpenNet shall treat the preferred installation date as the date the service commences.

OpenNet will waive the one-time installation charge for such premise where such premise is classified or re-classified for the first time as a Residential Premise. Where a premise is subsequently re-classified as a Residential Premise after it has been re-classified as a Non-Residential Premise from a Residential Premise, no waiver of fees shall be given. For the avoidance of doubt, there shall be no installation charge where the Termination Point has been installed.

Where OpenNet requests for additional documentary evidence due to non-compliance with clause 4.3 and the Requesting Licensee is unable to provide the additional evidence to support the change in premise type to a Residential Premise or where OpenNet conducts a site survey and the proposed Residential Premise is not normally used for residential purposes, OpenNet reserves the right to maintain or re-classify the premise type as a Non-Residential Premise and bill the Requesting Licensee all charges applicable to a Non-Residential End-User Connection as per Schedule 15 (Charges) retrospectively. If Requesting Licensee disputes OpenNet's decision to classify the premise as a Non-Residential Premise, the Requesting Licensee may raise a dispute and the parties shall use their best endeavours to resolve the disputes within five (5) Business Days or such other process or timeframe as mutually agreed by the parties.

Where the OpenNet Platform is experiencing technical problems, OpenNet shall inform the Requesting Licensee how it should request for reclassification via manual means or offer alternative solutions.

IDA Directed Modifications: IDA refers NetLink Trust to Section 6 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 4.3 in the manner specified therein.

4.4 For the avoidance of doubt, switching from GPON to OE or from OE to GPON is allowed via the OpenNet Platform subject to the Requesting Licensee paying the applicable charges for Patching Service in accordance to Schedule 15 (Charges).

For the switching from GPON to OE or from OE to GPON, the Requesting Licensee shall perform a check order status by providing the unique reference number provided by OpenNet or a similar form of identification for the existing connection, before submitting its request for the switch. For avoidance of doubt, switching from GPON to OE or vice versa is only applicable for connections that are active. OpenNet will

provide a unique reference number or a similar form of identification in the notification upon successful submission of a GPON to OE or from OE to GPON request.

Information of the estimated timeframe for the switch will be provided to the Requesting Licensee through OpenNet Platform during the switch. OpenNet shall use its best endeavours to minimise any service disruption to the Requesting Licensee during the switch.

The Requesting Licensee may approach OpenNet for specific requirements to the switching process, which will be on a Cost-Oriented Basis.

Where the OpenNet Platform is experiencing technical problems, OpenNet shall inform the Requesting Licensee how it should request for the switch via manual means or offer alternative solutions.

4.5 OpenNet shall at its sole discretion determine the serving CO and Building MDF Room from which the Residential End-User Connection will be provided. Subject to clause 4.6, the Requesting Licensee, is able to query the OpenNet Platform at no cost for the serving CO and Building MDF by providing the postal code for the Residential Premise.

4.6 Information relating to the Mandated Services will be available on OpenNet Platform, for access by the Requesting Licensee through secured means. The secured access to OpenNet Platform will require the payment of a Per User Account Charge (specified in clause 14 of Schedule 15 (Charges)) for each user account created. Information relating to network outages will be sent to the Requesting Licensee via email or OpenNet Platform. The information relating to the Mandated Services and the information relating to network outages is available on the OpenNet Platform.

For information related to network outages, OpenNet shall include the following details in the written notification or via OpenNet Platform APIs to the Requesting Licensee:

- (a) Affected location;
- (b) Date of occurrence;
- (c) Time of occurrence (start & approximate end timings);
- (d) Cause of outage;

- (e) Steps taken to remedy the outage;
- (f) Steps (if any) required by Requesting Licensee to assist with rectification of outage;
- (g) Order Request Identifier of the affected orders; and
- (h) OpenNet's Network Operations Centre Contact Number.

For the avoidance of doubt, where OpenNet has imposed a Per User Account Charge on the Requesting Licensee for each user account created to allow the Requesting Licensee to access OpenNet Public Website, such Per User Account Charge shall not be re-imposed when the information relating to Mandated Services is made available on the OpenNet's Service Portal.

CLAUSE 4A – MODIFICATION REQUIRED

4A. VERIFICATION OF COVERAGE STATUS

- 4A.1 Where Requesting Licensee obtain a “address not found” message from OpenNet Platform, the Requesting Licensee may submit an Address Not Found Request via manual means using the form Annex 1D.
- 4A.2 OpenNet shall notify the Requesting Licensee the acceptance or rejection of its Request within three (3) Business Days of the Request Date, and provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification. Where the Request is accepted, OpenNet shall provision the Residential End User Connection within forty (40) Business Days of such acceptance. Where there is a delay in provisioning, the SLG shall be computed starting from the forty-first (41st) Business Day after the date of Request, if applicable.
- 4A.3 The Cancellation Charge as set out in accordance to Schedule 15 (Charges) shall be applicable should the Requesting Licensee cancel the request for installation of the requested address after acceptance by OpenNet.
- 4A.4 Only after OpenNet has covered the Residential Premise and notified the Requesting Licensee of the same will the Requesting Licensee be required to submit the same Request via OpenNet Platform and select the preferred installation date. Should the Requesting Licensee fail to submit the said Request via OpenNet Platform within two (2) weeks of OpenNet's notification, the Request shall be deemed cancelled and the

Requesting Licensee shall be liable for the Cancellation Charge as set out in accordance with Schedule 15 (Charges).

4A.5 The SLG will not apply in the following events : -

- (a) the period after OpenNet had accepted the Request and before the Requesting Licensee had selected the preferred installation date;
- (b) delay in the grant of permission or permission is not granted by the building owners/management or house owner or End-User to install the required Network to the Residential Premise within the said building, despite OpenNet using its best endeavours to obtain expeditiously such permission, provided that in the event that the Requesting Licensee raises a dispute as to whether OpenNet has used its best endeavours to obtain the permission, OpenNet will provide evidence that it has used such best endeavours;
- (c) OpenNet has difficulty accessing or working in the building or Residential End-User's Premise due to the building or premise being inaccessible, in unsafe working condition or in any other inadequate or deficient state despite using its best endeavours to expeditiously remedy the building access difficulties, provided always that in the event that the Requesting Licensee raises a dispute as to whether OpenNet has used its best endeavours to remedy the building access difficulties, OpenNet will provide evidence that it has used such best endeavours;
- (d) before the Requesting Licensee has selected the preferred installation date;
or
- (e) the occurrence of any of the events described in clause 2.6 above.

IDA Directed Modifications: IDA refers NetLink Trust to Section 8 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 4A to (a) align the terms and conditions of the process for "Address Not Found" cases with all the relevant provisioning processes for Residential End-User Connections in the ICO (including the relevant SAPs under the ICO (i.e., three (3) business days for Residential End-User Connection service orders) and the process for service delivery with insufficient capacity); and (b) propose modifications to streamline its proposed manual process for "Address Not Found" cases.

5. RESIDENTIAL END-USER CONNECTION REQUEST

CLAUSES 5.1 AND 5.2 FOR THE LONG-TERM APPROACH AND THE ENHANCEMENT TO CURRENT APPROACH – MODIFICATION REQUIRED

[Long-Term Approach]

- 5.1 OpenNet shall process all Requests received for Residential End-User Connection on a ‘first come, first served’ basis subject to the following terms and conditions.
- 5.2 Requesting Licensee shall submit a three months forward-looking forecast of the daily Request for Residential End-User Connection (“Demand Forecast”) for the period starting three months later on 15th of every month.

Date of Submission	Demand Forecast For Period
15 January	May – July
15 February	June – August
15 March	July – September
15 April	August – October
15 May	September – November
15 June	October – December
15 July	November – following January
15 August	December – following February
15 September	following January – following March
15 October	following February – following April
15 November	following March – following May
15 December	following April – following June

The Demand Forecast shall be in the form of Daily Request for each week over a three months period. An example below illustrates a submission on 15th April 2014 for August to October 2014.

Week	Schedule	Daily Request
4 Aug 14 to 8 Aug 14	Schedule 1	300 / Business Day
11 Aug 14 to 15 Aug 14	Schedule 1	500 / Business Day

...		
27 Oct 14 to 31 Oct 14	Schedule 1	450 / Business Day

The Daily Request can only be adjusted on 15th of the following month. The adjustment of the Daily Request shall not exceed or decrease by 5% of the Daily Request submitted the previous month.

Requesting Licensee shall commit to at least 90% of their latest Daily Request (“Minimum Commitment”). An assessment will be made on every month to compare the number of daily slots utilised by the Requesting Licensee for the previous month versus the Minimum Commitment. Any cancelled or rejected orders will not be considered as utilised slot and shall not be included in the assessment.

Month of Assessment	Period	Based on the Demand Forecast made on
January	Previous December	Previous August
February	January	Previous September
March	February	Previous October
April	March	Previous November
May	April	Previous December
June	May	January
July	June	February
August	July	March
September	August	April
October	September	May
November	October	June
December	November	July

In the event where Requesting Licensee fails to meet Minimum Commitment, Requesting Licensee shall be liable for the Work Slot Charge set out in Schedule 15 (Charges) per unused work slot up to the Minimum Commitment.

In the event where OpenNet fails to meet Requesting Licensee’s Daily Request, OpenNet shall be liable to compensate the Requesting Licensee for each unfulfilled work slot at the rate of the Work Slot Charge set out in Schedule 15 (Charges) per work slot up to the Requesting Licensee’s Daily Request for that Business Day.

An example of the Demand Forecast assessment is set out in Annex 1E.

