

Code of Practice
for Competition in the Provision of Telecommunication Services 2010
(Section 1.7)

**NOTIFICATION OF EXEMPTION BY THE INFO-COMMUNICATIONS
DEVELOPMENT AUTHORITY OF SINGAPORE**

1. The Code of Practice for Competition in the Provision of telecommunication Services 2010 (the “**Code**”) came into operation on 21 January 2011, in accordance with Sub-section 1.1 of the Code.
2. Some Licensees have requested IDA for an extension of time to comply with Sub-section 3.2.4.4 (Restrictions on Termination or Suspension due to Breach of Another End User Service Agreement) of the Code, on the grounds that they would require more time to put in place the necessary systems and processes, and would be unable to comply with Sub-section 3.2.4.4 by 21 January 2011.
3. Pursuant to Section 1.7 of the Code, IDA may grant exemptions from specific provisions of the Code “[w]here good cause is shown”. The exemptions may be “*on a one-time basis, temporary, permanent, for a fixed period or effective until the occurrence of a specific event*”.
4. IDA has assessed and determined that the Licensees’ requests for additional time are reasonable. Accordingly, IDA hereby exempts all Facilities-based Licensees and Services-based Licensees from compliance with Sub-section 1.1 (Citation and Commencement) of the Code in relation to their duty to comply with Sub-section 3.2.4.4 of the Code by 21 January 2011. This exemption shall take effect until **30 September 2011**. For the avoidance of doubt, by 30 September 2011, all Facilities-based Licensees and Services-based Licensees shall ensure compliance with Sub-section 3.2.4.4 of the Code for all Services provided to End Users, regardless of whether the Services were subscribed for prior to, or after, 30 September 2011.
5. This Notification shall take effect as at 21 January 2011.

Date: 26 April 2011

Deputy Chief Executive and Director-General (Telecoms & Post)
For Info-communications Development Authority of Singapore