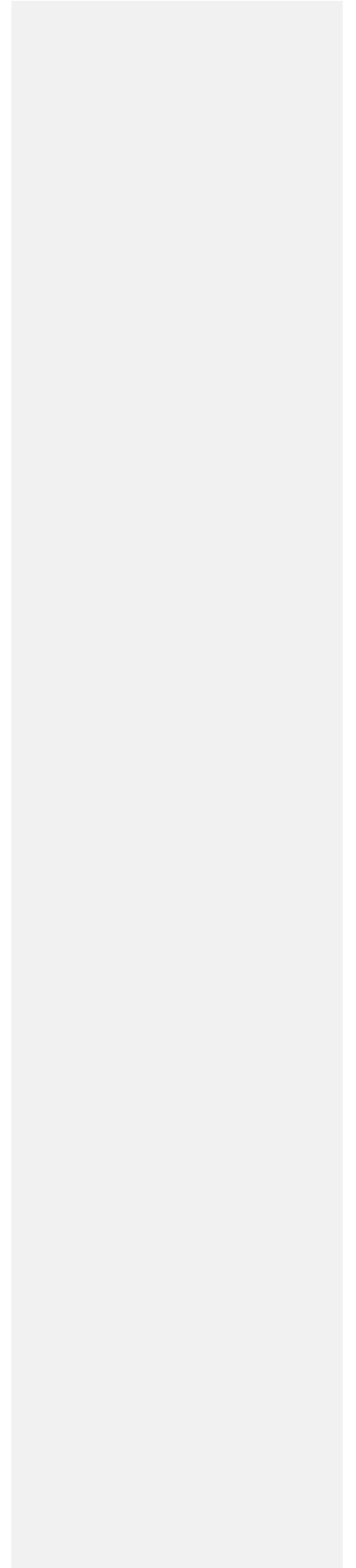
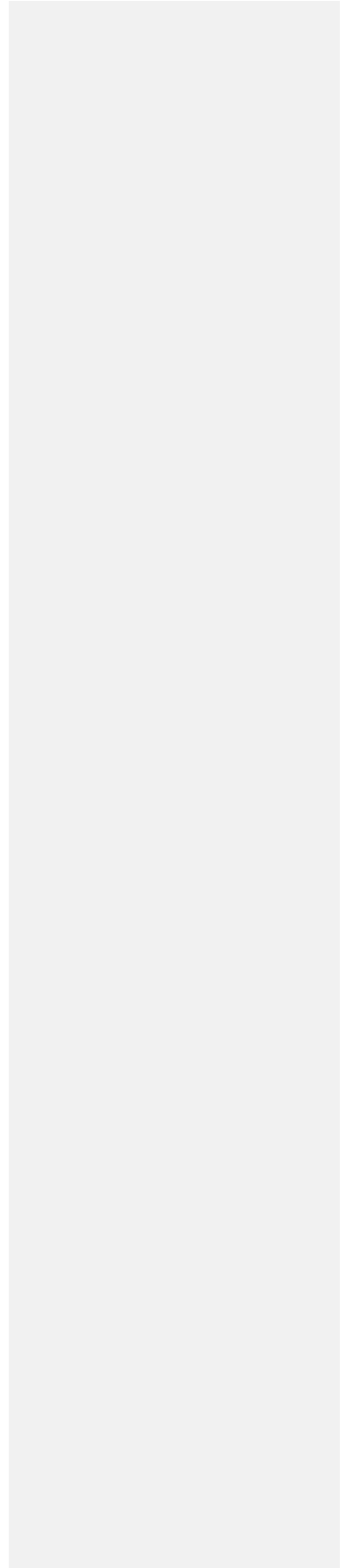


APPENDIX 9
REQUIRED MODIFICATIONS TO SCHEDULE 8
BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION



SCHEDULE 8
BUILDING MDF ROOM TO RESIDENTIAL PREMISE
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 8 – Building MDF Room to Residential Premise Connection), NetLink Trust's proposed modifications to Schedule 8 – Building MDF Room to Residential Premise Connection are approved.

SCHEDULE 8

BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION

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SCHEDULE 8

BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION

1. SCOPE

This Schedule 8 sets out the terms and conditions under which [OpenNetNetLink Trust](#) will provide the Requesting Licensee with a licence for Layer 1 Service (a service provided by [OpenNetNetLink Trust](#) for the use of passive optical fibre cable) from [OpenNetNetLink Trust](#)'s designated Building MDF Room to the First Termination Point of a Residential Premise (**Building MDF Room to Residential Premise Connection**).

1.1 The Building MDF Room to Residential Premise Connection is provided to a Residential Premise at a:

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

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

2. SERVICE LEVEL GUARANTEES

2.1 [OpenNetNetLink Trust](#) will provide the Service Level Guarantees in respect of the Building MDF Room to Residential Premise Connection as set out in this Schedule. If [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#), its contractors and/or suppliers, [OpenNetNetLink Trust](#) will provide a remedy in the form of a rebate to the Requesting Licensee in accordance with:

- (i) Clause 6.10 and any terms and conditions contained in this Schedule in respect of request and provisioning timeframes;
- (ii) Clause 11.13 and any terms and conditions contained in this Schedule in respect of fault rectification timeframes; and
- (iii) 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. OpenNetNetLink Trust will respond within (30) Calendar Days from date of claim stating whether the claim by Requesting Licensee is: (a) valid for rebates; or (b) an invalid claim. Where OpenNetNetLink Trust assessed that the Requesting Licensee's claim is invalid, OpenNetNetLink Trust will explain its basis or require the Requesting Licensee to provide additional information. For valid claims submitted within the timeframe, OpenNetNetLink Trust 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 OpenNetNetLink Trust and will be reflected in OpenNetNetLink Trust's bill to the Requesting Licensee in accordance with OpenNetNetLink Trust's billing cycle.

