

27 June 2017

NetLink Management Pte Ltd  
(as Trustee-Manager of NetLink Trust)  
750E Chai Chee Road  
#07-03/05/06  
Viva Business Park  
Singapore 469005

Attention: Mr Tong Yew Heng  
Chief Executive Officer

Dear Mr Tong,

**FURTHER DIRECTION OF THE INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY MADE PURSUANT TO SECTION 27 OF THE TELECOMMUNICATIONS ACT (CHAPTER 323) IN RESPECT OF THE REVIEW OF THE FOLLOWING FROM NETLINK MANAGEMENT PTE LTD (AS TRUSTEE-MANAGER OF NETLINK TRUST):**

- (A) INTERCONNECTION OFFER FOR THE PROVISION OF SERVICES OVER THE NATIONWIDE BROADBAND NETWORK**  
**(B) ONE-TIME AND MONTHLY RECURRENT PRICES FOR THE INTERCONNECTION OFFER UNDER THE NETCO INTERCONNECTION CODE 2017**

1. The Info-communications Media Development Authority (“**IMDA**”), pursuant to Section 27(1) of the Telecommunications Act (Chapter 323) (the “**Act**”) and Condition 32.1 of the Licence to Provide Facilities-Based Operations granted on 22 September 2011, amended on 1 October 2014 and as further amended and transferred to NetLink Management Pte Ltd (as Trustee-Manager of NetLink Trust) (“**NetLink Trust**”) on 13 April 2017, hereby issues this Further Direction to NetLink Trust.
2. Reference is made to the following:
  - (a) The NetCo Interconnection Code 2017 (the “**NetCo Code**”);
  - (b) IMDA’s letter dated 24 October 2016 titled “Consultation on NetLink Trust’s Interconnection Offer – IMDA’s Decision” (“**IMDA’s Decision**”);
  - (c) IMDA’s direction to NetLink Trust dated 14 November 2016 titled “Direction Of The Info-Communications Media Development Authority Made Pursuant To Section 27 Of The Telecommunications Act (Chapter 323) In Respect Of The Review Of CityNet Infrastructure Management Pte Ltd’s (As Trustee-Manager Of The Netlink Trust) Interconnection Offer For

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The Provision Of Services Over The Nationwide Broadband Network”;

- (d) NetLink Trust’s Interconnection Offer (“**ICO**”) incorporating various proposed changes, as submitted by NetLink Trust on 19 December 2016 (“**Draft Revised ICO**”);
- (e) The public consultation titled “Public Consultation on NetLink Trust’s Interconnection Offer”, issued by IMDA on 26 January 2017 (“**Public Consultation**”);
- (f) IMDA’s direction to NetLink Trust dated 8 May 2017 (“**Direction**”), setting out IMDA’s directed modifications to the Draft Revised ICO and requiring NetLink Trust to submit further proposed modifications (“**Further Proposed Modifications**”) thereto; and
- (g) NetLink Trust’s Draft Revised ICO incorporating Further Proposed Modifications, as submitted by NetLink Trust to IMDA on 29 May 2017 (“**Revised Proposed ICO**”).

### **Directed Amendments**

- 3. Having reviewed NetLink Trust’s Revised Proposed ICO, IMDA is satisfied that the majority of NetLink Trust’s proposed modifications are in conformity with IMDA’s Directed Modifications as expressed in the Direction. However, IMDA is of the view that certain aspects of NetLink Trust’s Revised Proposed ICO do not give full effect to IMDA’s Directed Modifications. In the premises, IMDA deems it necessary to direct NetLink Trust to incorporate specific language to give effect to IMDA’s requirements.
- 4. Accordingly, IMDA hereby directs NetLink Trust as follows:
  - (a) NetLink Trust shall modify its Revised Proposed ICO for Stage 1 and Stage 2 as described under the Direction to incorporate the specific drafting language set out in the enclosed appendices comprising:
    - (i) Appendices 1A and 1B: Directed amendments to Schedule 1 Residential End-User Connection;
    - (ii) Appendices 2A and 2B: Directed amendments to Schedule 2 Non-Residential End-User Connection;
    - (iii) Appendices 3A and 3B: Directed amendments to Schedule 3 NBAP Connection;
    - (iv) Appendices 4A and 4B: Directed amendments to Schedule 4 CO to CO Connection;

