

APPENDIX B – CHECKLIST

NO.	IMDA DIRECTED MODIFICATIONS (AS SET OUT IN IMDA'S 8 MAY 2017 DIRECTION)	REFERENCE IN IMDA'S 8 MAY 2017 DIRECTION
1.	<p>Section 1 – Scope of ICO Charges</p> <p>NetLink Trust is required to modify the ICO to clarify that the Service Activation Charge does not apply when an RL requests a relocation of the Residential/Non-Residential EUC within a premise.</p>	<p>IMDA's Direction, Explanatory Memorandum, paragraph 12, Appendix 1 – Directed Modifications to Schedule 1, clause 4.2(B)(ii), Appendix 2 – Directed Modifications to Schedule 2, clause 4.2 and Appendix 13 – Directed Modifications to Schedule 15, clauses 1.18</p>
2.	<p>Section 1 – Scope of ICO Charges</p> <p>NetLink Trust is required to modify the ICO to remove the "Per Patch Cable deactivated/removed in MDF Room" charge of \$37.05 from Schedule 15.</p>	<p>IMDA's Direction, Explanatory Memorandum, paragraph 13 and Appendix 13 – Directed Modifications to Schedule 15, clauses 1.14.2</p>
3.	<p>Section 1 – Scope of ICO Charges</p> <p>NetLink Trust is required to modify the ICO to specify the scenarios under which the Installation of Network Charge would apply or not apply (e.g., under the scenario where a Non-Residential EUC is requested for a premise with an FTP pre-installed by the existing/previous owner/tenant that is still in working condition, the Installation of Network Charge shall not apply).</p>	<p>IMDA's Direction, Explanatory Memorandum, paragraph 16 and Appendix 13 – Directed Modifications to Schedule 15, clauses 2.3.5</p>
4.	<p>Section 2 – Fault Management</p> <p>NetLink Trust is required to modify the ICO to clarify that (a) NetLink Trust shall be the sole party fronting RLs on the status of fault management; (b) NetLink Trust shall be responsible for fault investigation and identification for the passive fibre infrastructure for all faults reported by the RLs and (c) where the fault occurs in NetLink Trust's infrastructure, and where the fault is attributable to NetLink Trust, the principle of NetLink Trust bearing the cost and responsibility for fault identification and/or rectification shall continue to apply.</p>	<p>IMDA's Direction, Explanatory Memorandum, paragraph 21 and Appendix 1 – Directed Modifications to Schedule 1, clause 11</p>

5.	<p>Section 2 – Fault Management</p> <p>With regard to the charges on repair and replacement work done within the end-user’s premise, NetLink Trust is required to modify the ICO to revert the relevant clauses under the ICO to the language used in the existing approved ICO, i.e., NetLink Trust shall impose the relevant repair and replacement charges in accordance to Schedule 15 (Charges) to the end-user and charge the end-user directly unless the damage is caused by the RL.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 22, Appendix 1 – Directed Modifications to Schedule 1, clause 11.8(d), Appendix 2 – Directed Modifications to Schedule 2, clause 11.8(d), Appendix 8 – Directed Modifications to Schedule 8, clause 11.7(d) and Appendix 9 – Directed Modifications to Schedule 9, clause 11.7(d)</p>
6.	<p>Section 2 – Fault Management</p> <p>In cases where a Residential EUC experiences a fault and the isolated fault lies in the common fibre infrastructure of the building, and where the fault is not evidently caused by NetLink Trust, NetLink Trust is required to (a) continue to hold the obligation of investigating any fault on such network; and (b) assume the role of a contractor should NetLink Trust be engaged for the repair of a segment of the common infrastructure that serves a live Residential EUC.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 24(b) and (c)</p>
7.	<p>Section 2 – Fault Management</p> <p>NetLink Trust is required to modify its ICO to limit the time factor in the Fault Identification Charge time-based charging mechanism to four hours. The ICO should also be modified to clarify that the timeline for charging the Fault Identification Charge shall start only (a) on the first working day immediately after the non-working day if the trouble ticket is raised on a non-working day; and (b) after NetLink Trust gains access to the location where the fault is located should NetLink Trust encounter building access problems.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 28 and Appendix 13 – Directed Modifications to Schedule 15</p>
8.	<p>Section 2 – Fault Management</p> <p>NetLink Trust is required to modify its ICO to clarify that NetLink Trust may impose the Fault Identification Charge for faults found on its network when it is able to provide evidence to the RLs that the fault is not caused by NetLink Trust, NetLink Trust’s network or NetLink Trust’s equipment.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 29 and Appendix 1 – Directed Modifications to Schedule 1, clauses 11.6(a) and 11.6(b)</p>