2.4 The guarantee and rebates provided by OpenNetNetLink Trust are:

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

2.5 Despite anything to the contrary in this section, if the Requesting Licensee qualifies for any claim, OpenNetNetLink Trust 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 Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~'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 Building MDF Room to Residential Premise Connection where any site-coordination meeting, Joint Investigation Meeting or fault identification coordination meeting is involved, except where (a) the fault was caused by ~~OpenNetNetLink Trust~~; 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 ~~OpenNetNetLink Trust~~, 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) ~~OpenNetNetLink Trust~~ is unable to obtain or maintain any licence or permission necessary to the provision or restoration of Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~, the time taken by ~~OpenNetNetLink Trust~~ to obtain or maintain any licence or permission necessary to the provision or restoration of the Building MDF Room to Residential Premise Connection shall always be excluded. Provided that in the event that the Requesting Licensee raise a dispute as to whether ~~OpenNetNetLink Trust~~ has used its best endeavours to obtain or maintain the licence/permission, ~~OpenNetNetLink Trust~~ will provide evidence that it has used such best endeavours;
- (e) delay in the provision or restoration of the Building MDF Room to Residential Premise Connection caused by events beyond the reasonable control of ~~OpenNetNetLink Trust~~ and its suppliers and contractors;
- (f) ~~OpenNetNetLink Trust~~ network outages for which the Requesting Licensee has not reported a fault;

- (g) fault is reported by the Requesting Licensee but no fault is found or confirmed after due and careful investigation, and verification by ~~OpenNetNetLink Trust~~;

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

- (h) ~~OpenNetNetLink Trust~~ 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~~;
- (i) ~~OpenNetNetLink Trust~~ 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~~; or

IDA Directed Modifications: An industry respondent commented that the reference to clause 9.7 in clauses 2.6(h) and 2.6(i) 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(h) and 2.6(i) to remove NetLink Trust's proposed reference made to clause 9.7.

- (j) Where the Requesting Licensee or MCST requires customised arrangements (eg. non-standard or customised installation) or conditions to be fulfilled (eg. the MCST requires access or the requisite equipment like boomlift, scaffolding, cherry picker etc.) before access is granted to ~~OpenNetNetLink Trust~~ or before ~~OpenNetNetLink Trust~~ can provision its services, but such exclusion shall only be limited to the time taken for access to be granted to ~~OpenNetNetLink Trust~~ or condition is suitable for ~~OpenNetNetLink Trust~~ 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 Building MDF Room to Residential Premise Connection, OpenNet shall consult the Requesting Licensee before OpenNet rejects the Request for Building MDF Room to Residential Premise Connection.~~

~~[NLT : Please refer to proposed modifications under clause 6.2(B).]~~

IDA Directed Modifications: IDA 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 the 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~~NetLink Trust'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~~NetLink Trust 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 the Building MDF Room to Residential Premise Connection and shall be ~~OpenNet~~NetLink Trust's sole and exclusive liability to the Requesting Licensee for such failure.

3. SERVICE DESCRIPTION AND ACCESS POINTS

3.1 ~~OpenNet~~NetLink Trust will provide a licence for the Building MDF Room to Residential Premise Connection to the Requesting Licensee with the following:

(a) one (1) fibre strand from ~~OpenNet~~NetLink Trust's Fibre Distribution Frame (FDF) at the Building MDF Room designated by ~~OpenNet~~NetLink Trust to the First Termination Point of the Residential Premise if requested by the Requesting Licensee; and

(b) one (1) Patching Service at ~~OpenNet~~NetLink Trust's FDF at the Building MDF Room.

3.2 The Requesting Licensee shall access the Building MDF Room to Residential Premise Connection at [OpenNetNetLink Trust](#)'s FDF at the Building MDF Room designated by [OpenNetNetLink Trust](#) and at the First Termination Point of the Residential Premise.

4. ORDERING AND PROVISIONING PROCEDURE

4.1 (A) The Requesting Licensee shall submit its request for the Building MDF Room to Residential Premise Connection (**Request**) to [OpenNetNetLink Trust](#) on a Business Day in the form of Annex 8A stating, but not limited to the following information:

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

(B)(i) As an alternative to submitting a Request using the form Annex 8A under clause 4.1(A), the Requesting Licensee may also submit its Request for Building MDF Room to Residential Premise Connection (Request) to [OpenNetNetLink Trust](#) via the [OpenNetNetLink Trust](#) Platform, stating, but not limited to the following information:

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

For Request submitted via the Service Portal, the Requesting Licensee shall select an available date. Upon successful submission of the Request via the Service Portal, it will provide a Request acknowledgement.

Alternatively for Request submitted via the [OpenNetNetLink Trust](#) Platform APIs, the Requesting Licensee shall first query the available time slots and use the applicable selected timeslot related for submission of Request. Upon successful submission of the Request via the [OpenNetNetLink Trust](#) Platform APIs, it will provide a Request acknowledgement.

(B)(ii) Following clause 4.1(B)(i), for Request submitted via the [OpenNetNetLink Trust](#) Platform, 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 [OpenNetNetLink Trust](#) Platform will notify the Requesting Licensee if the contact details have been successfully modified.

