

**SCHEDULE 15**

**CHARGES**

## SCHEDULE 15

### CHARGES

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## SCHEDULE 15

### CHARGES

#### GENERAL:

- (a) The Parties agree to pay the following Charges where applicable in accordance with clauses 5 & 6 of the main body of this ICO Agreement, and the Billing and settlement requirements set out in Schedule 16.
- (b) Except where otherwise indicated, if Charges are expressed to be estimates in this Schedule or elsewhere in this ICO Agreement, NetLink Trust reserves the right to adjust these Charges from time to time subject to approval from the Authority, and the Parties agree to pay the Charges as adjusted from time to time.
- (c) For the avoidance of doubt, if NetLink Trust incurs additional costs in relation to the provision of Mandated Services to the Requesting Licensee which cannot otherwise be recovered by NetLink Trust as a Charge under Schedule 15, NetLink Trust may recover these costs from the Requesting Licensee in accordance with the procedures set out in the relevant Schedule.
- (d) Where NetLink Trust has to determine Charges payable by the Requesting Licensee in this Schedule 15 on a one-time and case-by-case basis, NetLink Trust shall determine the Charges in accordance with the provisions of this ICO Agreement. Where the Requesting Licensee disputes NetLink Trust's determination of such Charges, the parties shall resolve such dispute in accordance with Schedule 17 of the ICO Agreement.

## 1. RESIDENTIAL END-USER CONNECTION

### 1.1 General

1.1.1 Detailed information on the service offerings for the Residential End-User Connection can be found in Schedule 1 of this ICO Agreement.

1.1.2 The charges listed below are the rates payable for the Residential End-User Connection applicable to both GPON with splitter and OE with active equipment, and are applicable regardless of whether the Residential End-User Connection is provided by the 1<sup>st</sup> or 2<sup>nd</sup> fibre strand from the First Termination Point or Second Termination Point.

### 1.2 Monthly Recurring Charge Per End-User Connection

DESCRIPTION	CHARGES (\$\$)
1:24 split ratio	\$15/month
1:1 split ratio	\$3500/month

### 1.3 Installation Charge

1.3.1 There shall be a one-time Installation Charge payable per Residential End-User Connection. However, the Installation Charge will be waived for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure unless the home-owner had refused entry to NetLink Trust's staff or agent the first time. The Installation Charge below applies to per connection where the homes were passed. For the avoidance of doubt, there shall be no one-time Installation Charge payable for the 2<sup>nd</sup> fibre strand of the First Termination Point.

1.3.2 The Installation Charge comprises of the charge payable for the Patching Service within the Building MDF Room, onsite manpower charges and cable drop from DP to First Termination Point.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$220 per connection
Landed Residential Premise	\$450 per connection

- 1.3.3 There shall be a one-time Installation Charge payable for the Second Termination Point.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$220 per connection
Landed Residential Premise	\$450 per connection

For the avoidance of doubt, there shall be no one-time Installation Charge payable for the installation of the 2<sup>nd</sup> fibre strand from the Second Termination Point.

- 1.3.4 The Installation Charge does not include TP removal and site reinstatement.

#### **1.4 Patching Charge in the CO**

- 1.4.1 An additional Patching Charge in addition to the Installation Charge will be imposed if patching is required at NetLink Trust's FDF in the Central Office. This patching service will be performed automatically if required. Requesting Licensees will not be required to request separately for this service. This will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable for patching in CO	\$40

#### **1.5 Installation of Internal Cabling Charge**

- 1.5.1 For Buildings fitted with end-to-end NetLink Trust's fibre infrastructure, NetLink Trust may levy a charge for installation of internal cabling that exceeds fifteen (15) metres, measured from the point of entry to the Residential Premise to the First Termination Point or Second Termination Point, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Internal Cabling Charge per five (5) metres	\$33

- 1.5.2 For Buildings fitted with building owner/building developer's network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise) , NetLink Trust may levy a charge for installation of internal cabling that exceeds twenty-five (25) metres, measured from the Fibre Interface Point of the Residential Premise to the relevant Termination Point, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Internal Cabling Charge per five (5) metres	\$33

## 1.6 Onsite Charges

1.6.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 1.7 Cancellation Charge

1.7.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

1.7.2 The Cancellation Charge shall be at the same rate as the corresponding Installation Charge for the requested service and, where applicable, the charge for installation of internal cabling exceeding fifteen (15) metres for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure or the charge for installation of internal cabling exceeding twenty-five (25) metres for Buildings fitted with building owner/building developer's network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise).

1.7.3 If NetLink Trust fails to repair an installation-related fault within seventy-two (72) hours from the commencement of the joint investigation (as set out in Clause 6A of Schedule 1), the Requesting Licensee may elect to cancel such faulty Residential End-User Connection. NetLink Trust shall waive the cancellation charge if the Requesting Licensee submits NetLink Trust’s standard cancellation form to NetLink Trust after seventy-two (72) hours from the commencement of the joint investigation but before the fault is rectified.

**1.8 Pre-mature Termination Charge**

1.8.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

**1.9 Fault Identification Charge**

1.9.1 There will be a Fault Identification Charge levied upon completion of a fault investigation carried out by NetLink Trust in response to a request by the Requesting Licensee for said investigation into the passive fibre network.

1.9.2 There will be a minimum charge per visit up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

1.9.3 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The

calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

1.9.4 For avoidance of doubt, the Fault Identification Charge will only apply in instances where NetLink Trust determines, following investigation, that:

- (a) there is no fault in NetLink Trust’s Network;
- (b) the fault resides in NetLink Trust’s Network and such fault is not evidently caused by NetLink Trust or its contractors or NetLink Trust’s Network or equipment; or
- (c) the fault resides in the building owner/building developer’s network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise) and such fault is not evidently caused by NetLink Trust or its contractors,

upon completion of the fault investigation by NetLink Trust in the passive fibre network, save that for faults falling under clause 1.9.4(b), NetLink Trust shall not impose the Fault Identification Charge where the faults are not evidently caused by the End-User, RSP or Requesting Licensee (including but not limited to situations where NetLink Trust’s Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust’s Network).

**1.10 Joint Investigation Charge**

1.10.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30



Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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**1.11 Redundancy Service Charges**

1.11.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**1.12 Termination Point Relocation, Repair and Replacement, and Removal Charge**

1.12.1 The Requesting Licensee shall be liable to pay for each request for relocation, repair and replacement or removal of termination points and/or fibre cables within the same premise according to the rates listed below.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non Residential Building	\$150 per connection
Landed Residential Premise	\$270 per connection
Installation of fibre cable beyond the first fifteen (15) metres, measured from the point of entry of the Residential Premise to the First Termination Point or Second Termination Point, for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure (Applicable for Relocation, repair and replacement)	\$2 per additional five (5) metres block
Installation of fibre cable beyond the first twenty-five (25) metres, measured from the Fibre Interface Point of the Residential Premise to the relevant Termination Point, for Buildings fitted with building owner/building developer's network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise) (Applicable for Relocation, repair and replacement)	\$2 per additional five (5) metres block

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point in Buildings fitted with end-to-end NetLink Trust's fibre infrastructure.