- (v) Appendices 5A and 5B: Directed amendments to Schedule 5 CO to Building MDF Room Connection;
- (vi) Appendices 6A and 6B: Directed amendments to Schedule 6 Building MDF Room to FTTB Node Connection;
- (vii) Appendices 7A and 7B: Directed amendments to Schedule 7 FTTB Node to DP Connection;
- (viii) Appendices 8A and 8B: Directed amendments to Schedule 8 Building MDF Room to Residential Premise Connection;
- (ix) Appendices 9A and 9B: Directed amendments to Schedule 9 Building MDF Room to Non-Residential Premise Connection;
- (x) Appendices 10A and 10B: Directed amendments to Schedule 10 CO to NBAP DP Connection;
- (xi) Appendices 11A and 11B: Directed amendments to Schedule 11 NBAP DP to NBAP TP Connection;
- (xii) Appendices 12A and 12B: Directed amendments to Schedule 15 Charges, and
- (xiii) Appendices 13A and 13B: Directed amendments to Schedule 18 Dictionary,

(together, the “**Directed Amendments**”).

(Unless the context requires otherwise, all capitalised terms used in this Further Direction shall have the meanings as in NetLink Trust’s ICO.)

- (b) NetLink Trust shall submit to IMDA
  - (i) the clean copy of its ICO (including the Main Body and all the Schedules) incorporating the Directed Amendments for Stage 1 as described under the Direction; and
  - (ii) the clean copy of its ICO (including the Main Body and all the Schedules) incorporating the Directed Amendments for Stage 1 and Stage 2 as described under the Direction

**by no later than 30 June 2017**. The softcopy submission shall be in Microsoft Word and PDF format, and emailed to ILO@imda.gov.sg. In submitting the Directed Amendments to

IMDA, NetLink Trust shall make all necessary editorial corrections for typographical, cross referencing and pagination errors.

5. The reasons for the Directed Amendments are set out in the **Appendices** to this Further Direction.
6. Unless otherwise notified by IMDA, NetLink Trust's Revised Proposed ICO, incorporating (a) the service schedules with Directed Amendments and necessary editorial corrections; and (b) the Main Body and the remaining service schedules (the "**Approved ICO**"), is hereby approved with effect from 1 July 2017. Following such approval, NetLink Trust shall adhere to the implementation timelines as set out below.

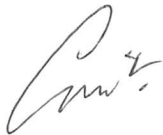
### **Timeline for Implementation of the ICO**

7. IMDA further directs NetLink Trust to implement and give effect to:
  - (a) the Approved ICO for Stage 1 as described under the Direction on 1 August 2017, which comprises the changes relating to the ICO process and the following ICO one-time charges with regard to fault management:
    - (i) Termination Point Relocation, Repair and Replacement, and Removal Charge under Schedule 1 and Schedule 8 of the ICO;
    - (ii) Trouble Report Generation under Schedule 3 and Schedule 10 of the ICO; and
    - (iii) Fault Identification Charge, Joint Investigation Charge, Cancellation Charge of Fault Reported and Onsite Charge under Schedules 1 to 11 of the ICO.
  - (b) the Approved ICO for Stage 2 as described under the Direction on 1 January 2018, which comprises the remaining changes to the ICO processes and the remaining one-time charges and monthly recurring charges.

NetLink Trust shall ensure that the ICO changes in both Stage 1 and Stage 2 are effected promptly on their respective implementation dates. In other words, NetLink Trust shall ensure that the necessary changes on its systems are tested and ready to go live before the ICO changes implementation dates. NetLink Trust is also expected to make the changes available via its test/staging server(s), for Requesting Licensees and/or Retail Service Providers on the NBN to perform any necessary B2B testing to ensure that the ICO changes can be effected on the NBN on their respective implementation dates.

8. IMDA reserves the right to make public all or parts of any correspondence/submission received in response to this Further Direction. In this regard, any part of any correspondence/submission which the sender (whether NetLink Trust or another party) considers is commercially sensitive shall be clearly marked and placed in a separate annex. IMDA will take the above into consideration when deciding whether to disclose the information submitted.
9. NetLink Trust is reminded of its obligation to comply with this Further Direction under Section 27(5) of the Act.
10. Any clarification on this Further Direction shall be made in writing, addressed to the Director-General (Telecoms & Post), Asst. CE (Connectivity & Competition Development), attention Mr Ong Tong San, and emailed to ILO@imda.gov.sg. Please note that any query or clarification from NetLink Trust shall not affect NetLink Trust's obligation to comply fully with this Further Direction, including, in particular, the timelines to be complied with.

Yours sincerely,



Aileen Chia (Ms)  
Director-General (Telecoms & Post),  
Asst. CE (Connectivity & Competition Development)