4.2 Relocation of the Building MDF Room to Residential Premise Connection is not allowed.

4.3 OpenNetNetLink Trust shall at its sole discretion determine the serving Building MDF Room from which the Building MDF Room to Residential Premise Connection will be provided.

4.4 Information relating to the Mandated Services will be available on OpenNetNetLink Trust Platform, for access by the Requesting Licensee through secured means. The secured access to OpenNetNetLink Trust Platform will require 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 OpenNetNetLink Trust Platform. The information relating to the Mandated Services and the information relating to network outages is available on the OpenNetNetLink Trust Platform. For information related to network outages, OpenNetNetLink Trust shall include the following details in the written notification or via OpenNetNetLink Trust 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) OpenNetNetLink Trust's Network Operations Centre Contact Number.

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

5. BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION REQUEST

- 5.1 ~~OpenNetNetLink Trust~~ shall process all Requests received for the Building MDF Room to Residential Premise Connection on a ‘first come, first served’ basis.

CLAUSE 5.2 – MODIFICATION REQUIRED

~~{Enhancement to Current Approach—will eventually be replaced by the Long Term Approach}~~

- 5.2 For each Business Day, ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~ Platform and for which the Request is to be fulfilled except such Business Day where the Maximum Quota has been reached. ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~ 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), ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~ 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), ~~OpenNetNetLink Trust~~ 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.

~~{Long Term Approach}~~

~~5.2 For each Business Day, OpenNet shall process a combined total of no more than 50 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 Residential and 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 more than 95% of the quota has been used consistently over a period of twelve (12) weeks preceding the review month (namely January, April, July and October), OpenNet shall increase its daily 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. If OpenNet finds that less than 80% of the quota has been used consistently over a period of twelve (12) weeks preceding the review month (namely January, April, July and October), OpenNet may decrease its daily 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.~~

IDA Directed Modifications: IDA refers NetLink Trust to Section 4 of the Explanatory Memorandum to this Direction. 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. Accordingly, IDA directs NetLink Trust to propose, for IDA's approval, modifications to clause 5.2 to remove the Long-Term Approach and to retain the Enhancements to Current Approach.

5.3 (A) Within one (1) Business Day of the date on which ~~OpenNet~~NetLink Trust receives the request for Building MDF Room to Residential Premise End-User Connection (**Request Date**) and subject to clause 5.2, ~~OpenNet~~NetLink Trust 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) its Request is rejected for any one of the following reasons:

- (a) the Request for Building MDF Room to Residential Premise 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 service activation date requested is less than three (3) Business Days from the date of receipt of a Request; or
- (d) the Requesting Licensee has committed a material breach of the ICO Agreement or this Schedule.

(B)(i) As an alternative to clause 5.3(A), where ~~OpenNetNetLink Trust~~ receives a Request for Building MDF Room to Residential Premise Connection (Request Date) via the ~~OpenNetNetLink Trust~~ Platform, ~~OpenNetNetLink Trust~~ 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) the Request for Building MDF Room to Residential Premise 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 service activation date requested is less than three (3) Business Days from the date of receipt of a Request; or

(B)(ii) Following clause 5.3(B)(i), within one (1) Business Day of the date on which ~~OpenNetNetLink Trust~~ receives the Request via the ~~OpenNetNetLink Trust~~ Platform for Building MDF Room Connection to Residential Premise Connection (**Request Date**) and subject to clause 5.2, ~~OpenNetNetLink Trust~~ 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 as the Requesting Licensee has committed a material breach of the ICO Agreement or this Schedule; or

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

5.4 (A) Within three (3) Business Days of the Request Date and subject to clause 5.2, OpenNetNetLink Trust 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, OpenNetNetLink Trust 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) 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 OpenNetNetLink Trust;
- (b) there is obstruction from building owner, building management, home owner or End-User to OpenNetNetLink Trust installation or installation schedule. OpenNetNetLink Trust shall use its best endeavours to resolve such obstructions; or
- (c) there are security and confidentiality requirements or restrictions imposed on OpenNetNetLink Trust by Government Agencies.

(B) In the event that there is insufficient capacity to provide the Building MDF Room to Residential Premise 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 OpenNetNetLink Trust's Network has not been rolled out to that location, clause 6.1 shall apply and OpenNetNetLink Trust shall inform the Requesting Licensee accordingly within three (3) Business Days and advise the Requesting Licensee that the RFS of the Request will be extended to within ten (10) Business Days if there is insufficient capacity. Upon receipt of OpenNetNetLink Trust's notification of insufficient capacity, the Requesting Licensee has the option to either select a new appointment date or cancel the Request without charges within three (3) Business Days through OpenNetNetLink Trust Platform, when available. For the avoidance of doubt, OpenNetNetLink Trust shall inform the industry when the above feature will be available on OpenNetNetLink Trust Platform.

5.5 The Requesting Licensee shall pay OpenNetNetLink Trust the applicable Installation Charge specified in Schedule 15 (Charges) for provisioning the Building MDF Room to Residential Premise Connection.

5.6 Where OpenNetNetLink Trust rejects the Request for the Building MDF Room to Residential Premise Connection, OpenNetNetLink Trust shall provide reasons explaining the basis for rejection promptly.

6. DELIVERY

6.1 (A) Subject to clauses 5.2, 5.3, 5.4 and 6.2, OpenNetNetLink Trust shall provide the Building MDF Room to Residential Premise 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 OpenNetNetLink Trust has deployed its Network to the Distribution Point, Final Distribution Point or First Termination Point of the Residential Premise. OpenNetNetLink Trust shall use its reasonable endeavours to install the First Termination Point of the Residential Premise during the Requesting Licensee's preferred session.