1.12.2 For the avoidance of doubt, no charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

**1.13 Cancellation Charge under Relocation Service within the Same Premise**

1.13.1 In the event that the Requesting Licensee decides to cancel its request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**1.14 Relocation Service of Residential End-User Connection from One Residential Address to Another Residential Address Charge**

1.14.1 The Requesting Licensee is required to pay a one-time Relocation Service Charge in addition to such sum payable for installation of Residential End-User Connection.

DESCRIPTION	CHARGES (\$\$)
Relocation Service Charge per Residential End-User Connection	NIL

1.14.2 The deactivation of the Patching Service and/or the removal of the relevant Patch Cable will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable. The amount payable will depend on the Patching Location.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable deactivated/removed in CO (where applicable)	\$37.69
Per Patch Cable deactivated/removed in MDF Room	\$37.05

**1.15 Cancellation Charge under Relocation Service of Residential End-User Connection From One Residential Address to Another Residential Address Charge**

1.15.1 In the event that the Requesting Licensee decides to cancel its request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**1.16 Cancellation Charge of Fault Reported**

1.16.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

**1.17 Cancellation Charge for “Address Not Found”**

1.17.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.1.17.2 The Cancellation Charge shall be the same rate as the Installation Charge for the requested service and the charge for installation of internal cabling exceeding fifteen (15) metres (where applicable).

## 2. NON-RESIDENTIAL END-USER CONNECTION

### 2.1 General

2.1.1 Detailed information on the service offerings for the Non-Residential End-User Connection can be found in Schedule 2 of this ICO Agreement.

2.1.2 The charges listed below are the rates payable for the Non-Residential End-User Connection applicable to both GPON with splitter and OE with active equipment.

2.1.3 For the avoidance of doubt, all charges in this Section 2 apply on a per connection basis.

### 2.2 Monthly Recurring Charge Per End-User Connection

	CHARGES (\$\$) FOR EACH TERM OF	
DESCRIPTION	1 month	12 months
1: 16 split ratio	\$150/month	\$50/month
1:1 split ratio	-	\$3500/month

### 2.3 Installation Charges

2.3.1 The one-time Standard Installation Charge includes charges for Patching Service at the Building MDF Room and onsite manpower charges.

2.3.2 Where requested by the Requesting Licensee, the Installation of Network Charge shall be payable for the installation of vertical fibre / in-building cabling, ducting, enclosure and/or cable tray from the FTTB Node to the Termination Point in the vertical telecommunication riser, 1<sup>st</sup> TP or Additional Termination Point of the Non-Residential Premise.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$150 per connection
Installation of Network Charge	\$363 per connection

2.3.3 For avoidance of doubt, the Installation of Network Charge shall be payable for the installation of vertical fibre / in-building cabling from the FTTB Node to each Termination Point of the Non-Residential Premise. The Standard Installation Charge and Installation of Network Charge do not include TP removal and site reinstatement.

2.3.4 For the avoidance of doubt, the one-time Installation of Network Charge shall not apply if NetLink Trust assess that the Non-Residential End-User Connection can be provisioned on an existing and operational Termination Point.

**2.4 Patching Charge in the CO**

2.4.1 An additional Patching Charge in addition to the Installation Charge will be imposed if patching is required at NetLink Trust’s FDF in the Central Office. This patching service will be performed automatically if required. Requesting Licensees will not be required to request separately for this service. This will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable	\$40

**2.5 Onsite Charges**

2.5.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 2.6 Cancellation Charge

- 2.6.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 2.6.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

## 2.7 Pre-mature Termination Charge

- 2.7.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

## 2.8 Fault Identification Charge

- 2.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 2.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.
- 2.8.3 There will be a minimum charge per visit up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

2.8.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

2.8.5 NetLink Trust shall not impose the Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust’s Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust’s Network).

**2.9 Joint Investigation Charge**

2.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**2.10 Redundancy Service Charges**

2.10.1 NetLink Trust will provide Redundancy Services at the same Monthly Recurring Charge listed above.

**2.11 Express Service Activation Request Charge**

2.11.1 The Requesting Licensee is required to pay the charge listed below for each Request for express service activation in addition to such sum payable for the Installation. For the avoidance of doubt, should the Requesting Licensee subsequently cancel the Request under clause 2.12, the express service activation request charge will not be payable.

DESCRIPTION	CHARGES (\$\$)
Express Service Activation Request Charge	\$69.37

2.11.2 In the event NetLink Trust is unable to provision an express service within the stipulated time due to NetLink Trust’s fault, Requesting Licensee will not be charged the express service activation request charge.

**2.12 Cancellation Charge under Express Service Activation**

2.12.1 The Requesting Licensee is required to pay the charge listed below for each request for cancellation for express service activation

DESCRIPTION	CHARGES (\$\$)
Cancellation Charge for express service activation	\$69.37

2.12.2 In the event where NetLink Trust is unable to provision an express service within the stipulated time due to NetLink Trust’s fault, the cancellation charge for express service activation under clause 2.12.1 above will not be payable, should the Requesting Licensee cancel the Request for express service activation.

**2.13 Termination Point Relocation, Repair and Replacement, or Removal Charge**

2.13.1 The Requesting Licensee shall be liable to pay for each request for relocation, repair and replacement or removal of termination points and/or fibre cables all within the same premise for the same End-User according to the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Request for i. Relocation; ii. repair and replacement; or iii. Removal of Termination Point and/or fibre cables.	\$363 per request

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it



where applicable) including the associated fibre for relocation, repair and replacement of Termination Point.

2.13.2 For the avoidance of doubt, no charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

**2.14 Cancellation Charge under Relocation Service within the Same Premise**

2.14.1 In the event that the Requesting Licensee decides to cancel its request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**2.15 Relocation Service of Non-Residential End-User Connection to Another Address Charge**

2.15.1 The Requesting Licensee is required to pay a one-time Relocation Service Charge in addition to such sum payable for installation of Non-Residential End-User Connection.