[Enhancement to Current Approach – will eventually be replaced by the Long-Term Approach]

- 5.1 OpenNet shall process all Requests received for Residential End-User Connection on a “first come, first served” basis.
- 5.2 For each Business Day, OpenNet shall process a combined total of no more than 1125, or such other number (as may be revised from time to time in accordance with clause 5.2(i)) of Requests for Basic Mandated Services and Layer 1 Redundancy Services (Maximum Quota) from all Requesting Licensees, excluding Requests for Non-Residential End-User Connections. For avoidance of doubt, Requesting Licensee is able to select such dates made available from the OpenNet Platform and for which the Request is to be fulfilled except such Business Day where the Maximum Quota has been reached. OpenNet will process all Requests on a ‘first come, first served’ basis. The Maximum Quota is not applicable to requests for deactivation of any Connection.
 - (i) The Maximum Quota is subject to the review mechanism as described as follows. If OpenNet finds that, on the average, more than 90% of the Maximum Quota has been used over a period of twelve (12) weeks preceding the review month (namely February , May , August and November), OpenNet shall increase its daily Maximum Quota for the quarter in which the review month occurs and the new quota shall be no less than 115% of the average demand over the preceding twelve (12) weeks. If OpenNet finds that, on the average, less than 80% of the Maximum Quota has been used over a period of twelve (12) weeks preceding the review month (namely February , May, August and November), OpenNet may decrease its daily Maximum Quota for the quarter in which the review month occurs and the new quota shall be no less than 110% of the average demand over the preceding twelve (12) weeks. Where applicable, in accordance with the foregoing, the revised prevailing Maximum Quota will take effect upon its publication on the Service Portal following the conclusion of each review. The review mechanism will be revised regularly subject to the Authority’s approval.
 - (ii) For seasonal increase in demand during quarterly major fairs (e.g. IT Show in March, PC Show in June, Comex Show in September and SITEX in November), OpenNet may offer Seasonal Slots (temporary increase of slots). The Seasonal Slots shall be subject to such terms and conditions stated in the

Seasonal Slots Notification which shall be provided to all Requesting Licensees no later than two (2) weeks before the quarterly major fairs.

IDA Directed Modifications: IDA refers NetLink Trust to Section 4 of the Explanatory Memorandum to this Direction. IDA has considered NetLink Trust's proposed CFA (i.e., the "Long-Term Approach") to manage its service provisioning capacity and is of the view that NetLink Trust has not demonstrated to IDA how forecasted demand from the CFA can be effectively managed as part of NetLink Trust's quota system to better meet the industry's needs and on a non-discriminatory basis. IDA is of the view that the QAM, together with NetLink Trust's proposed enhancements in this ICO review, would be able to effectively assist NetLink Trust in sizing its service provisioning capacity and on a non-discriminatory basis. IDA therefore considers it reasonable to remove the requirement for RLs to provide rolling forecasts as per the CFA. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 5 to remove the Long-Term Approach and to retain the Enhancements to Current Approach. IDA further directs NetLink Trust to propose, for IDA's approval, modifications to clause 5.2(ii) to clarify that NetLink Trust shall offer Seasonal Slots to RLs for major industry events (e.g., IT fairs) to prepare both NetLink Trust and the RLs for expected increases in demand for fibre services.

- 5.3 (A) Within one (1) Business Day of the date on which OpenNet receives the request for Residential End-User Connection (**Request Date**) and subject to clause 5.2, OpenNet must notify the Requesting Licensee (and shall provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification) if its Request is rejected for any one of the following reasons:
- (a) the Request for Residential End-User Connection is not in the prescribed form;
 - (b) the Request does not contain all the required information or the information provided is inaccurate or misleading;
 - (c) the Requesting Licensee has committed a material breach of the ICO Agreement or this Schedule; or
 - (d) where either the first or second fibre of the First Termination Point are not in use, the request to install a Second Termination Point will be rejected. Where the first and second fibre of the First Termination Point are in use, OpenNet

will offer to install a Second Termination Point in accordance with the charges stated in Schedule 15; or

(B)(i) As an alternative to clause 5.3(A), where OpenNet receives a Request for Residential End-User Connection (Request Date) via the OpenNet Platform, OpenNet will validate and notify the Requesting Licensee, so that the Requesting Licensee is able to make the necessary corrections in real time, if the Request does not meet any one of the following reasons:

- (a) Data entered for the fields does not meet the required format;
- (b) the Request does not contain all the required information or the information provided is inaccurate or misleading; or

(B)(ii) Following clause 5.3(B)(i), within one (1) Business Day of the date on which OpenNet receives the Request via the OpenNet Platform for Residential End-User Connection (**Request Date**) and subject to clause 5.2, OpenNet must notify the Requesting Licensee (and shall provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification) if its Request is rejected for any one of the following reasons:

- (a) the Requesting Licensee has committed a material breach of the ICO Agreement or this Schedule; or
- (b) where either the first or second fibre of the First Termination Point are not in use, the request to install a Second Termination Point will be rejected. Where the first and second fibre of the First Termination Point are in use, OpenNet will offer to install a Second Termination Point in accordance with the charges stated in Schedule 15.

Where the OpenNet Platform is experiencing technical problems, OpenNet shall inform the Requesting Licensee to submit the Requests through fax/email or offer alternative solutions.

5.4 Within three (3) Business Days of the Request Date and subject to clause 5.2, OpenNet must notify the Requesting Licensee (and shall provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification) whether its Request is accepted, or if rejected, for any one of the following reasons, except where there is insufficient capacity, OpenNet must also notify the Requesting Licensee within three (3) Business Days of the Request Date that there is insufficient capacity and the timeframe to notify the acceptance or

rejection of the Request shall be extended to within ten (10) or forty (40) Business Days of the Request Date:

- (a) the equipment or services that the Requesting Licensee proposes to use or to provide interfere with, or cause deterioration to services supplied by OpenNet;
- (b) there is obstruction from building owner, building management, home owner or End-User to OpenNet installation or installation schedule. OpenNet shall use its best endeavours to resolve such obstruction;
- (c) the Transmission Tie Cable (installed pursuant to Co-location Service in Schedule 12) for connection to the Residential End-User Connection is yet to be operational at the point in time of OpenNet's provisioning of the Residential End-User Connection; or
- (d) there are security and confidentiality requirements or restrictions imposed on OpenNet by Government Agencies.

5.5 If there is sufficient capacity to provide the Residential End-User Connection pursuant to clause 6.1, OpenNet shall advise the Requesting Licensee within three (3) Business Days whether the Residential End-User Connection has been successfully set up. In the event that there is insufficient capacity to provide the Residential End-User Connection pursuant to the Request due to sudden surge of orders in a short period of time at a location or multiple Requesting Licensees serving the same location giving rise to rapid exhaustion of fibres for that location or OpenNet's Network has not been rolled out to that location, clause 6.2 shall apply and OpenNet shall inform the Requesting Licensee accordingly within three (3) Business Days and advise the Requesting Licensee that the RFS of the Residential End-User Connection will be extended to within ten (10) Business Days if there is insufficient capacity from FTTB Node of the Residential Premise to the First Termination Point or within forty (40) Business Days if there is insufficient capacity from CO to the First Termination Point. Upon receipt of OpenNet's notification of insufficient capacity, the Requesting Licensee has an option to either select a new appointment date or cancel the Request without charges within three (3) Business Days through OpenNet Platform, when available. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform.

5.6 The Requesting Licensee shall pay OpenNet the applicable Installation Charge and Patching Charge specified in Schedule 15 (Charges) for provisioning the Residential End-User Connection.

- 5.7 Where OpenNet rejects any Request for Residential End-User Connection, OpenNet shall provide reasons explaining the basis for rejection promptly.
- 5.8 In the event that a Residential Premise has a First Termination Point installed but has not been indicated as a “covered” site in OpenNet’s MSI within such timeframe, as approved by IDA, indicated on OpenNet Platform, (due to an error in the MSI which is caused solely by OpenNet, its contractors or suppliers), and a Requesting Licensee is unable to submit its Request, OpenNet shall accept the Request and provision the Residential End-User Connection Service on the same terms and conditions as if the Residential Premise has been included as a “covered” site. In addition, OpenNet shall credit the Requesting Licensee with a one (1) month rebate of the Monthly Recurring Charge.
- 5.9 Where OpenNet has informed the Requesting Licensee that a Residential Premise has been installed with a First Termination Point and a valid Residential End-User Connection Request has been submitted by the Requesting Licensee for such a Residential Premise but it is subsequently found by OpenNet that the said Residential Premise has actually not been installed with the First Termination Point (due to an error in Mandated Services information which is caused solely by OpenNet, its contractors or suppliers), then OpenNet shall provision the Residential End-User Connection Service on the same terms and conditions as if the First Termination Point had been installed at the said Residential Premise. For the avoidance of doubt, OpenNet shall not impose the Installation Charge for the installation of such First Termination Points.
- 5.10 Where it is subsequently determined by OpenNet that a valid Residential End-User Connection Request submitted by the Requesting Licensee is for a Non-Residential Premise (due to an error in Mandated Services Information which is caused solely by OpenNet, its contractors or suppliers), then OpenNet shall duly inform the Requesting Licensee of the nature of such error, and commence to deliver the service after the Requesting Licensee confirms that it wishes to proceed with the order; however, any charges imposed by OpenNet will follow the rates for a Residential End-User Connection (i.e. the entire clause 1 of Schedule 15). For the avoidance of doubt, all applicable charges under Schedule 15 for this End-User Premise shall revert to the charges for Non-Residential Premises upon the expiry of the 12 month contract period.
- 5.11 Where it is subsequently determined by OpenNet that a valid Residential End-User Connection Request submitted by the Requesting Licensee is for a Residential Premise that is not a covered site (due to an error in Mandated Services Information which is caused solely by OpenNet, its contractors or suppliers), then OpenNet shall

duly inform the Requesting Licensee of the nature of the error, and have the right to reject the Residential End-User Connection Request; however, OpenNet shall credit the Requesting Licensee with a one (1) month rebate of the Monthly Recurring Charge. For the avoidance of doubt, this clause 5.11 shall also be applicable to a rejection under clauses 5.4(b) or 5.4(d). The rebates, where applicable will be shown in the next Invoice.