(a) Where there is insufficient capacity to provide the Building MDF Room to Residential Premise Connection and additional capacity is required to be installed between the Building MDF Room and the First Termination Point of the Residential Premise, OpenNetNetLink Trust shall subject to clause 5.2 provide the Building MDF Room to Residential Premise Connection within ten (10) Business Days from the receipt of a valid Request from the Requesting Licensee.

CLAUSE 6.1(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 a daily basis on the OpenNetNetLink Trust Platform, when available or via email until the delay is resolved and service is provisioned. In certain instances, OpenNetNetLink Trust may, through the OpenNetNetLink Trust 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 in the event of insufficient capacity, through OpenNetNetLink Trust Platform when available. For the avoidance of doubt, OpenNetNetLink Trust shall inform the industry when the above feature will be available on OpenNetNetLink Trust Platform.

For each Request which could not be provisioned on the requested service activation date, NetLink Trust will provide a report stating the cause of delay (for e.g. resource constraint and network segment) and the estimated timeframe for resolution of the delay and estimated timeframe for completion of service provisioning. Such report shall be provided, via email, to the Requesting Licensee the Business Day after the relevant requested service activation date. Where NetLink Trust seeks to claim exemption from SLGs for delays caused by third parties beyond NetLink Trust's reasonable control and despite its best endeavours to resolve such delay, NetLink Trust shall provide clear explanations on the circumstances surrounding the delay, the efforts made to resolve the said delays and the estimated/revised timeframe to resolve the delays.

For orders which have been delayed for more than two (2) months, NetLink Trust will update the Requesting Licensee on a weekly basis, providing clear explanations on the circumstances surrounding the delays, NetLink Trust's best efforts to resolve the said delays and, where applicable, NetLink Trust's intention to reject such orders. Where the Requesting Licensee objects to NetLink Trust's proposed rejection of such orders, the Requesting Licensee must substantiate the objection within three (3) Business Days with the appropriate documentary evidence and, where applicable, provide a timeframe to resolve the delay. NetLink Trust shall proceed to reject the orders where the Requesting Licensee fails to substantiate their objection within 3 Business Days. In the event the Requesting Licensee disputes NetLink Trust's decision to reject such orders, the dispute shall be resolved in accordance with the Dispute Resolution Procedures in Schedule 17 of the ICO Agreement.

In any event, the Requesting Licensee has the option to submit a new Request for the Building MDF Room to Residential Premise Connection once the cause of delays are resolved.

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 6.1(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.

6.2 ~~OpenNetNetLink Trust~~ shall use its reasonable endeavours to install the First Termination Point of the Residential Premise during the Requesting Licensee's preferred session.

6.3 Where the home owner has previously refused ~~OpenNetNetLink Trust~~'s entry to the premise, ~~OpenNetNetLink Trust~~ 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, ~~OpenNetNetLink Trust~~ 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, ~~OpenNetNetLink Trust~~ shall inform the industry when the above feature will be available on ~~OpenNetNetLink Trust~~ Platform. The final charge shall be reflected in ~~OpenNetNetLink Trust~~'s Invoice to the Requesting Licensee.

- 6.4 Unless otherwise stated, OpenNetNetLink Trust shall retain the responsibility for working at OpenNetNetLink Trust's FDF at the Building MDF Room and the First Termination Point, including Patching Service at OpenNetNetLink Trust's FDF at the Building MDF Room in accordance with Schedule 13 on Patching Services. The Requesting Licensee shall bear the Charges for such work carried out by OpenNetNetLink Trust.
- 6.5 OpenNetNetLink Trust will provide the necessary Patching Service at OpenNetNetLink Trust'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, OpenNetNetLink Trust will not offer and the Requesting Licensee shall not request for any rebate or discount over the Patching Service or the Building MDF Room to Residential Premise Connection.
- 6.6 OpenNetNetLink Trust 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 Building MDF Room to Residential Premise Connection.
- 6.7 OpenNetNetLink Trust will test the optical fibre cable from OpenNetNetLink Trust's FDF at its designated Building MDF Room to the First Termination Point of the Residential Premise to ensure that the Building MDF Room to Residential Premise Connection falls within the specified optical performance. Testing will be conducted at wavelengths of 1310nm, 1490nm and 1550nm.
- 6.8 OpenNetNetLink Trust shall ensure that the optical power loss does not exceed -0.4dB per km and -0.5dB per connector.
- 6.9 If the Requesting Licensee wishes to obtain the optical power readings, the Requesting Licensee shall submit its request furnishing the Order Request Identifier on a Business Day. OpenNetNetLink Trust shall provide the requested information within three (3) Business Days of receipt of such request. The Requesting Licensee shall pay a charge to provide the optical power readings in accordance with Schedule 15 (Charges).
- 6.10 OpenNetNetLink Trust shall promptly notify the Requesting Licensee upon the completion of provisioning the Building MDF Room to Residential Premise Connection.