DESCRIPTION	CHARGES (\$\$)
Relocation Service per Non-Residential End-User Connection	NIL

2.15.2 The deactivation of the Patching Service and/or the removal of the relevant Patch Cable will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable. The amount payable will depend on the Patching Location.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable deactivated/removed in CO (where applicable)	\$37.69
Per Patch Cable deactivated/removed in MDF Room	\$37.05

**2.16 Cancellation Charge under Relocation Service of Non-Residential End-User Connection to Another Address**

2.16.1 In the event that the Requesting Licensee cancels its request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which

are reasonably incurred by NetLink Trust in connection with the cancelled request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**2.17 Cancellation Charge of Fault Reported**

2.17.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$)
Cancellation Charge of fault reported	\$10

**2.18 Cancellation Charge for “Address Not Found”**

2.18.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

2.18.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

### 3. NBAP CONNECTION

#### 3.1 General

3.1.1 Detailed information on the service offerings for the NBAP Connection can be found in Schedule 3 of this ICO Agreement.

3.1.2 The charges listed below are the prices payable for the NBAP Connection applicable to both GPON with splitter and OE with the Requesting Licensee's active equipment.

#### 3.2 Monthly Recurring Charge Per NBAP Connection

DESCRIPTION	CHARGES (\$\$) FOR EACH TERM OF	
	1 month	12 months
1: 16 split ratio	\$555/month	\$185/month

#### 3.3 Installation Charges

3.3.1 The one-time Standard Installation Charge at the Building MDF Room and onsite manpower charges.

3.3.2 There will also be a one-time charge payable for digging/trenching work done in order to lay or install the ducts/fibre. This charge will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$150 per connection
Digging/Trenching Work	Case-by-case basis on a Cost-Oriented Basis

3.3.3 Where Requesting Licensee opts to self-provide NBAP TP and connect to NetLink Trust's FTTB Node where NetLink Trust's Network ends, the following charge shall apply :

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$150 per connection

3.3.4 In the event that NetLink Trust has to incur any additional cost (e.g.special trunking and scaffolding) to carry out the installation work arising from the need for specialised

equipment not typically required for NBAP deployment, NetLink Trust shall recover the same on a Cost-Oriented Basis.

### 3.4 Patching Charge

3.4.1 An additional Patching Charge in addition to the Installation Charge will be imposed if patching is required at NetLink Trust’s FDF in the Central Office. This patching service will be performed automatically if required. Requesting Licensees will not be required to request separately for this service. This will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable	\$40

### 3.5 Onsite Charges

3.5.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 3.6 Cancellation Charges

3.6.1 In the event that the Requesting Licensee fails to provide its acceptance of the service activation period and/or agreement to pay the one-time installation charge in

accordance with clause 5.11 of Schedule 3, the Requesting Licensee shall be liable to pay cancellation charges as listed below.

DESCRIPTION	CHARGES (S\$)
Cancellation charges before commencement of site survey	NIL
Cancellation charges after commencement of site survey	\$477.54

3.6.2 In the event that the Requesting Licensee decides to cancel its Request before the RFS date but after its acceptance of the service activation period and agreement to pay the one-time Installation Charge, the Requesting Licensee shall be liable to pay cancellation charges which shall include the Standard Installation Charge, the charge payable for digging/trenching work and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

### 3.7 Pre-mature Termination Charge

3.7.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

### 3.8 Fault Identification Charge

3.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

3.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.

3.8.3 There will be a minimum charge per visit up to the first two hours as listed below.

DESCRIPTION	CHARGES (S\$)
Minimum Charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (S\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20

Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

3.8.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

3.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust’s Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust’s Network).

3.8.6 Trouble Report generation (at Requesting Licensee’s request) will be charged as listed below per report.

DESCRIPTION	CHARGES (\$\$)
Trouble Report Charge	\$10

### 3.9 Joint Investigation Charge

3.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
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Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 3.10 Redundancy Service Charges

3.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

### 3.11 Termination Point Removal

3.11.1 The Requesting Licensee is required to pay for each request for removal of termination points and/or fibre cables according to the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Request for Removal of Termination Point and/or fibre cables.	Cost-Oriented Charges

### 3.12 Cancellation Charge of Fault Reported

3.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

#### 4. CO TO CO CONNECTION

##### 4.1 General

4.1.1 Detailed information on the service offerings for the CO to CO Connection can be found in Schedule 4 of this ICO Agreement.

4.1.2 The charges listed below are the charges payable per segment of CO to CO Connection.

##### 4.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per segment fibre	\$6000/month

##### 4.3 Standard Installation Charge

4.3.1 The one-time Standard Installation Charge payable includes charges for Patching Service at the CO and onsite manpower.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$50 per segment

##### 4.4 Onsite Charges

4.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30



Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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**4.5 Cancellation Charge**

- 4.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 4.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

**4.6 Pre-mature Termination Charge**

- 4.6.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

**4.7 Fault Identification Charge**

- 4.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 4.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.
- 4.7.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

4.7.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

4.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault was not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust’s Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust’s Network).

**4.8 Joint Investigation Charge**

4.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**4.9 Redundancy Service Charges**

4.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**4.10 Optical Power Readings Request**

4.10.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

**4.11 Cancellation Charge of Fault Reported**

4.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 5. CO TO BUILDING MDF ROOM CONNECTION

### 5.1 General

5.1.1 Detailed information on the service offerings for the CO to Building MDF Room Connection can be found in Schedule 5 of this ICO Agreement.

5.1.2 The charges listed below are the prices payable per segment of CO to Building MDF Room Connection.

### 5.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per segment fibre	\$2300/month

### 5.3 Standard Installation Charge

5.3.1 The Standard Installation Charge includes charges for Patching Service at the CO and at the Building MDF Room, and onsite manpower.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$180 per segment

### 5.4 Onsite Charges

5.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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**5.5 Cancellation Charge**

- 5.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 5.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

**5.6 Pre-mature Termination Charge**

- 5.6.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

**5.7 Fault Identification Charge**

- 5.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 5.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.
- 5.7.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

5.7.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

5.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network).

## 5.8 Joint Investigation Charge

5.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**5.9 Redundancy Service Charges**

5.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**5.10 Optical Power Readings Request**

5.10.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

**5.11 Cancellation Charge of Fault Reported**

5.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 6. BUILDING MDF ROOM TO FTTB NODE CONNECTION

### 6.1 General

6.1.1 Detailed information on the service offerings for the Building MDF Room to FTTB Node Connection can be found in Schedule 6 of this ICO Agreement.

6.1.2 The charges listed below are the prices payable per segment of Building MDF Room to FTTB Node Connection.

### 6.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per segment fibre	\$1200/month

### 6.3 Standard Installation Charge

6.3.1 The Standard Installation Charge includes charges for Patching Service at the Building MDF Room and at the FTTB Node and onsite manpower charges.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$300 per segment

### 6.4 Onsite Charges

6.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20



Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**6.5 Cancellation Charge**

6.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

6.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

**6.6 Pre-mature Termination Charge**

6.6.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

**6.7 Fault Identification Charge**

6.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

6.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.