5.12 For the avoidance of doubt:-

- (a) where OpenNet discovers any error in the Mandated Services Information which is caused solely by OpenNet, its contractors or suppliers, OpenNet shall inform the Requesting Licensee of the error and the correct Mandated Services Information within one (1) Business Day of OpenNet's discovery of the error;
- (b) where OpenNet is informed of an error in the Mandated Services Information which is caused solely by OpenNet, its contractors or suppliers, OpenNet shall inform the Requesting Licensee of the error and the correct Mandated Services Information within three (3) Business Days of being informed of the error;
- (c) the timeframe to inform the Requesting Licensee of an error in the Mandated Services Information or the correct Mandated Services Information indicated under clauses 5.12(a) and 5.12(b) shall exclude any delays caused by third parties such as building owners and/or management or end-user, who obstructs OpenNet during OpenNet's site survey or related checks;
- (d) where the Requesting Licensee wishes to cancel the Residential End-User Connection Request due to the error in the Mandated Services Information which is caused solely by OpenNet, its contractors or suppliers, or to change any parameter in the Residential End-User Connection Request for the same reason, OpenNet shall not require the Requesting Licensee to bear the Cancellation Charge specified in Schedule 15 (Charges) or any additional charges in relation to the cancellation or change in parameter(s). The Requesting Licensee shall submit the cancellation request due to the error in the Mandated Services Information via manual means or the OpenNet Platform, when available. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform; and

- (e) where OpenNet fails to meet its Service Level Guarantees due to the error in Mandated Services Information which is caused solely by OpenNet, its contractors or suppliers, the Requesting Licensee is entitled to make a claim for the remedy provided by OpenNet pursuant to clause 2 of this Schedule; however, the Service Level Guarantees shall not apply during the time taken by the Requesting Licensee to consider whether to proceed with the order. For avoidance of doubt, the service activation period for such Request shall be deemed to start from the date of the Request.
- (f) where OpenNet has successfully changed the classification of a premise from a Non-Residential Premise to a Residential Premise upon the request of the Requesting Licensee, any error in the Mandated Services Information shall not apply. For the avoidance of doubt, OpenNet shall update the classification of the premise to Residential Premise in its Mandated Services Information after the change of classification has taken effect.

5.13 The Requesting Licensee may submit a request to change the scheduled appointment for the installation of the Termination Point. However, the Requesting Licensee must submit the request at least two (2) Business Days before the original appointment date and OpenNet reserves the right to reject the request depending on the Daily Request stated in the Demand Forecast.

5.14 The Requesting Licensee is only allowed to change the appointment to an available date, which shall be at minimum three (3) Business Days from the request for change of appointment date.

6. DELIVERY

6.1 Subject to clauses 5.2, 5.3, 5.4 and 6.2, OpenNet shall provide the Residential End-User Connection by the end of three (3) Business Days or, where applicable, a later date selected by the Requesting Licensee from the receipt of a valid Request from the Requesting Licensee, where OpenNet has deployed its Network to the Distribution Point, Final Distribution Point or First Termination Point of the Residential Premise. OpenNet shall use its reasonable endeavours to install the First or, where necessary, the Second Termination Point of the Residential Premise during the Requesting Licensee's preferred session.

6.2 (A) Where there is insufficient capacity to provide the Residential End-User Connection, OpenNet shall subject to clause 5.2 provide the Residential End-User Connection:

- (a) within ten (10) Business Days from the receipt of a valid Request from the Requesting Licensee if additional capacity is required to be installed between the FTTB Node of the Residential Premise and the First or Second Termination Point of the Residential Premise; or
- (b) within forty (40) Business Days from the receipt of a valid Request from the Requesting Licensee if additional capacity is required to be installed between the designated Central Office and the First or Second Termination Point of the Residential Premise.

OpenNet shall use its reasonable endeavours to install the First or, where necessary, the Second Termination Point of the Residential Premise during the Requesting Licensee's preferred session.

CLAUSE 6.2(B) – MODIFICATION REQUIRED

(B) Where there is a delay during service provisioning, the reasons for the delay and the estimated/revised timeframe required to complete service provisioning will be made available on the OpenNet Platform. In certain instances, OpenNet may, through the OpenNet Platform, request the Requesting Licensee to arrange with the End-User a reappointment after the delay is resolved. The Requesting Licensee may either arrange the reappointment or cancel the Request without charges within three (3) Business Days in the event of insufficient capacity, through the OpenNet Platform when available. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform.

IDA Directed Modifications: IDA has received feedback from the industry that the reasons for delay and the estimated/revised resolution timeframes that NetLink Trust publishes on the NetLink Trust Platform are often too generic and non-informative. As a result, the information provided by NetLink Trust through the NetLink Trust Platform does not help RLs, or their respective RSPs, by providing informative updates as to the status of their delayed cases. Further, it was commented that the estimated/revised timeframes provided by NetLink Trust for delayed cases were often non-indicative and far from the actual time taken for resolution, to the extent that RLs and/or RSPs were unable to rely on such timeframes to appropriately explain the delay to their customers. IDA is of the view that it is not acceptable for NetLink Trust to provide RLs with ambiguous information, as this causes confusion on the ground and the RLs and/or RSPs would face challenges when answering their customers, i.e., the end-users, on the service provisioning delays.

Further, it is within IDA's expectation and NetLink Trust's ability to provide prompt and to-date updates with regard to the service provisioning status, so that the end-users could better manage their time in preparing for NBN service readiness. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 6.2(B) to clarify that NetLink Trust shall, through the NetLink Trust Platform and/or via other forms of communication such as emails, provide regular updates to the affected RL on the resolution of delayed cases, on each Business Day or more frequently as appropriate, until NetLink Trust resolves the delay and completes the service provisioning.

- 6.3 Where the home owner has previously refused OpenNet's entry to the premise, OpenNet will provide internal cabling within the Residential Premise using PVC trunking up to a maximum distance of 15 metres to the First Termination Point, measured from the point of entry to the Residential Premise to the First Termination Point. If the owner of a Residential Premise requests the installation of internal cabling that exceeds 15 metres and/or requires the use of deployment technique other than open ducting, OpenNet shall inform the Requesting Licensee and both parties shall mutually agree to a revised implementation timeline which shall not be subject to the provisioning Service Level Guarantee. The Requesting Licensee shall pay the additional charges for installation of internal cabling which exceeds 15 metres in accordance to Schedule 15 (Charges). For the avoidance of doubt, where the owner of a Residential Premise requires the use of deployment technique other than open ducting, such deployment shall be provided by a third party. The Requesting Licensee may download the applicable Service Report Form(s) ("SRF"), which shall include the length of the internal cabling for cases where internal cabling exceeds 15 metres, from the Service Portal, within five (5) Business Days from the date of service provisioning, when available. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform. The final charge shall be reflected in OpenNet's Invoice to the Requesting Licensee.
- 6.4 Unless otherwise stated, OpenNet shall retain the responsibility for working at OpenNet's FDF at the Central Office and Building MDF Room, FTTB Node and First Termination Point, including Patching Service at OpenNet's FDF at the Central Office, Building MDF Room and FTTB Node in accordance with Schedule 13 on Patching Services. The Requesting Licensee shall bear the Charges for such work carried out by OpenNet.
- 6.5 Where the Requesting Licensee requests Residential End-User Connection for the purpose of providing OE services to the End-User, OpenNet will provide the

necessary Patching Service at OpenNet's FDF in the Building MDF Room using Patch Cable of not exceeding ten (10) metres in length. The Requesting Licensee shall provide its own Patch Cable if it requires a longer Patch Cable. For the avoidance of doubt, where the Requesting Licensee provides its own Patch Cable, OpenNet will not offer and Requesting Licensee shall not request for any rebate or discount over the Patching Service or the Residential End-User Connection.

6.6 OpenNet will use optical fibre cable based on the ITU-T G.652D standard for outdoor installations and the ITU-T G.657A standard for in-building installations (where applicable) to deliver the Residential End-User Connection.

6.7 OpenNet shall ensure that the optical power loss:

(a) of any Residential End-User Connection for the purpose of provision of GPON services does not exceed -28dB; and

(b) of any Residential End-User Connection for the purpose of provision of OE services does not exceed -20 dB from OpenNet's FDF in the Central Office or the Requesting Licensee's FDF at the Central Office designated by OpenNet to OpenNet's FDF in the Building MDF Room, and does not exceed -20dB from OpenNet's FDF in the Building MDF Room to the First Termination Point of the Residential Premise.

6.8 OpenNet shall promptly notify the Requesting Licensee upon the completion of the Residential End-User Connection.

CLAUSE 6.9 – MODIFICATION REQUIRED

6.9 Subject to clause 6.10, in the event OpenNet fails to meet the applicable service activation period for a Request, OpenNet shall compensate the Requesting Licensee an amount equal to the number of days of delay multiplied by the SAP Rebate for the Residential End-User Connection, subject to a maximum of 90 times the SAP Rebate for the Residential End-User Connection, where:

$$\text{SAP Rebate} = \text{Monthly recurring charge} \times 12 / 90$$

IDA Directed Modifications: IDA refers NetLink Trust to Section 3 of the Explanatory Memorandum to this Direction. IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 6.9 to amend its Revised Mechanism by reducing the period in which the SAP rebate is

applicable from 90 days to 60 days, while keeping the rebate cap at 12 times MRC.

6.10 OpenNet shall not be required to compensate the Requesting Licensee under any of the following circumstances:

- (a) Delay in the granting of permission from or permission is not granted by the building owners/management or house owner or End-User to install the required Network to the Residential Premise within the said building, despite OpenNet using its best endeavours to obtain expeditiously such permission, provided that in the event that the Requesting Licensee raises a dispute as to whether OpenNet has used its best endeavours to obtain expeditiously the permission, OpenNet will provide evidence that it has used such best endeavours;
- (b) Where the owner of a Residential Premise requests the installation of internal cabling that requires more than 15 metres of ducting and/or requires the use of a deployment technique other than open ducting;
- (c) The Requesting Licensee requests the deferment of the service activation date; or
- (d) In the event of any obstruction from building owner or building management to OpenNet's installation or installation schedule or any of the circumstances described in clauses 2.6(e) and 2.6(f) above, OpenNet shall use its best endeavours to remedy it expeditiously. The Requesting Licensee hereby acknowledges and agrees that OpenNet shall not be held liable for any delays upon OpenNet's best endeavours in attempting to resolve expeditiously any obstruction from building owner or building management. In the event the Requesting Licensee raises a dispute as to whether OpenNet has used its best endeavours to resolve expeditiously such obstruction, OpenNet will provide evidence that it has used such best endeavours;
- (e) The building which was initially under network coverage has been reconstructed and OpenNet has to reinstall its Network to the building.