6.11 Subject to clause 6.12, in the event ~~OpenNetNetLink Trust~~ fails to meet the applicable service activation period for a Request, ~~OpenNetNetLink Trust~~ shall compensate the Requesting Licensee an amount equal to the number of days of delay multiplied by the weekly recurring charge for the Building MDF Room to Residential Premise Connection, subject to a maximum of 30 times the weekly recurring charge for the Building MDF Room to Residential Premise Connection (**Weekly Recurring Charge**), where:

Weekly Recurring Charge = Monthly recurring charge x 7 / 30

6.12 ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~ using its best endeavours to obtain expeditiously such permission provided that in the event that the Requesting Licensee raises a dispute as to whether ~~OpenNetNetLink Trust~~ has used its best endeavours to obtain expeditiously the permission, ~~OpenNetNetLink Trust~~ 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) The building which was initially under network coverage has been reconstructed and ~~OpenNetNetLink Trust~~ 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 6.12 or elsewhere in this ICO Agreement (unless otherwise stated), ~~OpenNetNetLink Trust~~ shall nevertheless be required to compensate the Requesting Licensee if it fails to meet the revised implementation timeline.

7. RESPONSIBILITY AT ~~OPENNET~~NETLINK TRUST FDF

7.1 The Requesting Licensee shall not, and shall ensure that its employees, agents and contractors do not, at any time access ~~OpenNetNetLink Trust~~'s FDF at the Building MDF Room.

7.2 Where the Requesting Licensee wishes to change the existing patching connection at ~~OpenNetNetLink Trust~~'s FDF at the Building MDF Room, the Requesting Licensee shall submit an application for termination of the existing Patching Service and order for a new Patching Service at the 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 Building MDF Room to Residential Premise Connection by giving ~~OpenNetNetLink Trust~~ not less than one (1) month prior written notice.

8.2 If the Building MDF Room to Residential Premise Connection 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 ~~OpenNetNetLink Trust~~ one hundred percent (100%) of the Monthly Recurring Charge for the remainder of the minimum contract term.

8.3 Where any Patching Service is no longer required as a result of the termination of the Building MDF Room to Residential Premise Connection, ~~OpenNetNetLink Trust~~ shall remove the Patching Service at all the relevant access points and the Requesting Licensee shall be liable for the termination charges 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 Building MDF Room to Residential Premise Connection, if such termination is the result of ~~OpenNetNetLink Trust~~'s fault.

9. STANDARD TERMS AND CONDITIONS

9.1 ~~OpenNetNetLink Trust~~ shall at its sole discretion determine its network deployment, including but not limited to the access points, fibre cable routing and location of the Building MDF Room from which the Building MDF Room to Residential Premise Connection is provided. Prior to installation of the Termination Point, ~~OpenNetNetLink Trust~~ 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, ~~OpenNetNetLink Trust~~'s assessment and recommendation on location of the Termination Point, ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~ shall be responsible for the maintenance of the Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~'s name, any of ~~OpenNetNetLink Trust~~'s trademarks or the fact that any service is supplied using ~~OpenNetNetLink Trust~~'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 ~~OpenNetNetLink Trust~~'s existing services or those of a Third Party as a result of the Requesting Licensee's use of the Building MDF Room to Residential Premise 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 Building MDF Room to Residential Premise Connection, ~~OpenNetNetLink Trust~~ shall provide the Requesting Licensee with at least ~~four (4) two (2)~~ weeks' notice in advance of such interruptions, repairs or upgrades. In the event the planned service interruption has to be changed, ~~OpenNetNetLink Trust~~ shall provide the Requesting Licensee with no less than ~~one (1) week's twenty-four (24) hours'~~ notice. Where, for reasons beyond its control eg. where NetLink Trust receives notifications of less than one (1) week from third parties, NetLink Trust shall notify the Requesting Licensee as soon as practicable and shall inform Requesting Licensee of the period of service interruption according to the principle for urgent service interruption in Clause 9.6. ~~OpenNetNetLink Trust would use its best endeavours shall take reasonable measures~~ to minimise any service disruption to the Requesting Licensee.

9.6 If it is necessary to carry out any urgent service interruption, including but not limited to planned repair, or replacement or upgrade to any equipment or facility forming part

of the Building MDF Room to Residential Premise Connection, ~~OpenNetNetLink Trust~~ 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 period of service interruption. ~~OpenNetNetLink Trust would use its best endeavours 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. Accordingly, 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 will 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.

Further, IDA 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 ~~OpenNetNetLink Trust~~ shall include the following details in the written notification or via ~~OpenNetNetLink Trust~~ 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) ~~OpenNetNetLink Trust~~'s Network Operations Centre Contact Number.

9.8 If the planned service interruption affects Building MDF Room to Residential Premise Connections, ~~OpenNetNetLink Trust~~ will carry out the planned service

interruption between 1am and 6am, unless it is not feasible for [OpenNetNetLink Trust](#) to do so.

- 9.9 Subject to Requesting Licensee acquiring redundancy service, [OpenNetNetLink Trust](#) shall, where technically feasible, provide assistance to Requesting Licensee to divert its Building MDF Room to Residential Premise Connection to the redundancy service before commencing the planned service interruption.
- 9.10 Where there are available resources, [OpenNetNetLink Trust](#) 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, [OpenNetNetLink Trust](#) shall not be liable for any loss caused by such service interruption, except for the Service Level Guarantee rebate that arises from [OpenNetNetLink Trust](#) 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 Building MDF Room to Residential Premise Connection (including but not limited to any configuration of the NTE at the Residential Premise); and
 - (b) any space at the Building MDF Room for its equipment.
 - (c) access to the Residential Premise.
- 9.14 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 Building MDF Room to Residential Premise Connection.
- 9.15 Onsite charges are applicable whenever Requesting Licensee requests for [OpenNetNetLink Trust](#) to be onsite other than for provisioning of Building MDF Room to Residential Premise Connection or for reasons caused by [OpenNetNetLink Trust](#)'s fault or error.