6.7.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

6.7.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

6.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network).

## 6.8 Joint Investigation Charge

6.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 6.9 Redundancy Service Charges

6.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**6.10 Optical Power Readings Request**

6.10.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

**6.11 Cancellation Charge of Fault Reported**

6.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 7. FTTB NODE TO DP CONNECTION

### 7.1 General

7.1.1 Detailed information on the service offerings for the FTTB to DP Connection can be found in Schedule 7 of this ICO Agreement.

7.1.2 The charges listed below are the prices payable per segment of FTTB Node to DP Connection.

### 7.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre (Residential)	\$7.50/month
Per Segment Fibre (Non-Residential)	\$30/month

### 7.3 Installation Charges

7.3.1 The Standard Installation Charge will include Patching Service at the FTTB Node and at the DP, onsite manpower and patch cable charges.

7.3.2 Where NetLink Trust has not rolled out its Network to the DP for the Non-Residential Building, the Installation of Network Charge is applicable for the installation of vertical fibre / in-building cabling, ducting, enclosure and/or cable tray from the FTTB Node to the DP. This Charge will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge (Residential)	\$260 per segment
Standard Installation Charge (Non-Residential)	\$440 per segment
Installation of Network Charge	Case-by-case basis

### 7.4 Onsite Charges

7.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 7.5 Cancellation Charge

7.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

7.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

## 7.6 Rejection Charge

7.6.1 The Rejection Charge shall be as listed below.

DESCRIPTION	CHARGES (\$\$)
Rejection Charge	\$150

## 7.7 Pre-mature Termination Charge

7.7.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

## 7.8 Fault Identification Charge

- 7.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 7.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.
- 7.8.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

- 7.8.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.
- 7.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network).

## 7.9 Joint Investigation Charge

7.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 7.10 Redundancy Service Charges

7.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

## 7.11 Optical Power Readings Request

7.11.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

## 7.12 Cancellation Charge of Fault Reported

7.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## **8. BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION**

### **8.1 General**

8.1.1 Detailed information on the service offerings for the Building MDF Room to Residential Premise Connection can be found in Schedule 8 of this ICO Agreement.

8.1.2 The charges listed below are the rates payable per segment of Building MDF Room to Residential Premise Connection.

### **8.2 Monthly Recurring Charge Per Segment Connection**

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre	\$1200/month

### **8.3 Installation Charge**

8.3.1 The Installation Charge is waived unless the home-owner refused entry to NetLink Trust's staff or agent the first time. The Installation Charges below apply per connection where the homes were passed.

8.3.2 The Installation Charge includes Patching Service at the Building MDF Room and onsite manpower and cable drop from DP to 1<sup>st</sup> TP.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$220 per premise
Landed Residential Premise	\$450 per premise

### **8.4 Installation of Internal Cabling Charge**

8.4.1 NetLink Trust may levy a charge for installation of internal cabling that exceeds fifteen (15) metres at the rate as listed below.

DESCRIPTION	CHARGES (\$\$)
Internal Cabling Charge per five (5) metres	\$33



## 8.5 Onsite Charges

8.5.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 8.6 Cancellation Charge

8.6.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

8.6.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service and, where applicable, the charge for installation of internal cabling exceeding fifteen (15) metres (where applicable) for the requested service.

## 8.7 Pre-mature Termination Charge

8.7.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

## 8.8 Fault Identification Charge

8.8.1 There will be a Fault Identification Charge levied upon completion of a fault investigation carried out by NetLink Trust.

8.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.

8.8.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

8.8.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

8.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust’s Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust’s Network).

## 8.9 Joint Investigation Charge

8.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 8.10 Redundancy Service Charges

8.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

### 8.11 Optical Power Readings Request

8.11.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

### 8.12 Cancellation Charge of Fault Reported

8.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

### 8.13 Termination Point Relocation, Repair and Replacement, and Removal Charge

8.13.1 The Requesting Licensee shall be liable to pay for each request for relocation, repair and replacement or removal of termination points and/or fibre cables within the same premise according to the rates listed below.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non Residential Building	\$150 per connection
Landed Residential Premise	\$270 per connection
Installation of fibre cable beyond the first fifteen (15) metres, measured from the point of entry to the Residential Premise to the First Termination Point or Second Termination Point (Applicable for Relocation, repair and replacement)	\$2 per additional five (5) metres block

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point.

- 8.13.2 For the avoidance of doubt, no charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

## **9. BUILDING MDF ROOM TO NON-RESIDENTIAL PREMISE CONNECTION**

### **9.1 General**

9.1.1 Detailed information on the service offerings for the Building MDF Room to Non-Residential Premise Connection can be found in Schedule 9 of this ICO Agreement.

9.1.2 The charges listed below are the rates payable per segment of Building MDF Room to Non-Residential Premise Connection.

9.1.3 For the avoidance of doubt, all charges in this Section 9 apply on a per connection basis.

### **9.2 Monthly Recurring Charge Per Segment Connection**

DESCRIPTION	CHARGES (S\$)
Per Segment Fibre	\$1200/month

### **9.3 Installation Charges**

9.3.1 The Standard Installation Charge includes charges for Patching Service at the Building MDF Room and onsite manpower charges.

9.3.2 The Installation of Network Charge includes installation of vertical fibre / in-building cabling, ducting, enclosure and/or cable tray from the Building MDF Room to the 1<sup>st</sup> TP of the Non-Residential Premise. This Charge will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

DESCRIPTION	CHARGES (S\$)
Standard Installation Charge	\$220 per segment
Installation of Network Charge	Case-by-case basis

### **9.4 Onsite Charges**

9.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge of S\$130 per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 9.5 Cancellation Charge

- 9.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 9.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the requested service.

## 9.6 Rejection Charge

- 9.6.1 The Rejection Charge shall be listed below.

DESCRIPTION	CHARGES (\$\$)
Rejection Charge	\$150

## 9.7 Pre-mature Termination Charge

- 9.7.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

## 9.8 Fault Identification Charge

- 9.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

9.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.

9.8.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (S\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (S\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

9.8.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

9.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust’s Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust’s Network).

## 9.9 Joint Investigation Charge

9.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 9.10 Redundancy Service Charges

9.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

### 9.11 Optical Power Readings Request

9.11.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

### 9.12 Cancellation Charge of Fault Reported

9.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10



**9.13 Termination Point Relocation, Repair and Replacement, and Removal Charge**

9.13.1 The Requesting Licensee shall be liable to pay for each request for relocation, repair and replacement or removal of termination points and/or fibre cables all within the same premise for the same End-User according to the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Request for i. Relocation; ii. repair and replacement; or iii. Removal of Termination Point and/or fibre cables.	Case-by-Case basis per connection for a Non-Residential End-User Connection from CO to Termination Point inside the Non-Residential Premise

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point.