9.	<p>Section 2 – Fault Management</p> <p>NetLink Trust is required to modify its ICO to offer RLs the opportunity to be present for a joint investigation (at no additional Joint Investigation Charge to the RLs) at the point of NetLink Trust going onsite to investigate fault trouble ticket logged by the RL. The ICO should also be modified to set out how the liability for the Fault Identification Charge will apply if any party chooses not to participate in such joint investigations. For example, if an RL does not participate in the joint investigation, the RL should rely on NetLink Trust’s evidence to assess if it is appropriate for NetLink Trust to impose the Fault Identification Charge.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 30 and Directed Modifications to clause 11 under Appendix 1 to 11 (Directed Modifications to Schedule 1 to Schedule 11)</p>
10.	<p>Section 2 – Fault Management</p> <p>NetLink Trust is required to modify its ICO to clarify that NetLink Trust shall not impose the Fault Identification Charge for identification of faults lying on NetLink Trust’s network that are not evidently caused by end-users, the RSP and/or the RL (e.g., where NetLink Trust's network is destroyed by rodent bite, cable cuts by contractors, wear and tear of the fibre in NetLink Trust’s network)</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 32, Appendix 1 – Directed Modifications to Schedule 1, clause 11.6, and Directed Modifications to clause 11 under Appendix 2 to 11 (Directed Modifications to Schedule 2 to Schedule 11)</p>
11.	<p>Section 4 – NBAP Charges</p> <p>NetLink Trust is required to modify the NBAP Connection charges under Schedule 3 within Schedule 15 to clarify that (a) NetLink Trust may impose the Site Survey Charge for each site survey required and conducted by NLT during the project study phase; and (b) if the RL proceeds with service activation after the site survey, NetLink Trust may then impose the Service Activation Charge, which covers the cost of patching/un-patching at the MDF room in the activation/deactivation of the connection, on the RL.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 38 and Appendix 13 – Directed Modifications to Schedule 15, clauses 3.3</p>
12.	<p>Section 4 – NBAP Charges</p> <p>NetLink Trust is required to modify the NBAP Connection charges under Schedule 3 within Schedule 15 to remove the “Cancellation charges after commencement of site survey” charge of \$477.54.</p>	<p>IMDA’s Direction, Explanatory Memorandum, paragraph 38 and Appendix 13 – Directed Modifications to Schedule 15, clauses 3.6.1</p>

13.	<p>Section 5 – Other Operational Issues Raised</p> <p>NetLink Trust is required to modify its ICO to remove the limit imposed on the length of the patch cable connecting the FDP and FIP</p>	<p>IMDA's Direction, Explanatory Memorandum, paragraph 39 and Appendix 1 – Directed Modifications to Schedule 1, clause 6.4</p>
14.	<p>NetLink Trust is required to modify the ICO to (a) remove language that seeks to differentiate the service provisioning process for COPIF 2013 Buildings or Pre-COPIF 2013 Buildings to the extent possible; (b) describe the different service provisioning processes based on the exact network configuration of the building (i.e., buildings fitted with NetLink Trust's fibre infrastructure from the CO to the riser and with BO/BD's fibre infrastructure from the riser to the residential premise, buildings fitted with end-to-end NetLink Trust's fibre infrastructure) if it is necessary for the service provisioning processes to differ arising from the different fibre network configurations for Pre-COPIF 2013 Buildings and COPIF 2013 Buildings; and (c) remove references made to "Pre-COPIF 2013 Buildings" and "COPIF 2013 Buildings" in the drafting of the processes described in (b) above.</p>	<p>Appendix 1 and Appendix 15 (Directed Modifications to Schedule 1 and 15)</p>
15.	<p>NetLink Trust is required to modify its ICO to clarify that NetLink Trust shall be responsible for patching works from the FIP to the FDP for buildings fitted with NetLink Trust's fibre infrastructure from the CO to the riser and BO/BD's fibre infrastructure from the riser to the residential premise.</p>	<p>IMDA's Direction, Appendix 1 – Directed Modifications to Schedule 1, clause 3</p>
16.	<p>NetLink Trust is required to modify clause 4.1 its ICO to clarify that the coverage status of all homes shall form part of NetLink Trust's MSI.</p>	<p>IMDA's Direction, Appendix 1 – Directed Modifications to Schedule 1, clause 4.1</p>
17.	<p>NetLink Trust is required to modify the header of clause 6A of Schedule 1 of the ICO to clarify that the clause sets out the process, terms and conditions for NetLink Trust's management of installation-related faults, and does not only focus on how "Joint Investigation of Faults" should be processed.</p>	<p>IMDA's Direction, Appendix 1 – Directed Modifications to Schedule 1, clause 6A</p>
18.	<p>NetLink Trust is required to modify Annex 12b-1 of Schedule 12C to include the details (i.e., the number of rack space available in and space area) of the new Co-Location Room in Bedok Telephone Exchange and East Exchange.</p>	<p>IMDA's Direction, Appendix 12 – Directed Modifications to Schedule 12C, Annex12B-1</p>