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 Building MDF Room to Residential Premise 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 [OpenNetNetLink Trust](#). The Requesting Licensee shall pay [OpenNetNetLink Trust](#) according to Schedule 15 (Charges) for cancellation of any fault reported regardless of the response or stage of investigation by [OpenNetNetLink Trust](#).

11.3 Where the fault is reported via the [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#) Platform will provide a fault acknowledgement.

Upon receipt of a fault report from the Requesting Licensee under clause 11.2, [OpenNetNetLink Trust](#) 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. [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#) Platform, when available, or via manual means. For the avoidance of doubt, [OpenNetNetLink Trust](#) shall inform the industry when the above feature will be available on [OpenNetNetLink Trust](#) Platform. Where a fault is reported via manual means, Requesting Licensee shall submit information as above. [OpenNetNetLink Trust](#) may also provide the updates and status via Email.

11.4 If, following investigation, [OpenNetNetLink Trust](#) determines that the fault is at the Patch Cable at the Building MDF Room, [OpenNetNetLink Trust](#) will replace with another Patch Cable 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 Patch Cable at the Building MDF Room.

11.5 If, following investigation, [OpenNetNetLink Trust](#) determines that no fault is found or the fault is not with the [OpenNetNetLink Trust](#) Network or equipment, then [OpenNetNetLink Trust](#) shall charge the Requesting Licensee a No Fault Found Charge for the fault report in accordance with Schedule 15 (Charges).

11.6 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 6.8 above, and the findings shall be clearly recorded using the "Fault Rectification Service Report" (Annex 8B).
- (b) if the power loss do not exceed the limit specified in clause 6.8 then the following steps shall be carried out before a finding of 'no fault found' will be recorded:
 - determine that the patching at Building MDF room and the patch cord are properly installed
 - determine that no macro bending that produces high loss
 - determine that no dirty/damaged connector
 - determine that no fibre cut or damaged Termination Point
 - checking and ensuring 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 [OpenNetNetLink Trust](#) and Requesting Licensee are present, [OpenNetNetLink Trust](#) will hand over the Termination Point to the Requesting Licensee and both Parties shall jointly sign off on the "Fault Rectification Service Report" (Annex 8B), which will state the outcome of the joint investigation. For fault investigation where Requesting Licensee is not required to be present, [OpenNetNetLink Trust](#) shall conclude the investigation on-site and inform the Requesting Licensee of the outcome accordingly. [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#) Platform, when available. For the avoidance of doubt, [OpenNetNetLink Trust](#) shall inform the industry when the above features will be available on [OpenNetNetLink Trust](#) Platform.

11.7 If [OpenNetNetLink Trust](#) is unable to identify any fault, [OpenNetNetLink Trust](#) will call for a fault identification coordination meeting between [OpenNetNetLink Trust](#) and the Requesting Licensee to identify the fault. [OpenNetNetLink Trust](#) will notify the Requesting Licensee on the request for fault identification. The Requesting Licensee shall provide all reasonable assistance requested by [OpenNetNetLink Trust](#). 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 [OpenNetNetLink Trust](#) or its contractors, [OpenNetNetLink Trust](#) shall not impose any charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an [OpenNetNetLink Trust](#)-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, [OpenNetNetLink Trust](#) 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, [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#)-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#) (or its contractors) or the Requesting Licensee (or its contractors or End-Users), [OpenNetNetLink Trust](#) 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, [OpenNetNetLink Trust](#) 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 on the Residential Premise is damaged, [OpenNetNetLink Trust](#) shall impose the relevant charges in accordance to Schedule 15 (Charges) accordingly to the End-User and charge the End-User directly unless damage is caused by the Requesting Licensee.

11.8 The Building MDF Room to Residential Premise Connection is deemed to be restored when [OpenNetNetLink Trust](#) has tested and confirmed to the Requesting Licensee that the Building MDF Room to Residential Premise Connection has been restored. [OpenNetNetLink Trust](#) will notify the Requesting Licensee with the cause of fault.

11.9 Where the Requesting Licensee has lodged with [OpenNetNetLink Trust](#) a fault report and [OpenNetNetLink Trust](#) 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 with the Building MDF Room to Residential Premise Connection, the Requesting Licensee may request [OpenNetNetLink Trust](#) for a joint investigation. The Requesting Licensee shall propose the date, time and venue for the joint investigation. Subject to [OpenNetNetLink Trust](#)'s resource availability and agreement to the date, time and venue, [OpenNetNetLink Trust](#) 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 [OpenNetNetLink Trust](#). If the fault is due to [OpenNetNetLink Trust](#), [OpenNetNetLink Trust](#) will waive the Joint Investigation Charge. The process for a joint investigation shall be as described in clause 11.6. Clauses 11.7(a) to (c) will also apply to joint investigations conducted under clause 11.9. Additionally, where the Requesting Licensee disputes [OpenNetNetLink Trust](#)'s findings, the Requesting Licensee may request [OpenNetNetLink Trust](#) for a fault identification coordination meeting.

11.10 The Requesting Licensee acknowledges that ~~OpenNetNetLink Trust~~ may temporarily disconnect the Requesting Licensee's Building MDF Room to Residential Premise Connection to perform reasonable fault analysis and line testing on the Building MDF Room to Residential Premise Connection. ~~OpenNetNetLink Trust~~ shall conduct such disconnection only as it reasonably considers necessary. ~~OpenNetNetLink Trust~~ shall notify the Requesting Licensee at least thirty (30) minutes before the temporary disconnection and provide its reasons for the temporary disconnection.

