

SUPPLEMENT TO THE CLOSING NOTE FOR THE PUBLIC CONSULTATION ON THE CODE OF PRACTICE FOR TELEVISION BROADCAST STANDARDS

4 May 2015

1. On 16 December 2014, the Media Development Authority of Singapore (the “Authority”) issued the Closing Note for the public consultation on the Code of Practice for Television Broadcast Standards (the “Code”). The Code that was come into effect on such date that MDA shall specify, was also published together with the Closing Note. Following the issuance of the Closing Note and the Code, the Authority has received additional comments from Licensees regarding the Code.

2. The Authority notes that a substantive portion of the comments received were a reiteration of the earlier comments submitted during the public consultation. Given that the Authority has responded to the issues in the Closing Note and that no new arguments were raised by the respondents, the Authority’s previous response on 16 December 2014 remains unchanged. For new issues received, the Authority’s response is set out in **Annex A**.

3. Following from the Authority’s response, the following amendments will be made to the Code that was published with the Closing Note on 16 December 2014:

“2.2.2(c) A Licensee shall **use its make** best efforts to provide solutions **for any Housing and Development Board (HDB) to any residential or non-residential property, or recommend solutions to private residential properties,** that ~~is~~ **are** unable to receive such services.

5.1(c) An outage is considered to have occurred when:

- (i) there is an absence of channel or service;
- (ii) there is an intermittent or persistent loss of audio or video for one or more channels; or
- (iii) there is **significant** degradation²¹ of service to below a normal or acceptable level of quality.

²¹Non-exhaustive examples of “degradation of service” will include, without limitation, any or all of the following:

- (a) Pixelation of pictures;
- (b) Picture freezing;
- (c) Audio synchronisation issues.

^{22, 28, 32}Exemptions may include impairment due to external content source, equipment managed by viewers, planned maintenance, unscheduled interruptions to power supply, ~~and~~ extreme or unforeseen weather conditions **and sun outage(s).**”

Please refer to **Annex B** for the updated Code. The Code will come into effect on **4 May 2015**.

4. Any queries on this Supplementary Information may be addressed to:

The Media Development Authority of Singapore

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