For the avoidance of doubt, where the service activation date has been revised pursuant to any of the circumstances contemplated in this clause 6.10 or elsewhere in the ICO Agreement (unless otherwise stated), OpenNet shall nevertheless be required to compensate the Requesting Licensee if it fails to meet the revised implementation timeline.

- 6.11 If there is an undue delay for more than two (2) weeks after the service activation date (as stipulated under clauses 6.1 or 6.2), the Requesting Licensee shall be allowed to cancel without incurring cancellation charges.

6A. JOINT INVESTIGATION OF FAULTS

- 6A.1 If any faults occur during the Requesting Licensee's initial installation of its equipment for the Residential End-User Connection, the Requesting Licensee shall first perform all necessary checks (which shall be at its own cost) to ensure that such fault does not lie within the Requesting Licensee's network. For the avoidance of doubt, this clause 6A shall only apply when the Requesting Licensee's installation of its equipment takes place within seven (7) calendar days (excluding Sundays and Public Holidays) from OpenNet's handover of the First Termination Point to the Requesting Licensee.

- 6A.2 Where the Requesting Licensee has performed all necessary checks (which shall be at its own cost) to ensure that such fault does not lie within the Requesting Licensee's network, the Requesting Licensee may inform OpenNet and OpenNet shall send a representative to the relevant Residential Premise for a joint investigation with the Requesting Licensee. OpenNet shall use its best endeavours to ensure that such representative shall arrive at the Residential Premise within one (1) hour from the receipt of such request from the Requesting Licensee. Notwithstanding anything in this clause 6A to the contrary, the Requesting Licensee may only request for a joint investigation between 9am and 7pm from Mondays to Saturdays, and may not request for a joint investigation on Sundays and Public Holidays.

- 6A.3 OpenNet's and the Requesting Licensee's representatives shall be present throughout such joint investigation process. Upon completion of such joint investigation, the OpenNet and Requesting Licensee representatives shall jointly sign off on an investigation report. The format of such investigation report shall consist of readings, and actions taken by OpenNet during the joint fault investigation.

- 6A.4 Where the joint investigation shows that the fault is not due to the Requesting Licensee's network, OpenNet shall delay the billing start date for such Residential End-User Connection to the time such fault is rectified. The fault shall be deemed to have been rectified when OpenNet provides a confirmation to the Requesting Licensee that the Residential End-User Connection has been restored. In the event that the joint investigation team encounters a delay in fault rectification due to any

applicable circumstances stated in clause 2.6 above, the billing start date shall be adjusted to exclude the delays attributable to the applicable circumstances stated in clause 2.6.

6A.5 If OpenNet fails to repair an installation-related fault within seventy-two (72) hours from the commencement of the joint investigation, the Requesting Licensee may elect to cancel such faulty Residential End-User Connection either through manual means or via OpenNet Platform when available. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform. OpenNet shall waive the cancellation charge and Installation Charge of the Termination Point if the Requesting Licensee submits OpenNet's standard cancellation form (as per Annex 1B) to OpenNet after seventy-two (72) hours from the commencement of the joint investigation but before the fault is rectified.

6A.6 For the avoidance of doubt, the Requesting Licensee shall not be entitled to make any SLA or MTTR claims for such Residential End-User Connection for the duration of such joint investigation (including but not limited to the time taken to resolve any fault found).

7. RESPONSIBILITY AT DP AND OPENNET FDF

7.1 The Requesting Licensee shall not, and shall ensure that its employees, agents and contractors do not, at any time access OpenNet's FDF at the Central Office and Building MDF Room, the FTTB Node and the Distribution Point.

7.2 Where the Requesting Licensee wishes to change the existing patching connection at OpenNet's FDF at the Central Office or Building MDF Room, the Requesting Licensee shall submit applications for termination of existing Patching Service and an order for new Patching Service at the Central Office or Building MDF Room in accordance with Schedule 13 (Patching Service).

8. DEACTIVATION

8.1 Subject to the minimum contract term, the Requesting Licensee may deactivate the Residential End-User Connection by giving OpenNet a Request not less than three (3) Business Days before the date of deactivation. Except where OpenNet performs a Fibre Takeover pursuant to clause 20, the Existing Requesting Licensee shall remain liable for the minimum contract term.

- 8.2 The cancellation of the Request for deactivation shall be submitted to OpenNet at least one (1) Business Day before the date of the deactivation of the Residential End-User Connection.
- 8.3 If the Residential End-User Connection service is terminated by the Requesting Licensee pursuant to clause 8.1 before the expiry date of the minimum contract term, the Requesting Licensee must pay OpenNet one hundred percent (100%) of the Monthly Recurring Charge for the remainder of the minimum contract term.
- 8.4 Where any Patching Service is no longer required as a result of the termination of the Residential End-User Connection, OpenNet shall remove the Patching Service at all the relevant access points and the Requesting Licensee shall be liable for the termination charges for removing the Patching Service at the Central Office designated by OpenNet in accordance with Schedule 15 (Charges). Notwithstanding the above, the Requesting Licensee shall not be liable to pay any Charges for the removal of Patching Service related to or in connection with the termination of the Residential End-User Connection, if such termination is the result of OpenNet's fault.

9. STANDARD TERMS AND CONDITIONS

- 9.1 OpenNet shall at its sole discretion determine its network deployment, including but not limited to the access points, fibre cable routing and location of the Central Office, Building MDF Room, FTTB Node, Distribution Point and Termination Point from which the Residential End-User Connection is provided. Prior to installation of the Termination Point, OpenNet will assess the suitability of the location to accommodate the deployment of active equipment, such that there will be adequate ventilation and power within reach of the active equipment. Notwithstanding, OpenNet's assessment and recommendation on the location of the Termination Point, OpenNet shall defer to the agreement or instructions of the End-User. The Requesting Licensee, its agents or sub contractors shall not tamper with, modify, remove or re-locate any Termination Point or any part of the Network in any way or take steps to repair any Termination Point or any part of the Network.
- 9.2 OpenNet shall be responsible for the maintenance of the Residential End-User Connection installed under this Schedule. .
- 9.3 Except to the extent strictly necessary to accurately describe the service to actual or potential Customers, the Requesting Licensee shall not use OpenNet's name, any OpenNet's trademarks or the fact that any service is supplied using OpenNet's Network in promoting the Requesting Licensee's service.

9.4 The Parties shall in good faith co-operate with each other and take reasonable measures to ensure that there is no interference with or deterioration to OpenNet's existing services or those of a Third Party as a result of the Requesting Licensee's use of the Residential End-User Connection.

CLAUSES 9.5 & 9.6 – MODIFICATION REQUIRED

9.5 If it is necessary to carry out any planned service interruption, including but not limited to planned repair, or replacement or upgrade to any equipment or facility forming part of the Residential End-User Connection, OpenNet shall provide the Requesting Licensee with at least two (2) week's notice in advance of such interruptions, repairs or upgrades, and shall inform Requesting Licensees of the period of service interruption. In the event the planned service interruption has to be changed, OpenNet shall provide the Requesting Licensee with no less than twenty-four (24) hours' notice. OpenNet shall take reasonable measures to minimise any service disruption to the Requesting Licensee.

9.6 If it is necessary to carry out an urgent service interruption, including but not limited to planned service interruption for which circumstances has changed giving rise to an urgent service interruption of the Residential End-User Connection, OpenNet shall notify the Requesting Licensee as soon as practicable, including after the carrying out of the service interruption, and shall inform Requesting Licensees of the estimated period of service interruption. OpenNet shall take reasonable measures to minimise any service disruption to the Requesting Licensee.

IDA Directed Modifications: IDA refers NetLink Trust to Section 5 of the Explanatory Memorandum to this Direction. IDA directs NetLink Trust to propose, for IDA's approval, modifications to clauses 9.5 and 9.6 to (a) revert the notification period for all Planned Interruptions to one (1) month; (b) clarify that NetLink Trust shall provide at least one-week's notice to RLs for any postponement of Planned Interruptions; and (c) clarify that should NetLink Trust be restricted to a shorter notification period due to corresponding short notices provided by third parties, NetLink Trust shall use the same principle in the process for Unplanned Interruptions to inform the RLs as soon as practicable of such unforeseen postponement of Planned Interruptions.

IDA further directs NetLink Trust to propose, for IDA's approval, modifications to both clauses 9.5 and 9.6 to reflect that NetLink Trust shall take best endeavours to minimise any service disruption to the

Requesting Licensee in cases of service interruptions described in clauses 9.5 and 9.6.