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

Mean Time To Recovery

11.12 ~~OpenNetNetLink Trust~~ shall restore fault within a standard Mean Time To Recovery (MTTR) of eight (8) hours.

11.13 Subject to clause 2.6, the MTTR is the average time ~~OpenNetNetLink Trust~~ took to restore service for all fault incidents for all Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~ confirms that the fault is restored, excluding fault incidents where ~~OpenNetNetLink Trust~~ is prevented or restricted from restoring the service owing to matters that are not within ~~OpenNetNetLink Trust~~'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 Building MDF Room to Residential Premise Connection during a month as described above

Y = Total number of affected Building MDF Room to Residential Premise Connections in the same month

11.14 In the event ~~OpenNetNetLink Trust~~ fails to meet the standard MTTR for a particular month, ~~OpenNetNetLink Trust~~ 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 Building MDF Room to Residential Premise Connection, subject to a maximum of 30

times the Weekly Recurring Charge for the Building MDF Room to Residential Premise Connection.

12. SERVICE LEVEL AVAILABILITY

12.1 ~~OpenNetNetLink Trust~~ shall offer a service level availability of 99.99% per month for the Building MDF Room to Residential Premise Connection. ~~OpenNetNetLink Trust~~ shall offer to rebate the Requesting Licensee ten percent (10%) of the Monthly Recurring Charge if ~~OpenNetNetLink Trust~~ fails to meet the service level availability for that month.

12.2 Service level availability for the Building MDF Room to Residential Premise 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 Building MDF Room to Residential Premise 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 Building MDF Room to Residential Premise Connection is unavailable measured from the time each fault is reported by the Requesting Licensee to the time ~~OpenNetNetLink Trust~~ confirms that the fault is restored, excluding fault incidents where ~~OpenNetNetLink Trust~~ is prevented or restricted from restoring the service owing to matters that are not within ~~OpenNetNetLink Trust~~'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 equipment within its Network on its side of the connection at the FDF in the Building MDF Room and at the Residential Premise.

13.2 Each Party shall, so far as reasonably practicable, take all necessary steps to ensure that the licence of the Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~ Network.

14. TERM OF LICENCE

14.1 The minimum contract term for the Building MDF Room to Residential Premise Connection shall be twelve (12) months starting from the service activation date of the Building MDF Room to Residential Premise Connection.

15. SUSPENSION

15.1 ~~OpenNetNetLink Trust~~ may suspend the Requesting Licensee's licence to the Building MDF Room to Residential Premise Connection at any time until further notice to the Requesting Licensee if the Building MDF Room to Residential Premise Connection licence causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of ~~OpenNetNetLink Trust~~ or any other person) including but not limited to causing damage, interfering with or causing deterioration in the operation of the ~~OpenNetNetLink Trust~~ 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, ~~OpenNetNetLink Trust~~ shall not be liable to the Requesting Licensee for any Loss resulting from, or in connection with, suspension of the Building MDF Room to Residential Premise Connection licence under this clause 15.

16. TERMINATION OF LICENCE

CLAUSES 16.1 & 16.2 – MODIFICATION REQUIRED

16.1 ~~On a fortnightly basis, t~~The Requesting Licensee shall keep ~~OpenNetNetLink Trust~~ informed of the Requesting Licensee's utilisation of each Building MDF Room to Residential Premise Connection six (6) months from the service activation date and when there are changes to the utilisation. ~~that was:~~

- ~~(a) — activated for the End User within fourteen (14) days prior to the submission of the report;~~

~~(b) — terminated by the End User within fourteen (14) 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 Building MDF Room to Residential Premise Connection within ~~six (6) months~~ ~~two (2) weeks~~ from the service activation date of the Building MDF Room to Residential Premise Connection. If the Requesting Licensee fails to do so, ~~OpenNetNetLink Trust will shall, at its sole discretion,~~ deactivate the Building MDF Room to Residential Premise Connection upon giving the Requesting Licensee ten (10) Business Days prior notice, and the Requesting Licensee did not dispute such written notice given by ~~OpenNetNetLink Trust~~. The Requesting Licensee must pay ~~OpenNetNetLink Trust~~ the Monthly Recurring Charges for the remainder of the minimum contract term. ~~Where an End User had terminated a Building MDF Room to Residential Premise Connection, the Requesting Licensee shall terminate the Building MDF Room to Residential Premise 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 Building MDF Room to Residential Premise 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 (a) remove the proposed changes in relation to requiring RLs to terminate the service connection within two (2) weeks of such termination by the End-User and if the RL fails to do so, NetLink Trust shall deactivate the relevant service connection upon giving the RL two (2) Business Days prior notice; (b) clarify that the six-month timeframe for the activation of a service connection from the service activation date of the Building MDF Room to Residential Premise Connection should be retained; and (c) clarify that 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 ~~OpenNetNetLink Trust~~ may immediately terminate a licence of the Building MDF Room to Residential Premise Connection under this Schedule if:

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

- (b) the ~~OpenNetNetLink Trust~~ ICO is revoked by the Authority under clause 12.8 of the ICO Agreement;
- (c) the Authority removes the requirement for ~~OpenNetNetLink Trust~~ to supply the Building MDF Room to Residential Premise Connection under the ~~OpenNetNetLink Trust~~ ICO or exempts ~~OpenNetNetLink Trust~~ from supplying the Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~'s reasonable opinion, the Requesting Licensee is using the Building MDF Room to Residential Premise Connection in contravention of an applicable law, licence, code, regulation or direction and ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~'s reasonable opinion, the Requesting Licensee is using the Building MDF Room to Residential Premise 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 ~~OpenNetNetLink Trust~~ 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 licence in respect of Co-Location Space to which the Building MDF Room to Residential Premise Connection is connected has been terminated or has expired;
- (g) the Building MDF Room to Residential Premise Connection has become unsafe for its purpose; or
- (h) ~~OpenNetNetLink Trust~~'s right to own, maintain or operate the Building MDF Room to Residential Premise Connection has been revoked or terminated or has expired.