9.14.2 For the avoidance of doubt, no charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

## **10. CO TO NBAP DP CONNECTION**

### **10.1 General**

10.1.1 Detailed information on the service offerings for the CO to NBAP DP Connection can be found in Schedule 10 of this ICO Agreement.

10.1.1 The charges listed below are the rates payable per segment of CO to NBAP DP Connection.

### **10.2 Monthly Recurring Charge Per Segment Connection**

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre	\$3500/month

### **10.3 Installation Charges**

10.3.1 The one-time Standard Installation Charge includes Patching Services at the CO and NBAP DP and onsite manpower.

10.3.2 There will also be a one-time charge payable for digging/trenching work done in order to lay the ducts. This charge will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$300 per segment
Digging/Trenching Work	Case-by-case basis

10.3.3 In the event that NetLink Trust has to incur any additional cost (e.g. special trunking and scaffolding) to carry out the installation work arising from the need for specialised equipment not typically required for typical NBAP deployment, NetLink Trust shall recover the same on a Cost-Oriented Basis.

### **10.4 Onsite Charges**

10.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 10.5 Cancellation Charges

10.5.1 In the event that the Requesting Licensee fails to provide its acceptance of the service activation period and/or agreement to pay the one-time installation charge in accordance with clause 5.11 of Schedule 10, the Requesting Licensee shall be liable to cancellation charges which shall include the Standard Installation Charge and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

10.5.2 In the event that the Requesting Licensee decides to cancel its Request before the RFS date but after its acceptance of the service activation period and agreement to pay the one-time Installation Charge, the Requesting Licensee shall be liable to cancellation charges which shall include the Standard Installation Charge, the charge payable for digging/trenching work and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

## 10.6 Pre-mature Termination Charge

10.6.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

## 10.7 Fault Identification Charge

10.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

10.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.

10.7.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

10.7.5 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

10.7.6 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network).

10.7.7 Trouble Report generation (at Requesting Licensee's request) will be charged per report.

DESCRIPTION	CHARGES (\$\$)
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Trouble Report Charge	\$10
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**10.8 Joint Investigation Charge**

10.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**10.9 Redundancy Service Charges**

10.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**10.10 Optical Power Readings Request**

10.10.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

**10.11 Cancellation Charge of Fault Reported**

10.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 11 NBAP DP TO NBAP TP CONNECTION

### 11.1 General

11.1.1 Detailed information on the service offerings for the NBAP DP to NBAP TP Connection can be found in Schedule 11 of this ICO Agreement.

11.1.2 The charges listed below are the rates payable per segment of NBAP DP to NBAP TP Connection.

### 11.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre	\$1325/month

### 11.3 Installation Charges

11.3.1 The one-time Standard Installation Charge includes Patching Service at the NBAP DP and onsite manpower.

11.3.2 There will also be a one-time charge payable for digging/trenching work done in order to lay the ducts. This charge will be on a Cost-Oriented Basis and determined on a case by case basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$150 per segment
Digging/Trenching Work	Case-by-case basis

11.3.3 In the event that NetLink Trust has to incur any additional cost (e.g. special trunking and scaffolding) to carry out the installation work arising from the need for specialised equipment not typically required for typical NBAP deployment, NetLink Trust shall recover the same on a Cost-Oriented Basis.

### 11.4 Onsite Charges

11.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 11.5 Cancellation Charges

11.5.1 In the event that the Requesting Licensee fails to provide its acceptance of the service activation period and/or agreement to pay the one-time installation charge in accordance with clause 5.10 of Schedule 11, the Requesting Licensee shall be liable to cancellation charges which shall include the Standard Installation Charge and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

11.5.2 In the event that the Requesting Licensee decides to cancel its Request before the RFS date but after its acceptance of the service activation period and agreement to pay the one-time Installation Charge, the Requesting Licensee shall be liable to cancellation charges which shall include the Standard Installation Charge, the charge payable for digging/trenching work and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

## 11.6 Pre-mature Termination Charge

11.6.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.



## 11.7 Fault Identification Charge

11.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

11.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.

11.7.3 There will be a minimum charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below, subject to a cap of four (4) hours.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

11.7.4 The fault investigation will commence on the next Business Day if the request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

11.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the End-User, RSP, or Requesting Licensee (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network).

## 11.8 Joint Investigation Charge

11.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 11.9 Redundancy Service Charges

11.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

## 11.10 Optical Power Readings Request

11.10.1 The Requesting Licensee is required to pay a charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$9.15

## 11.11 Cancellation Charge of Fault Reported

11.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 12 CO-LOCATION SERVICE

### 12.1 General

12.1.1 Detailed information on the service offerings for the Co-Location Service can be found in Schedule 12 of this ICO Agreement.

12.1.2 The charges listed below are applicable for Co-Location Service in the Central Office.

### 12.2 Co-location Space

12.2.1 Depending on the term of the licence requested by the Requesting Licensee, different monthly rates shall be payable. This cost is charged based on the total equipment footprint, provided always that the Requesting Licensee has complied fully with all the requirements contained in Schedule 12. For avoidance of doubt, the total equipment footprint shall be rounded up to the next whole unit.

12.2.2 The respective rates for the different length of terms are listed in the table below.

DESCRIPTION	CHARGES (\$\$)
Per Square Metre (for 25 year term)	\$367/month*
Per Square Metre (for 2 year term)	\$590.19/month*

\* The following basic facilities will be provided at the Co-location Space (as part of the Co-Location Service):

- Air conditioning system (which provides cooling of up to 250W per square metre);
- Independent air-cooled fan coil unit (which provides backup cooling);
- Power (redundancy unit);
  - N+N dual feed incoming electricity supply;
  - Standby generator;
  - Underground fuel storage facility (which ensures adequate fuel for 48 hours during emergencies, supplemented by 4-hour urgent diesel supply arrangement that is subject to Government’s fuel rationing policy during emergencies);
- Transmission Tie Cable;
- Gas suppression system (FM200 or similar);

- Security for Central Office (24 hours a day, 7 days a week); and
- Security card access system.

### **12.3 Power Charges**

12.3.1 The monthly recurring power charge payable by Requesting Licensee shall be computed as follow:

A x B x C x D where

A = Circuit breaker size (in Amperes) provided to the Requesting Licensee

B = Supply Voltage (in Volts)

C = Customised conversion factor of 0.80

D = Prevailing electricity tariff for low tension supplies (\$/kWh) published by Singapore Power on a quarterly basis

For the avoidance of doubt, the supply voltage used for computation of single phase AC and DC shall be 230V and 54V respectively.