- 9.7 OpenNet shall include the following details in the written notification or via the OpenNet Platform APIs to the Requesting Licensee:
- (a) Affected Location;
 - (b) Date of occurrence;
 - (c) Time of occurrence (start & end timings);
 - (d) Cause of Planned Disruption;
 - (e) Order Request Identifier of the affected orders; and
 - (f) OpenNet's Network Operations Centre Contact Number.
- 9.8 If the planned service interruption affects Residential End-User Connections, OpenNet will carry out the planned service interruption between 9:00am and 6:00pm or as the Building Managers/MCST may approve (if applicable) or unless it is not feasible for OpenNet to do so.
- 9.9 Subject to Requesting Licensee acquiring redundancy service, OpenNet shall, where technically feasible, provide assistance to Requesting Licensee to divert its Residential End-User Connection to the redundancy service before commencing the planned service interruption.
- 9.10 Where there are available resources, OpenNet will, where possible, first divert critical links to alternative routings before commencing the planned service interruption.
- 9.11 Subject to clause 9.5 or 9.6 or 9.7, OpenNet shall not be liable for any loss caused by such service interruption, except for any Service Level Guarantee rebate that arises from OpenNet carrying out the service interruption outside of the stipulated period and the Requesting Licensee has reported the fault in accordance to clause 11.
- 9.12 The Requesting Licensee shall be responsible to the Requesting Licensee's Customers for all aspects of the Requesting Licensee's services including but not limited to the operations and maintenance of the Requesting Licensee's service.
- 9.13 The Requesting Licensee must procure and maintain at its own cost:

- (a) any equipment or software needed to implement, receive or use the Residential End-User Connection (including but not limited to any configuration of the NTE at the Residential Premise);
 - (b) co-location at the designated Central Office and Building MDF Room; and
 - (c) access to the Residential Premise.
- 9.14 Upon receipt by OpenNet of any request from Requesting Licensee for Removal, OpenNet shall check if the First or Second Termination Point is in use by any Requesting Licensee. OpenNet will reject the request if the First or Second Termination Point, as the case may be, is in use. Otherwise OpenNet shall perform such Removal which shall not include removal of any part of the Network, surface trunking and/or Termination Point that are concealed either by a false ceiling, within any furniture or rendered inaccessible. The Requesting Licensee will have to bear the charge for Removal of the Termination Point in accordance with Schedule 15 (Charges). End-User shall ensure that OpenNet and/or its Contractor has ease of access to perform such Removal. OpenNet shall use its best endeavours to minimize damage to the wall and/or other fittings save that OpenNet shall not be responsible or liable to move or shift any furniture or items belonging to End-User, re-plaster the wall, perform any painting works or reinstate the wall and/or other fittings accordingly.
- 9.15 Nothing in this Schedule vests in the Requesting Licensee any right, title or proprietary interest in the optical fibre cable, equipment or facilities forming part of the Residential End-User Connection.
- 9.16 Onsite charges are applicable whenever Requesting Licensee requests for OpenNet to be onsite other than for provisioning of Residential End-User Connection or for reasons caused by OpenNet's fault or error.
- 9.17 Upon receipt by OpenNet of any request from Requesting Licensee for relocation or repair and replacement of Termination Point within the same premise, OpenNet shall perform such relocation or repair and replacement of Termination Point. For relocation of Termination Point, it shall not include removal of any part of the Network, surface trunking and/or Termination Point that are concealed either by a false ceiling, within any furniture or rendered inaccessible. The Requesting Licensee will have to bear the charge for relocation or repair and replacement of the Termination Point in accordance to Schedule 15 (Charges). End-User shall ensure that OpenNet and/or its Contractor has ease of access to perform such relocation or repair and replacement of Termination Point. OpenNet shall use its best endeavours to

minimize damage to the wall and/or other fittings save that OpenNet shall not be responsible or liable to move or shift any furniture or items belonging to End-User, re-plaster the wall, perform any painting works or reinstate the wall and/or other fittings accordingly.

10. ACCESS AND APPROVALS REQUIRED

10.1 The Parties shall comply with clause 15.5 of the main body of this ICO Agreement in relation to the obtaining of all licences, permits, consents, waivers, authorisations and intellectual property or other rights required for the provision of the Residential End-User Connection.

11. FAULT REPORTING AND CLEARING

11.1 Each Party must have or establish a Fault Reporting and Control Centre (**FCC**) to act as a single point of contact for the reporting, management and clearing of faults. The FCC must be available twenty-four (24) hours a day, seven (7) days a week.

11.2 It is the Requesting Licensee's responsibility to determine the source of the fault at its own cost and to ensure that the fault does not lie within its own network before reporting the fault to OpenNet. The Requesting Licensee shall pay OpenNet according to Schedule 15 (Charges) for cancellation of any fault reported regardless of the response or stage of investigation by OpenNet.

11.3 Where the fault is reported via the OpenNet Platform, the Requesting Licensee shall indicate the following:

- (a) Order Request Identifier
- (b) Requesting Licensee Incident ID
- (c) Incident type
- (d) Description of fault ticket
- (e) End-User contact details

Upon successful submission of the fault, the OpenNet Platform will provide a fault acknowledgement.

Upon receipt of a fault report from the Requesting Licensee under clause 11.2, OpenNet shall investigate the cause of the fault experienced by the Requesting Licensee in a diligent and responsible manner as would be expected of a competent service provider. OpenNet shall provide periodic updates to the Requesting Licensee on the status of the fault rectification and also updates when there is a change in status of the fault investigation/rectification work through OpenNet Platform, when available, or via manual means. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform. Where a fault is reported via manual means, Requesting Licensee shall submit information as required above. OpenNet may also provide the updates and status via Email.

- 11.4 If, following investigation, OpenNet determines that the fault is at the Transmission Tie Cable at the Central Office, OpenNet will patch the Residential End-User Connection to another available Transmission Tie Cable Port and charge the Requesting Licensee a Patching Charge in accordance with Schedule 15 (Charges) if the Requesting Licensee was responsible for the fault at the Transmission Tie Cable at the Central Office.
- 11.5 If, following investigation, OpenNet determines that the fault is at the Patch Cable at the Building MDF Room, OpenNet will replace with another Patch Cable(s) and charge the Requesting Licensee a Patching Charge(s) in accordance with Schedule 15 (Charges) if the Requesting Licensee was responsible for the fault at the Patch Cable at the Building MDF Room.
- 11.6 If, following investigation, OpenNet determines that no fault is found or the fault is not due to the OpenNet Network or equipment, then OpenNet shall charge the Requesting Licensee a No Fault Found Charge for the fault report in accordance with Schedule 15 (Charges).
- 11.7 The process for fault investigation shall be as follows:
 - (a) For each of the three (3) wavelengths of 1310nm, 1490nm and 1550nm where applicable, the optical power shall be measured in accordance with clause 6.7 above, and the findings shall be clearly recorded using the "Fault Rectification Service Report" (Annex 1C),
 - (b) if the power loss do not exceed the limit specified in clause 6.7 then the following steps shall be carried out before a finding of "no fault found" will be recorded:

- determine that the patching at CO/MDF room and the patch cord are properly installed
- determine the optical power at the output of splitter port, for GPON is within acceptable limits

Or determine the optical power at the output of the OE to OpenNet's FDF in the Building MDF room is within the acceptable limits

- determine that no macro bending that produces high loss
- determine that no dirty/damaged connector
- determine that no fibre cut or damaged Termination Point
- determine that there is no wrong patching
- measurements of the following shall also be taken :
 - optical time-domain reflectometer
 - power loss

(c) Upon completion of any fault investigation where both OpenNet and Requesting Licensee are present, OpenNet will hand over the Termination Point to the Requesting Licensee and both Parties shall jointly sign off on the "Fault Rectification Service Report" (Annex 1C), which will state the outcome of the investigation. For fault investigation where Requesting Licensee is not required to be present, OpenNet shall conclude the investigation on-site and inform the Requesting Licensee of the outcome accordingly. OpenNet shall provide periodic updates to the Requesting Licensee on the status of the investigation and also updates when there is a change in status of the investigation through OpenNet Platform, when available. For the avoidance of doubt, OpenNet shall inform the industry when the above features will be available on OpenNet Platform.

11.8 If OpenNet is unable to identify any fault, OpenNet will call for a fault identification coordination meeting between OpenNet and the Requesting Licensee to identify the fault. OpenNet will notify the Requesting Licensee on the request for fault identification. The Requesting Licensee shall provide all reasonable assistance requested by OpenNet. Each Party is to bear its own cost for attending such fault identification coordination meeting as well as any testing or trouble-shooting activities required as a result of such a meeting. For the avoidance of doubt, save as provided below, each party shall bear its own costs for the purpose of any fault investigation:

- (a) In the event that a particular fault is due to OpenNet or its contractors, OpenNet shall not impose any charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an OpenNet-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, OpenNet shall not impose the joint investigation charge on the Requesting Licensee even if the fault identification process is initiated by the Requesting Licensee.
- (b) In the event that a particular fault is due to the Requesting Licensee or its contractors or its End-Users, OpenNet shall be entitled to impose a charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an OpenNet-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, OpenNet shall also be entitled to impose the joint investigation charge on the Requesting Licensee if the fault identification process is initiated by the Requesting Licensee.
- (c) In the event that it is agreed that a particular fault is not due to OpenNet (or its contractors) or the Requesting Licensee (or its contractors or End-Users), OpenNet shall be entitled to impose a charge on the Requesting Licensee for access to the Co-Location Space (where applicable) only if it is an Requesting Licensee-initiated joint investigation process. In addition, OpenNet shall also be entitled to impose the joint investigation charge on the Requesting Licensee if the process was initiated by the Requesting Licensee.
- (d) Except for (a) above, if it is discovered that any part of the Network located in the Residential Premise is damaged, OpenNet shall impose the relevant charges in accordance to Schedule 15 (Charges) accordingly to the End-User and charge the End-User directly unless the damage is caused by the Requesting Licensee.

11.9 The Residential End-User Connection is deemed to be restored when OpenNet has tested and confirmed to the Requesting Licensee that the Residential End-User Connection has been restored. OpenNet will notify the Requesting Licensee with the cause of fault.

11.10 Where the Requesting Licensee has lodged with OpenNet a fault report and OpenNet is in the process of investigating the fault or where the Requesting Licensee has not lodged a fault report but suspects that there is a fault on the Residential End-User Connection, the Requesting Licensee may request OpenNet for a joint investigation. The Requesting Licensee shall propose the date, time and venue for the joint

investigation. Subject to OpenNet’s resource availability and agreement to the date, time and venue, OpenNet shall attend the joint investigation and charge the Requesting Licensee the Joint Investigation Charge according to Schedule 15 (Charges), if the fault is not due to OpenNet. If the fault is due to OpenNet, OpenNet will waive the Joint Investigation Charge. The process for a joint investigation shall be as described in clause 11.7. Clauses 11.8(a) to (c) will also apply to joint investigations under clause 11.10. Additionally, where the Requesting Licensee disputes OpenNet’s findings, the Requesting Licensee may request OpenNet for a fault identification coordination meeting.