16.4 Either Party (**Terminating Party**) may terminate the Building MDF Room to Residential Premise 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 Building MDF Room to Residential Premise 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 the Building MDF Room to Residential Premise Connection:

- (a) the Requesting Licensee must immediately discontinue use of the Building MDF Room to Residential Premise Connection;
- (b) the Requesting Licensee must without undue delay disconnect all equipment connected to the Building MDF Room to Residential Premise Connection; and
- (c) ~~OpenNetNetLink Trust~~ 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 ~~OpenNetNetLink Trust~~'s costs of removing all necessary Patching Services, if the termination is the result of ~~OpenNetNetLink Trust~~'s fault.

16.6 If the Building MDF Room to Residential Premise Connection is terminated as a result of the Requesting Licensee's fault, the Requesting Licensee shall be liable to ~~OpenNetNetLink Trust~~ 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 Building MDF Room to Residential Premise Connection under clause 16.5(b), ~~OpenNetNetLink Trust~~ may at its sole discretion remove and/or dispose of the Requesting Licensee's equipment. The Requesting Licensee shall pay to ~~OpenNetNetLink Trust~~ all

reasonable costs associated with the work undertaken by [OpenNetNetLink Trust](#) including the cost of disposing the Requesting Licensee's equipment. The Requesting Licensee shall have no claim whatsoever against [OpenNetNetLink Trust](#) in connection with the removal and/or disposal of the Requesting Licensee's equipment from the Building MDF Room to Residential Premise Connection.

17. REDUNDANCY SERVICE

17.1 The Requesting Licensee may acquire one separate fibre strand from [OpenNetNetLink Trust](#)'s FDF at the Building MDF Room to the First Termination Point of the Residential Premise (**Redundancy Service**) at the same prices, terms and conditions as the Building MDF Room to Residential Premise Connection through a request in the form of Annex 8A either via manual means or [OpenNetNetLink Trust](#) Platform, unless stipulated otherwise in this clause 17.

17.2 [OpenNetNetLink Trust](#) shall provide the Redundancy Service via the same duct and along the same path as the existing Building MDF Room to Residential Premise Connection, without Duct Diversity and without Path Diversity. [OpenNetNetLink Trust](#) may provide the Redundancy Service using a separate fibre strand from the same fibre cable that carries the existing Building MDF Room to Residential Premise Connection.

17.3 The Requesting Licensee is eligible to acquire a Redundancy Service for the Building MDF Room to Residential Premise Connection provided the Requesting Licensee has acquired or is acquiring an equivalent Building MDF Room to Residential Premise Connection between the same Building MDF Room and Residential Premise. The Requesting Licensee may request [OpenNetNetLink Trust](#) to reject the Request for the Building MDF Room to Residential Premise Connection in the event that [OpenNetNetLink Trust](#) is unable to provide the Redundancy Service, but such Requests for the Building MDF Room to Residential Premise Connection and the Redundancy Service must be submitted together to [OpenNetNetLink Trust](#).

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 [OpenNetNetLink Trust](#).

17.5 [OpenNetNetLink Trust](#) shall make the Redundancy Service available to the Requesting Licensee, except where [OpenNetNetLink Trust](#) 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.

ANNEX 8A: REQUEST FORM FOR BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION

Request for Building MDF Room to Residential Premise Connection

Requesting Licensee	Date of Application: _____ Requested Date of Activation: _____ Preferred Installation Session*: AM/PM _____	Application Reference Number: _____
	Residential End-User Name: _____	Residential End-User Telephone Number: _____
	Residential End-User Address: _____	
	Any other info: _____ <input type="checkbox"/> Redundancy Service is required <input type="checkbox"/> Request for Building MDF Room to Residential Premise 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 OpenNetNetLink Trust pursuant to clause 6.3 of Schedule 8. 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: _____

OpenNetNetLink Trust	<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 Reason for rejection: _____	
	OpenNetNetLink Trust Name / Signature: _____	Queue Status: _____

Part 2: Date: _____

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

ANNEX 8B: 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: # _____ - _____		Blk/House: _____ Unit No: # _____ - _____	
Street Name: _____		Street Name: _____	
Building Name: _____ Postal code: S(_____)		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 CityNet Infrastructure Management Pte Ltd (as Trustee-Manager of NetLink Trust) (hereinafter referred to as "NetLink Trust") - 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 NetLink Trust 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
Test Measurement (CO to 1st TP):	1310nm	1490nm	1550nm
Test Measurement (Segment Services A-END to B-END)	1310nm	1490nm	1550nm
Distance (m)			
Distance (m)			
Distance (m)			
Certified by ON:			
Technician Name: _____		Date: _____	
Technician Signature: _____		Time: _____	

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ANNEX 8B: FAULT RECTIFICATION SERVICE REPORT

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:			

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.