### **12.4 Ordering Charge**

12.4.1 Each Co-location Request will be charged as listed below. This charge will be payable even if the order is rejected unless the Request was wrongfully rejected by NetLink Trust .

DESCRIPTION	CHARGES (S\$)
Per Order	\$50

### **12.5 Project Study**

12.5.1 Project study charges will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

### **12.6 Site Preparation & Installation Charge**

12.6.1 Site Preparation & Installation will include site preparation work (M&E works) and charges for acquiring permits (where necessary) from the Fire Safety Bureau and Building & Construction Authority.

12.6.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

## 12.7 Onsite Charges

12.7.1 NetLink Trust will provide supervision of onsite work and escort services. This service will be charged according to the time spent by NetLink Trust's staff. The detailed break-down of the rates are listed in the table below.

PERIOD	CHARGE (\$\$)
During Office Hours (Monday to Friday 9.00am to 5.00pm)	\$90.50/hr (min of 2hrs)
After Office Hours (Monday to Friday after 5.00pm to 9.00am the next weekday, or Friday after 5.00pm to Saturday 12.00am)	\$135.80/hr (min of 2hrs)
Saturday	\$135.80/hr (min of 4hrs)
Sunday to 9.00am the next day (requiring less than 4 hrs)	\$800 (per activation)
Sunday to 9.00am the next day (requiring more than 4 hrs)	\$1600 (per activation)
Public Holidays to 9.00am the next day	\$1500 (per activation)

For avoidance of doubt, Requesting Licensees shall only be liable to pay one set of Onsite Charges as indicated in this section where the Requesting Licensee had submitted one Request for Physical Access to Co-Location Space indicating clearly their need to access both original Co-Location Room under Schedule 12 and new Co-Location Room under Schedule 12C of the same Central Office on the same day and for a continuous time period.

12.7.2 Where such supervision/services extend beyond the original requested timing solely due to NetLink Trust being late for the appointment and/or other reasons attributable to NetLink Trust, NetLink Trust will only impose charges based on the original requested timing.

12.7.3 In addition to the charges stated above, the Requesting Licensee will have to reimburse NetLink Trust for the transport claims of its staff.

## 12.8 Physical Access/ Emergency Physical Access Charge

12.8.1 This Charge will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

## **12.9 Updating Access List Charge**

DESCRIPTION	CHARGES (\$\$)
Per Update	\$20

## **12.10 Co-location Equipment Modification Charges**

12.10.1 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

## **12.11 Termination Charges**

12.11.1 Termination of the Co-location Service involves:

- (i) Reinstatement of the Co-location Space;
- (ii) Removal of Patching Service;
- (iii) Recovery of equipment (including the Transmission Tie Cable from the Co-location Space)

12.11.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

## **12.12 Pre-mature Termination Charge**

12.12.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

## **12.13 Reconnection Charge**

12.13.1 The Reconnection Charge will be applicable in the event of the lifting of suspension of the ICO Agreement or Schedule 12 (unless NetLink Trust was responsible for the said suspension), and will be charged on a per request per Central Office basis.

12.13.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

## 12.14 Fibre Splicing Charge

12.14.1 The Fibre Splicing Charge is applicable for termination of the Transmission Tie Cable at the Requesting Licensee's FDF in its Co-location Space.

DESCRIPTION	CHARGES (\$\$) Exclude materials
Fibre Splicing at the Requesting Licensee's FDF	\$50 per splice

**12A. RL TO RL INTERCONNECTION SERVICE**

**12A.1 General**

12A.1.1 Detailed information on the service offerings for the RL to RL Interconnection Service can be found in Schedule 12A of this ICO Agreement.

12A.1.2 The charges listed below are applicable for the RL to RL Interconnection Service.

**12A.2 Request Charge**

12A.2.1 Each RL to RL Interconnection Request will be charged as listed below. This charge will be payable even if the order is rejected.

<b>DESCRIPTION</b>	<b>CHARGES (\$\$)</b>
Per Request	\$50

**12A.3 Project Study**

12A.3.1 Project study charges will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

**12A.4 Site Preparation & Installation Charge**

12A.4.1 Site Preparation & Installation will include site preparation work (M&E works); setting up direct connections between two Requesting Licensees and charges for acquiring permits (where necessary) from the Fire Safety Bureau and Building & Construction Authority.

12A.4.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

**12A.5 Onsite Charges**

12A.5.1 NetLink Trust will provide supervision of onsite work and escort services. This service will be charged according to the time spend by NetLink Trust's staff. The detailed break-down of the rates are listed in the table below.



<b>PERIOD</b>	<b>CHARGE (S\$)</b>
During Office Hours (Monday to Friday 9.00am to 5.00pm)	\$90.50/hr (min of 2hrs)
After Office Hours (Monday to Friday after 5.00pm to 9.00am the next weekdays, or Friday after 5.00pm to Saturday 12.00am)	\$135.80/hr (min of 2hrs)
Saturday	\$135.80/hr (min of 4hrs)
Sunday to 9.00 am the next day (requiring less than 4 hrs)	\$800 (per activation)
Sunday to 9.00 am the next day (requiring more than 4 hrs)	\$1600 (per activation)
Public Holidays to 9.00 am the next day	\$1500 (per activation)

12A.5.2 Where such supervision/services extend beyond the original requested timing solely due to NetLink Trust being late for the appointment and/or other reasons attributable to NetLink Trust, NetLink Trust will only impose charges based on the original requested timing.

12A.5.3 In addition to the charges stated above, the Requesting Licensee will have to reimburse NetLink Trust for the transport claims of its staff.

**12B. CO-LOCATION SUPPLEMENTARY COOLING SERVICE**

**12B.1 GENERAL**

12B.1.1 Detailed information on the service offerings for the Co-Location Supplementary Cooling Service can be found in Schedule 12B of this ICO Agreement.

12B.1.2 The charges listed below are applicable for the Co-Location Supplementary Cooling Service.

**12B.2 Ordering Charge**

12B.2.1 Each Co-Location Supplementary Cooling Request will be charged as listed below. This charge will be payable even if the order is rejected unless the Request was wrongfully rejected by NetLink Trust.

DESCRIPTION	CHARGES (\$\$)
Per Order	\$22.14

**12B.3 Project Study**

12B.3.1 Project study charges will be charged on a per request basis.

DESCRIPTION	CHARGES (\$\$)
Per Request Order	\$698.23

**12B.4 Monthly Recurring Charge Per Co-Location Supplementary Cooling Unit**

12B.4.1 NetLink Trust shall provide the Co-Location Supplementary Cooling Service to the Requesting Licensee at the following monthly rates:

DESCRIPTION	CHARGES (\$\$) per month
Per Cooling Unit (for all COs except Tuas CO)	\$1,647.38

12B.4.2 The Monthly Recurring Charge for the Co-Location Supplementary Cooling Service at Tuas CO will be determined and subject to IDA’s approval upon subsequent installation of the relevant supplementary cooling system.