11.11 The Requesting Licensee acknowledges that OpenNet may temporarily disconnect the Requesting Licensee’s Residential End-User Connection to perform reasonable fault analysis and line testing on the Residential End-User Connection. OpenNet shall conduct such disconnection only as it reasonably considers necessary. OpenNet shall notify the Requesting Licensee at least thirty (30) minutes before the temporary disconnection and provide its reasons for the temporary disconnection.

11.12 Each Party shall maintain and store its own records of faults and repairs.

Mean Time To Recovery

11.13 OpenNet shall restore any fault within a standard Mean Time To Recovery (**MTTR**) of eight (8) hours.

11.14 Subject to clause 2.6, the MTTR shall be the average time OpenNet took to restore service for all fault incidents for all Residential End-User Connections acquired by the Requesting Licensee under this Schedule during a month, measured from the time each fault is reported by the Requesting Licensee to the time OpenNet confirms that the fault is restored, excluding fault incidents where OpenNet is prevented or restricted from restoring the service owing to matters that are not within OpenNet’s control. For the avoidance of doubt, the MTTR is calculated as follows:

$$\frac{\sum X}{Y}$$

Where X = Time taken to restore fault incidents for each Residential End-User Connection during a month as described above

Y = Total number of affected Residential End-User Connections in the same month

11.15 In the event OpenNet fails to meet the standard MTTR for a particular month, OpenNet shall compensate the Requesting Licensee an MTTR Rebate equal to the difference between the MTTR experienced by the Requesting Licensee and the standard MTTR in terms of number of days, multiplied by the number of services affected, multiplied by the Weekly Recurring Charge for the Residential End-User Connection, subject to a maximum of 30 times the Weekly Recurring Charge for the Residential End-User Connection.

12. SERVICE LEVEL AVAILABILITY

12.1 OpenNet shall offer a service level availability of 99.99% per month for the Residential End-User Connection. OpenNet shall offer to rebate the Requesting Licensee ten percent (10%) of the Monthly Recurring Charge if OpenNet fails to meet the service level availability for that month.

12.2 Service level availability for the Residential End-User Connection is calculated as follows:

$$\frac{(A - B)}{(A)} \times 100\%$$

Where A = 24 hours x number of days for the month (in hours); and

B = total network outage time for the Residential End-User Connection in the same month (in hours)

12.3 Subject to clause 2.6, the total network outage time is the sum of all minutes for which the Requesting Licensee Residential End-User Connection is unavailable, measured from the time each fault is reported by the Requesting Licensee to the time OpenNet confirms that the fault is restored, excluding fault incidents where OpenNet is prevented or restricted from restoring the service owing to matters that are not within OpenNet's control.

13. PROTECTION AND SAFETY

13.1 Each Party is responsible for the safe operation of its Network and in particular the safe operation of any equipment within its Network on its side of the connection at the designated Central Office and the Residential Premise.

13.2 Each Party shall, so far as reasonably practicable, take all necessary steps to ensure that the licence of the Residential End-User Connection, 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 Parties; and
- (b) do not damage, interfere with or cause any deterioration in the operation of the OpenNet Network.

14. TERM OF LICENCE

14.1 The minimum contract term for a Residential End-User Connection shall be twelve (12) months starting from the service activation date of the Residential End-User Connection.

15. SUSPENSION

15.1 OpenNet may suspend the Requesting Licensee's licence to the Residential End-User Connection at any time until further notice to the Requesting Licensee if the Residential End-User Connection licence causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of OpenNet or any other person) including but not limited to causing damage, interfering with or causing deterioration in the operation of the OpenNet Network. If the suspension is the result of the Requesting Licensee's fault, the Requesting Licensee shall continue to pay the Monthly Recurring Charge during the period of suspension.

15.2 Without limiting the exclusions or limitations of liability in this ICO Agreement, OpenNet shall not be liable to the Requesting Licensee for any Loss resulting from, or in connection with, suspension of a Residential End-User Connection licence under this clause 15.

16. TERMINATION OF LICENCE

CLAUSES 16.1 & 16.2 – MODIFICATION REQUIRED

16.1 On a fortnightly basis, the Requesting Licensee shall keep OpenNet informed of the Requesting Licensee's utilisation of each Residential End-User Connection that was :

- (a) activated for the End-User within fourteen days prior to the submission of the report;
- (b) terminated by the End-User within fourteen days prior to submission of the report.

16.2 The Requesting Licensee must use or activate a service to a Retail Service Provider using the Residential End-User Connection within two (2) weeks from the service activation date of the Residential End-User Connection. If the Requesting Licensee fails to do so, OpenNet shall, at its sole discretion, deactivate the Residential End-User Connection upon giving the Requesting Licensee ten (10) Business Days prior notice, and the Requesting Licensee did not dispute such written notice given by OpenNet. The Requesting Licensee must pay OpenNet the Monthly Recurring Charges for the remainder of the minimum contract term. Where an End-User had terminated a Residential End-User Connection, the Requesting Licensee shall terminate the Residential End-User Connection accordingly within two (2) weeks of such termination by the End-User. If the Requesting Licensee fails to do so, OpenNet shall, at its sole discretion, deactivate the relevant Residential End-User Connection upon giving the Requesting Licensee two (2) Business Days prior notice.

IDA Directed Modifications: IDA refers NetLink Trust to Section 10 of the Explanatory Memorandum to this Direction. IDA directs NetLink Trust to propose, for IDA's approval, modifications to clauses 16.1 and 16.2 to clarify that (a) the six-month timeframe for the activation of an EUC from the service activation date of the Residential End-User Connection should be retained; (b) the RLs shall release any unused fibre strands back to NetLink Trust within one (1) Business Day from the date that end-users cease to subscribe to services provided over these fibre strands; (c) NetLink Trust shall make available the released and unused fibre strands to its other RLs within another one (1) Business Day from the date an OpCo releases an unused fibre strand; and (d) the RL shall keep NetLink Trust informed on the RL's utilisation of each service connection six (6) months from the service activation date and when there are changes to the utilisation.

16.3 OpenNet may immediately terminate a licence of Residential End-User Connection under this Schedule if:

- (a) the Requesting Licensee is no longer an FBO;

- (b) the OpenNet ICO is revoked by the Authority under clause 12.8 of the ICO Agreement;
- (c) the Authority removes the requirement for OpenNet to supply Residential End-User Connection under the OpenNet ICO or exempts OpenNet from supplying Residential End-User Connection under the ICO Agreement, provided that the date of termination shall not be earlier than the effective date of the Authority's decision;
- (d) in OpenNet's reasonable opinion, the Requesting Licensee is using the Residential End-User Connection in contravention of an applicable law, licence, code, regulation or direction and OpenNet has the necessary confirmation from the relevant Government Agencies that the Requesting Licensee is in contravention of the applicable law, licence, code, regulation or direction;
- (e) in OpenNet's reasonable opinion, the Requesting Licensee is using the Residential End-User Connection in a manner which places or allows a Third Party to act in contravention of an applicable law, licence, code, regulation or direction and OpenNet has the necessary confirmation from the relevant Government Agencies that the Third Party is in contravention of the applicable law, licence, code, regulation or direction;
- (f) the Residential End-User Connection is used other than the purposes specified in clause 1;
- (g) the licence in respect of Co-Location Space to which the Residential End-User Connection is connected has been terminated or has expired;
- (h) the Residential End-User Connection has become unsafe for its purpose; or
- (i) OpenNet's right to own, maintain or operate the Residential End-User Connection has been revoked or terminated, or has expired.

16.4 Either Party (**Terminating Party**) may terminate the Residential End-User Connection:

- (a) if the other Party is in breach of this Schedule other than failure to pay any sum for which the Requesting Licensee has been invoiced, and such breach remains un-remedied for a period of sixty (60) Calendar Days after receiving notice from the Terminating Party;

- (b) if the Requesting Licensee's Residential End-User Connection licence has been suspended pursuant to clause 15.1, and the cause of such suspension has not been remedied or rectified for a period of sixty (60) Calendar Days from the date of the suspension; or
- (c) if the Requesting Licensee is in breach of this Schedule by its failure to pay any sum for which the Requesting Licensee has been invoiced, and such breach remains un-remedied for a period of fourteen (14) Calendar Days after receiving notice from the Terminating Party. For the avoidance of doubt, this sub-clause shall not apply pending the resolution of any Billing Dispute in accordance with the provisions of Schedule 16 (Billing).

16.5 Upon termination of the licence of Residential End-User Connection:

- (a) the Requesting Licensee must immediately discontinue the use of the Residential End-User Connection; and
- (b) the Requesting Licensee must without undue delay disconnect all equipment connected to the Residential End-User Connection; and
- (c) OpenNet shall be responsible for removing all necessary Patching Services at the Requesting Licensee's cost in accordance with Schedule 15 (Charges). Notwithstanding the above, the Requesting Licensee will not be liable for OpenNet's costs of removing all necessary Patching Services at the Building MDF Room, or if the termination is the result of OpenNet's fault

16.6 If the licence of a Residential End-User Connection is terminated as a result of the Requesting Licensee's fault, the Requesting Licensee shall be liable to OpenNet for the Monthly Recurring Charges for the remainder of the minimum contract term.

16.7 If the Requesting Licensee fails to disconnect its equipment from the Residential End-User Connection under clause 16.5(b), OpenNet may at its sole discretion remove and/or dispose of the Requesting Licensee's equipment. The Requesting Licensee shall pay to OpenNet all reasonable costs associated with the work undertaken by OpenNet including the cost of disposing the Requesting Licensee's equipment. The Requesting Licensee shall have no claim whatsoever against OpenNet in connection with the removal and/or disposal of the Requesting Licensee's equipment from the Residential End-User Connection.

17. REDUNDANCY SERVICE

17.1 The Requesting Licensee may acquire:

- (a) for a Residential End-User Connection of 1:24 Split Ratio for the purpose of providing GPON services, one separate fibre strand from OpenNet's splitter at the Building MDF Room to the First Termination Point of the Residential Premise;
- (b) for a Residential End-User Connection of 1:24 Split Ratio for the purpose of providing OE services, one separate fibre strand from OpenNet's FDF at the Building MDF Room to the First Termination Point of the Residential Premise; or
- (c) for a Residential End-User Connection of 1:1 Split Ratio, one separate fibre strand from OpenNet's FDF at the CO to the First Termination Point of the Residential Premise

(**Redundancy Service**) at the same prices, terms and conditions as the Residential End-User Connection through a request in the form of Annex 1A either via manual means or via the OpenNet Platform, unless stipulated otherwise in this clause 17.

17.2 OpenNet shall provide the Redundancy Service via the same duct and along the same path as the existing Residential End-User Connection, without Duct Diversity and without Path Diversity. OpenNet may provide the Redundancy Service using a separate fibre strand from the same fibre cable that carries the existing Residential End-User Connection. OpenNet shall have the right to reject a request for the Redundancy Service if both fibres in the First Termination Point are in use.

17.3 The Requesting Licensee is eligible to acquire a Redundancy Service for the Residential End-User Connection provided that the Requesting Licensee has acquired or is acquiring an equivalent Residential End-User Connection to the same Residential Premise. The Requesting Licensee may request OpenNet to reject the Request for the Residential End-User Connection in the event that OpenNet is unable to provide the Redundancy Service, but such Requests for the Residential End-user Connection and the Redundancy Service must be submitted together to OpenNet.

17.4 The Requesting Licensee shall be responsible, at its own cost and equipment, for the implementation of diversity or redundancy for its services using the Redundancy Service provided by OpenNet.

17.5 OpenNet shall make the Redundancy Service available to the Requesting Licensee, except where OpenNet is unable to build the requisite infrastructure (other than fibre) to provide the Redundancy Service or due to any of the reasons stated in clause 5.4.

18. RELOCATION SERVICE FROM ONE RESIDENTIAL ADDRESS TO ANOTHER RESIDENTIAL ADDRESS

18.1 The Requesting Licensee may request to relocate the End-User Connection for an End-User to the End-User's new or other residential address (**Relocation Service**) via manual means or the OpenNet Platform when available (which OpenNet shall inform the industry when the above feature will be available on OpenNet Platform) giving, amongst others, the following information:

- (i) The Order Request Identifier of existing connection at old residential premise
- (ii) Service activation date at new residential premise
- (iii) All applicable supporting documents evidencing that the request for Relocation is at the request of or for the benefit of one End-User.

18.2 Subject always to the terms of this Schedule, OpenNet shall provide the Relocation Service by installing (where applicable) and activating a new Residential End-User Connection at the new Residential Premise in accordance to clause 6, followed by deactivation of the existing Residential End-User Connection at the former premise. The expiry date of the minimum contract term which will be computed from the initial order remains unchanged.

18.3 For the avoidance of doubt, each request for Relocation Service shall constitute one (1) Request for Residential End-User Connection, which must fall within the Maximum Quota.

18.4 The Requesting Licensee shall make payment of the applicable charges for every request for Relocation Service which includes charges for Relocation Service, Installation, activation of Patching in the CO (where applicable) and deactivation of Patching in the CO and MDF room in accordance to Schedule 15 (Charges), where applicable. A Cancellation Charge as set out in Schedule 15 (Charges) shall be applicable if the Requesting Licensee cancels the request for Relocation Service after acceptance by OpenNet. A change in the End-User's new Residential Premise address shall constitute a cancellation.

18.5 At all times, the Requesting Licensee shall be solely responsible for the relocation of its services to the End-User arising from the request for Relocation Service.

18.6 For avoidance of doubt, there shall be no express service activation for a request for Relocation Service.

19. SECOND TERMINATION POINT

19.1 Where all the fibre strands of the First Termination Point are in use, OpenNet shall install a Second Termination Point:

- (a) for a Residential End-User Connection of 1:24 Split Ratio for the purpose of providing GPON services, one separate fibre strand from OpenNet's splitter at the Building MDF Room to the Second Termination Point of the Residential Premise;
- (b) for a Residential End-User Connection of 1:24 Split Ratio for the purpose of providing OE services, one separate fibre strand from OpenNet's FDF at the Building MDF Room to the Second Termination Point of the Residential Premise; or
- (c) for a Residential End-User Connection of 1:1 Split Ratio, one separate fibre strand from OpenNet's FDF at the CO to the Second Termination Point of the Residential Premise

on the same terms and conditions as the Residential End-User Connection via manual means or the OpenNet Platform when available, unless stipulated otherwise in clause 19. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform.

19.2 OpenNet shall have the right to reject a Request for Second Termination Point if all the fibre of the First Termination Point are not in use.

19.3 The Requesting Licensee may submit a Request for Second Termination Point provided the Requesting Licensee has submitted a Request for a Residential End-User Connection to this Second Termination Point.

19.4 The Requesting Licensee shall pay OpenNet the applicable Installation Charge for Second Termination Point and Installation of Internal Cabling Charge specified in Schedule 15 (Charges) for provisioning the Residential End-User Connection for the Second Termination Point.

CLAUSE 20 – MODIFICATION REQUIRED

20. FIBRE TAKEOVER PROCESS

20.1 The provisions of this section shall be applicable only where the Gaining Retail Service Providers (“Gaining RSP”) intending to provide telecommunication services to End-Users (“EU”) via the NGNBN are parties to an industry implemented agreement on the Fibre TakeOver (“FTO”) process. Additionally, the Gaining Requesting Licensee and Losing Requesting Licensee are different but must also be parties to the same industry implemented agreement on the FTO process.

20.2 The Gaining and Losing Requesting Licensees shall comply with the FTO process as outlined below :

- (a) The EU shall approach the Gaining RSP, who shall determine the EU’s eligibility for the FTO process via OpenNet Platform. For the avoidance of doubt, OpenNet shall inform the industry when the above feature will be available on OpenNet Platform.
- (b) Where the EU has an existing service, the Gaining RSP to check if EU would be switching RSPs.
- (c) Where EU is switching RSP, the Gaining RSP shall explain the details of the FTO process and the applicable terms & conditions to the EU.
- (d) Where the relevant criteria are satisfied, the eligible EU’s application will include an FTO request. The Gaining RSP will place the order via the Gaining Requesting Licensee together with the particulars of the Gaining RSP’s contractors.
- (e) No later than the next business day after receipt of Request for FTO from the Gaining RSP, OpenNet shall inform the Losing Requesting Licensee of the Losing RSP of the order from the Gaining RSP.
- (f) The Losing Requesting Licensee must approve the Gaining RSP’s order within two (2) Business Days. The Losing Requesting Licensee may only reject the request if the EU has an existing service which consists of a bundled service and the Losing RSP require the existing connection for provision of the other services within the bundle, or if the Losing Requesting Licensee is using the same fibre to provide services to more than one RSP.

- (g) OpenNet shall proceed with the service provisioning to the Gaining Requesting Licensee where approval pursuant to paragraph (f) above is received from the Losing Requesting Licensee. Where OpenNet do not receive any response from the Losing Requesting Licensee as provided for in paragraph (f) above, the Gaining RSP's order shall be deemed approved and OpenNet shall proceed with service provisioning accordingly.
- (h) Where the order is rejected pursuant to paragraph (f) above, OpenNet shall notify the Gaining Requesting Licensee that its order shall be converted into a normal service provisioning order under this Schedule 1. All timelines stated in this Schedule 1 shall be computed from the time the order is converted.
- (i) Where the order is approved or deemed approved as set out in paragraphs (f) or (g) above, OpenNet shall send an order confirmation to the Gaining Requesting Licensee on T+3 with the particulars of OpenNet's contractors and the selected timeslot.
- (j) On the appointed date, OpenNet's contractors shall proceed to the serving cabinet and shall only proceed with the service provisioning upon receipt a confirmation to proceed via telephone from the Gaining RSP's contractor. OpenNet's contractor shall remain on site until the end of the time slot allocated to assist with any troubleshooting, if required.
- (k) Where service was successfully provisioned, OpenNet will notify both the Losing and Gaining Requesting Licensees.
- (l) In the event a party (i.e. OpenNet or the Requesting Licensee) fails to show up within the time slot allocated for the installation, that party shall pay compensation to the other party, where applicable, the Onsite Charges as set out in Schedule 15 (Charges).
- (m) Upon the successful service provisioning under the Request for Fibre Takeover, the Losing Requesting Licensee shall be entitled to :
 - a. Waiver of the Pre-mature Termination Charge (if any); and
 - b. Rebate amount equal to one (1) month of the Monthly Recurring Charge, for the affected connection.

- (n) Upon the successful service provisioning under the Request for Fibre Takeover, the Gaining Requesting Licensee shall be entitled to a rebate amount equal to one (1) month of the Monthly Recurring Charge for the affected connection.
- 20.3 For avoidance of doubt, switching of GPON to OE or from OE to GPON is not allowed. The Gaining Requesting Licensee may only submit the request to switch from GPON to OE or vice-versa only after the successful service provisioning of the Residential End-User Connection with Fibre Take-Over Process. The same applies for relocation requests (within the same premise or to a new premise) as well.
- 20.4 For avoidance of doubt, Gaining and Losing Requesting Licensee shall not be entitled to make any SLA or MTTR claims in respect of the affected Residential End-User Connection for the duration of the Fibre Takeover.
- 20.5 For avoidance of doubt, cancellation after approval has been sought will be chargeable according to the cancellation charges as set out in Schedule 15 (Charges).