**12B.5 Power Charges**

12B.5.1 NetLink Trust will provide power for the Co-Location Supplementary Cooling System to the Requesting Licensee and charge according to consumption.

DESCRIPTION	CHARGES (\$\$)
Actual usage according to meter	110% of metered rate of NetLink Trust's energy provider

**12B.6 Onsite Charges**

12B.6.1 NetLink Trust will provide supervision of onsite work and escort services. This service will be charged according to the time spent by NetLink Trust's staff in accordance with (and not in addition to) the rates set out in Clause 12.7.1 above. In addition to these charges, the Requesting Licensee will also have to reimburse NetLink Trust for the transport claims of its staff.

**12B.7 Physical Access/ Emergency Physical Access Charge**

12B.7.1 This Charge will be cost-oriented and determined on a case-by-case basis depending on the necessary work scope. For the avoidance of doubt, for Physical Access / Emergency Physical Access in relation to Schedule 12B, the Charge in Clause 12.8.1 will not be levied in addition to this Charge.

**12B.8 Cancellation Charges**

12B.8.1 The Requesting Licensee shall be liable to cancellation charges which shall include all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request (to be recovered on a cost-orientated basis).

**12B.9 Pre-mature Termination Charge**

12B.9.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

**12B.10 Reconnection Charge**

12B.10.1 The Reconnection Charge will be applicable in the event of the lifting of suspension of the ICO Agreement or Schedule 12B (unless NetLink Trust was responsible for the said suspension), and will be charged on a per Cooling Unit basis.

DESCRIPTION	CHARGES (\$\$)
Reconnection Charge per Co-Location Supplementary Cooling Unit (for all COs except Tuas CO)	\$662.53

12B.10.2 The Reconnection Charge for the Co-Location Supplementary Cooling Service at Tuas CO will be determined and subject to IDA’s approval upon subsequent installation of the relevant supplementary cooling system.

**12B.11 Relocation Charge**

12B.11.1 This Charge will be cost-oriented and calculated on a case-by-case basis depending on the necessary work scope.

## 12C. CO-LOCATION SPACE & SERVICE IN NEW CO-LOCATION ROOM

### 12C.1 General

12C.1.1 Detailed information on the service offerings for the Co-Location Service can be found in Schedule 12C of this ICO Agreement.

12C.1.2 The charges listed in this section 12C are applicable for Co-Location Service in the Central Office provided by NetLink Trust pursuant to Schedule 12C.

### 12C.2 Co-location Space

12C.2.1 The monthly rate is charged based on the number of rack spaces leased by the Requesting Licensee, provided always that the Requesting Licensee has complied fully with all the requirements contained in Schedule 12C. For avoidance of doubt, the Requesting Licensee is still required to pay for the full amount of rack space provided by NetLink Trust under Schedule 12C even if the actual co-location equipment footprint is smaller than the standard rack space provided.

12C.2.2 The rate is listed in the table below.

DESCRIPTION	CHARGES (\$\$)
Per Rack Space (for 2 year term) From 1 April 2015 to 31 March 2016	\$2,039.41/month*
Per Rack Space (for 2 year term) From 1 April 2016 to 31 March 2017	\$1,826.49/month*
Per Rack Space (for 2 year term) From 1 April 2017 onwards	\$1,613.57/month*

\* The following basic facilities will be provided at the Co-location Space (as part of the Co-Location Service):

- Air conditioning system (which provides cooling of up to 3KW per rack);
- Power (redundancy unit);
  - N+N dual feed incoming electricity supply;
  - Standby generator;
  - Underground fuel storage facility (which ensures adequate fuel for 48 hours during emergencies, supplemented by 4-hour urgent diesel supply arrangement that is subject to Government’s fuel rationing policy during emergencies);

- Transmission Tie Cable;
- Gas suppression system (FM200 or similar);
- Security for Central Office (24 hours a day, 7 days a week); and
- Security card access system.

**12C.3 Power Charges**

12C.3.1 The monthly recurring power charge payable by Requesting Licensee shall be computed as follow :

A x B x C x D where

- A = Circuit breaker size (in Amperes) provided to the Requesting Licensee
- B = Supply Voltage (in Volts)
- C = Customised conversion factor of 0.80
- D = Prevailing electricity tariff for low tension supplies (\$/kWh) published by Singapore Power on a quarterly basis

For the avoidance of doubt, the supply voltage used for computation of single phase AC and DC shall be 230V and 54V respectively.

**12C.4 Ordering Charge**

12C.4.1 Each Co-location Request will be charged as listed below. This charge will be payable even if the order is rejected unless the Request was wrongfully rejected by NetLink Trust.

DESCRIPTION	CHARGES (S\$)
Per Order	\$50

**12C.5 Project Study**

12C.5.1 Project study charges will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

**12C.6 Site Preparation & Installation Charge**

12C.6.1 Site Preparation & Installation will include site preparation work (M&E works) and charges for acquiring permits (where necessary) from the Fire Safety Bureau and Building & Construction Authority.

12C.6.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

**12C.7 Onsite Charges**

12C.7.1 NetLink Trust will provide supervision of onsite work and escort services. This service will be charged according to the time spent by NetLink Trust’s staff. The detailed break-down of the rates are listed in the table below.

PERIOD	CHARGE (\$\$)
During Office Hours (Monday to Friday 9.00am to 5.00pm)	\$90.50/hr (min of 2hrs)
After Office Hours (Monday to Friday after 5.00pm to 9.00am the next weekday, or Friday after 5.00pm to Saturday 12.00am)	\$135.80/hr (min of 2hrs)
Saturday	\$135.80/hr (min of 4hrs)
Sunday to 9.00am the next day (requiring less than 4 hrs)	\$800 (per activation)
Sunday to 9.00am the next day (requiring more than 4 hrs)	\$1600 (per activation)
Public Holidays to 9.00am the next day	\$1500 (per activation)

For avoidance of doubt, Requesting Licensees shall only be liable to pay one set of Onsite Charges as indicated in this section where the Requesting Licensee had submitted one Request for Physical Access to Co-Location Space indicating clearly their need to access both original Co-Location Room under Schedule 12 and new Co-Location Room under Schedule 12C of the same Central Office on the same day and for a continuous time period.

12C.7.2 Where such supervision/services extend beyond the original requested timing solely due to NetLink Trust being late for the appointment and/or other reasons attributable to NetLink Trust, NetLink Trust will only impose charges based on the original requested timing.

12C.7.3 In addition to the charges stated above, the Requesting Licensee will have to reimburse NetLink Trust for the transport claims of its staff.