IDA Directed Modifications: IDA refers NetLink Trust to Section 11 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 20 to clarify that the FTO Process is currently not a mandatory process under the ICO. Instead, the FTO Process is an additional option to the existing processes in the ICO (i.e., in addition to provisioning service via an alternative fibre strand as well as to the existing FTO Process) and an avenue for RSPs and OpCos to meet service requests from residential end-users who are able to tolerate a minimal amount of disruption in activating a new service to replace an existing one.

Request for Residential End-User Connection

Requesting Licensee	Please Tick only one option: <input type="checkbox"/> Relocation Service from one Residential Address to another Residential Address <input type="checkbox"/> New End-User Connection	
	<i>For Request for Relocation Service from one Residential Address to another Residential Address, please provide:</i> Order Identification Number (ORI) of existing connection: _____	
	Date of Application: _____ Requested Date of Activation: _____	Application Reference Number: _____
	Preferred Installation Session*: AM/PM Residential End-User Name: _____	Residential End-User Telephone Number: _____
	Residential End-User Address of NEW Connection: _____	
	For NEW connection, please select: Split Ratio: 1:1 / 1:24 (Change of Split ratio is not allowed for Relocation Service from one Residential Address to another Residential Address)	Technology: GPON / OE

(only applicable for 1:24 Split Ratio)

Any other info: _____

Redundancy Service is required
 Request for Residential End-User Connection to be rejected if Redundancy Service is not available

The Requesting Licensee acknowledges that by submitting this Request Form, it undertakes to pay any additional charges which may be imposed by OpenNet pursuant to clause 6.3 of Schedule 1. For avoidance of doubt, the Requesting Licensee is still liable for the applicable Monthly Recurring Charge and one-time charges.

For and on Behalf of Requesting Licensee

Requesting Licensee	Sign: _____	Company Stamp: _____
	Name: _____	Company Name: _____
	Designation: _____	
	Contact Number, Fax and email address _____	

Part 1: Date: _____

OpenNet	<input type="checkbox"/> Application accepted: Circuit Identification Number: _____
	Tentative Provision Date : _____ Provide internal cabling to First Termination Point (Y/N)
	<input type="checkbox"/> Application rejected

ANNEX 1A : REQUEST FORM RESIDENTIAL END-USER CONNECTION


	Reason	for	rejection:

	OpenNet Name / Signature:	Queue Status:	
	_____	_____	

Part 2: Date: _____


OpenNet	<input type="checkbox"/>	Circuit Provision: Revised Provision Date (where applicable): _____ Reason: _____ Any other reason: _____
	<input type="checkbox"/>	Application rejected Reason _____ for _____ rejection:
		OpenNet Name / Signature: _____ _____

ANNEX 1B: REQUEST FOR CANCELLATION OF RESIDENTIAL END-USER CONNECTION DUE TO
INSTALLATION-RELATED FAULT

		Request for Cancellation of Residential End-User Connection Due to Installation-related Fault		Serial No:
Date & Time of Reporting of Installation-related Fault :				
Order Request Identifier (ORI) Number :				
Trouble Ticket No:		<input type="checkbox"/> 1 hour activation		
Appointment Date & Time :		Arrival Time :		
Number of Hours Since Time of Reporting of Installation-Related Fault :				
END-USER INFORMATION				
Authorised Person Name:		*Mr/Mrs/Miss/Mdm/Dr		
Contact no:		(HP):		
Location of Installation		Blk/House:____ Unit No: #_____ - _____ Street Name: _____ Building Name: _____ Postal Code :S(_____)		
ACKNOWLEDGEMENT				
This is to acknowledge that the installation-related fault has been attended and the fault resolution has not been resolved after seventy-two (72) hours from commencement of the joint investigation. The Requesting Licensee hereby requests for the immediate cancellation of the Residential End-User Connection.				
Fault Attended By		Acknowledgement by Requesting Licensee		
OpenNet Technician Name:		Requesting Licensee Technician Name :		
OpenNet Technician Signature:		Requesting Licensee Technician Signature:		

*Please delete where inapplicable.

ANNEX 1C: FAULT RECTIFICATION SERVICE REPORT

 Fault Rectification Service Report		Serial No: _____		
Appointment Date: _____ Time: _____		Arrival Time: _____		
Trouble Ticket No: _____		Completion Time: _____		
		<input type="checkbox"/> 1 hour activation <input type="checkbox"/> Maintenance Fault Rectification <input type="checkbox"/> Follow up end-user appointment		
END-USER INFORMATION				
Authorised Person Name:	*Mr/Mrs/Miss/Mdm/Dr _____			
Contact no:	_____	(HP):	_____	
Company:	_____			
Registered Address:	Blk/House: _____ Unit No: # _____ - _____ Street Name: _____ Building Name: _____ Postal code: S(_____)			
LOCATION OF INSTALLATION				
A-END (CO/MDF)		B-END (CO/MDF, End-User's Premise)		
Blk/House: _____ Unit No: # _____ - _____ Street _____ Name: _____ Building Name: _____ Postal code: S(_____)		Blk/House: _____ Unit No: # _____ - _____ Street Name: _____ Building Name: _____ Postal code: S(_____)		
End-User Declaration (check only one box)				
<input type="checkbox"/> I am the owner of the above premises <input type="checkbox"/> I, Name: _____, am authorised by the owner of the premise and/or the above-stated company to sign this form and permit OpenNet Pte Ltd or its contractor to enter the premises and conduct the fault rectification work. I will bear full responsibility if the owner should dispute (a) my authority, or (b) any action taken by OpenNet Pte Ltd at my instructions.				
Company Stamp (if applicable): _____				
For Official Use Only				
OPTICAL MEASUREMENTS, WHERE POSSIBLE(Measured by RL)				
Fault description:				
Test Measurement (CO to Serving Cabinet):	1310nm	1490nm	1550nm	Distance (m)
Test Measurement (CO to 1st TP):	1310nm	1490nm	1550nm	Distance (m)
Test Measurement	1310nm	1490nm	1550nm	Distance (m)

ANNEX 1C: FAULT RECTIFICATION SERVICE REPORT

(Segment Services A-END to B-END)								
Certified by ON:								
Technician Name:				Date:				
Technician Signature:				Time:				
OPTICAL MEASUREMENTS, WHERE POSSIBLE(Measured by ON)								
Fault description:								
Test Measurement (CO to Serving Cabinet):	1310nm		1490nm		1550nm		Distance (m)	
Test Measurement (CO to 1st TP):	1310nm		1490nm		1550nm		Distance (m)	
Test Measurement (Segment Services A-END to B-END)	1310nm		1490nm		1550nm		Distance (m)	
Certified by :								
RL Name:				Date:				
RL Signature:				Time:				
Fault Root Cause Description								
ACTION TAKEN/ADDITIONAL REMARKS								
CUSTOMER ACKNOWLEDGEMENT AND ACCEPTANCE								
Remarks/Comments:								
This is to acknowledge that the fibre fault rectification has been attended and the fault resolution is effective								
Fault Attended by:				Resolution Accepted by End-User:				
Technician Name:				End-User Signature:				
Technician Signature:								
Resolution Verified and Accepted by RL (Only applicable for 1 hour activation) :								
RL Name:				RL Signature:				

ANNEX 1C: FAULT RECTIFICATION SERVICE REPORT

End-Users can refer to their retail service providers for more information to address and resolve any end user service related issues.

*Please delete where inapplicable.

Request for Address Not Found

Section 1: Application *(To be filled up by Requesting Licensee)*

<u>Date of Application:</u>	<u>Application Reference Number:</u>
<u>Residential End-User Name:</u>	<u>Residential End-User Telephone Number:</u>
<u>Residential End-User Address:</u>	

For and on Behalf of Requesting Licensee

<u>Name:</u>	<u>Company Name:</u>
<u>Designation:</u>	<u>Contact Number:</u>
<u>Email Contact:</u>	

Section 2: Acceptance of application *(for official use)*

<u>Date of Receipt to RL:</u>
<u>Application accepted/rejected:</u>
<p><i>For accepted request</i></p> <p><u>Request Identification Number:</u> ANF-DDMMYY (of submitted request)-XX(QP code)-01</p> <p><i>For rejected request</i></p> <p><u>Reason(s) for rejection:</u></p>
<u>OpenNet Name:</u>

Section 3: Verification of address *(for official use)*

<u>Date of notification to RL:</u>
<p><i>For valid address</i></p> <p><u>Estimated RFA (if available):</u></p> <p><i>For non-valid address</i></p> <p><u>Valid proof of stay available?: Yes/ No</u></p> <p><u>Remarks:</u></p>

OpenNet Name:

Section 4: Ready for ordering (*for official use*)

Date of notification to RL:

The address as per request in this application can now be order for Residential End-User Service Connection from the OSS/BSS platform.

OpenNet Name:

ANNEX 1E : EXAMPLE OF DEMAND FORECAST ASSESSMENT

This shows an example of Demand Forecast assessment for the week of 1st to 5th December:

Month of assessment	Forecast Period	Requesting Licensee daily Request forecast (A)	Minimum Commitment (A x 90%)	Slots Utilised By Requesting Licensee	OpenNet Actual Fulfilment	Slots Shortfall by Requesting Licensee	Requesting Licensee to pay Work Slot Charge	Slots Shortfall by OpenNet	OpenNet to pay per Work Slot Charge	Amount Payable by Requesting Licensee or (OpenNet)
January	1-Dec	300	270	250	250	20	\$2,400	0	\$-	\$2,400
	2-Dec	300	270	290	270	0	\$-	30	\$3,600	\$(3,600)
	3-Dec	300	270	260	250	10	\$1,200	50	\$6,000	\$(4,800)
	4-Dec	300	270	280	280	0	\$-	0	\$-	\$-
	5-Dec	300	270	205	205	65	\$7,800	0	\$-	\$7,800

The amount payable for forecast period (December) will be computed and shall be billed on one month (February) after the month of assessment (January).