**12C.8 Physical Access/ Emergency Physical Access Charge**

12C.8.1 This Charge will be on a Cost-Oriented Basis and determined on a case-by-case basis depending on the necessary work scope.

### **12C.9 Updating Access List Charge**

DESCRIPTION	CHARGES (\$\$)
Per Update	\$20

### **12C.10 Co-location Equipment Modification Charges**

12C.10.1 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

### **12C.11 Termination Charges**

12C.11.1 Termination of the Co-location Service involves:

- (i) Reinstatement of the Co-location Space;
- (ii) Removal of Patching Service;
- (iii) Recovery of equipment (including the Transmission Tie Cable from the Co-location Space)

12C.11.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.

### **12C.12 Pre-mature Termination Charge**

12C.12.1 Pre-mature termination of service contracts will be liable to charges at 100% of the remaining contractual value.

### **12C.13 Reconnection Charge**

12C.13.1 The Reconnection Charge will be applicable in the event of the lifting of suspension of the ICO Agreement or Schedule 12C (unless NetLink Trust was responsible for the said suspension), and will be charged on a per request per Central Office basis.

12C.13.2 This Charge will be on a Cost-Oriented Basis and calculated on a case-by-case basis depending on the necessary work scope.



**12C.14 Bridging Tie Cable Charge for Bridging Connection Between Co-Location Room**

12C.14.1 Subsequent bridging tie cable for the purpose of bridging connection between the original Co-Location Room as listed in Schedule 12 (Co-Location Service) and new Co-Location Room as listed in Schedule 12C (Co-Location Space and Service in new Co-Location Room) will be provided to the Requesting Licensee on a Cost-Orientated Basis and calculated on a case-by-case basis depending on the necessary work scope.

**12C.15 Fibre Splicing Charge**

12C.15.1 The Fibre Splicing Charge is applicable for termination of the Transmission Tie Cable at the Requesting Licensee's FDF in its Co-location Space.

DESCRIPTION	CHARGES (\$\$) Exclude materials
Fibre Splicing at the Requesting Licensee's FDF	\$50 per splice

## 13 PATCHING SERVICE

### 13.1 General

13.1.1 Detailed information on the service offerings for the Patching Service can be found in Schedule 13 of this ICO Agreement.

### 13.2 Ordering Charge

13.2.1 The Ordering Charge is applicable per PSAR Form or PSDR Form submitted to NetLink Trust.

DESCRIPTION	CHARGES (\$\$)
Per Order	\$50

### 13.3 Patching Charge

13.3.1 The Patching Service provided by NetLink Trust will be charged by per Patch Cable, irrespective of whether there are one (1) or two (2) patch points per Patch Cable. The amount payable will depend on the Patching Location.

DESCRIPTION	CHARGES (\$\$)
CO	\$40 per patch cable
MDF Room	\$160 per patch cable
FTTB Node	\$160 per patch cable
NBAP DP	\$160 per patch cable

### 13.4 Termination Charge

13.4.1 The deactivation of the Patching Service and the removal of the relevant Patch Cable will be charged per Patch Cable, irrespective of whether there are one (1) or two (2) patch points per Patch Cable. The amount payable will depend on the Patching Location.

DESCRIPTION	CHARGES (\$\$)
CO	\$30 per patch cable
MDF Room	\$150 per patch cable
FTTB Node	\$150 per patch cable
NBAP DP	\$150 per patch cable

## 14 OSS/BSS CONNECTION & PROFESSIONAL SERVICE

### 14.1 General

14.1.1 Detailed information on the service offerings for the OSS/BSS Connection & Professional Service can be found in Schedule 14 of this ICO Agreement.

### 14.2 OSS/BSS Standard Services

14.2.1 The Requesting Licensee shall pay the following one-time charges for the OSS/BSS Standard Services – Connectivity via Service Portal GUI.

DESCRIPTION	CHARGES (\$\$)
Per User Account	\$150 per user account
Connectivity setup for Client-based Public Internet secured VPN access by QP	\$2000 per setup*
Express Firewall Set up Charges (for Emergency Public Internet VPN access)	\$4000 per port
No Fault Found Charges	\$330 per man-day spent in investigations.
Cancellation charges	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis)
Termination Charge	Man-day(s) cost incurred to remove user system access and re-configure Firewall. Cost will be \$2000 per man-day

\* With the implementation of the NetLink Trust Platform, network security and resiliency will be a more important consideration due to the increased network loading and frequency of real-time business transactions. Client-based Public Internet secured VPN access will be necessary to ensure the robustness of the NetLink Trust Platform. NetLink Trust will engage the Requesting Licensee to migrate to the client-based Public Internet secured VPN.

14.2.2 The Requesting Licensee shall pay the following one-time charges for the OSS/BSS Standard Services – Connectivity via B2B Web Services Interface via Public Internet Secured VPN

DESCRIPTION	CHARGES (\$\$)
Per User Account	\$150 per user account
Connectivity setup for client-based Public Internet secured VPN access by QP	\$2000 per setup
Express Firewall Set up Charges (for Emergency Public Internet VPN access)	\$4000 per port
No Fault Found Charges	\$330 per man-day spent in investigations.
Cancellation charges	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis)
Termination Charge	Man-day(s) cost incurred to remove user system access and re-configure Firewall.  Cost will be \$2000 per man-day

14.2.3 The Requesting Licensee shall pay the following one-time charges for the OSS/BSS Standard Services – Connectivity via B2B Web Services Interface via Dedicated Leased Connection.

DESCRIPTION	CHARGES (\$\$)
Per User Account	\$150 per user account
Connectivity setup for Dedicated Leased Connection	\$3300 per setup
Each port required for connection to firewall	\$10300 per port
No Fault Found Charges	\$330 per man-day spent in investigations.
Cancellation charges	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis)
Termination Charge	Man-day(s) cost incurred to remove user system access and re-configure Firewall.  Cost will be \$2000 per man-day

**14.3 OSS/BSS Professional Services**

14.3.1 The Requesting Licensee shall pay the following one-time charges for each OSS/BSS Professional Service:

DESCRIPTION	CHARGES (\$\$)
Professional Service Charge	\$2000 per man-day
Project Study Fee	Charge based on the man-day(s) required to perform the Project Study using the per man-day charge
Subject Matter Expert Charge	As agreed in project Terms & Conditions and charges pursuant to Schedule 14 Clause 7.10
Software Charges	
Hardware Charges	
Cancellation Charge	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis).

14.3.2 The Requesting Licensee shall pay the following Monthly Recurring Charge for each OSS/BSS Professional Service:

DESCRIPTION	CHARGES (\$\$)
Maintenance and Support Charge	As agreed in maintenance and support agreement pursuant to Schedule 14 Clause 7.10