



**INFOCOMM DEVELOPMENT AUTHORITY OF
SINGAPORE**

**CLARIFICATION OF RESPONSIBILITIES OF
BUILDING OWNERS AND
DEVELOPERS IN THE GUIDELINES (“COPIF
GUIDELINES”) FOR THE CODE OF PRACTICE FOR
INFO-COMMUNICATION FACILITIES IN BUILDINGS
 (“COPIF”)**

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DISCLAIMER

The information contained in this document is intended to provide more clarity on the roles and responsibilities of building owners and developers in providing space and facilities within or on their land or building, and in allowing access thereto, for telecommunication service providers to utilise such space and facilities for the provision of telecommunication services.

This document does not purport to be comprehensive in nature. In particular, building owners and developers shall continue to comply with all their obligations under the Telecommunications Act (Cap. 323) and/or any regulations, codes of practice, directions, standards of performance issued by IDA as well as under any other legal requirements.

In addition, please note that nothing in this document shall constrain or fetter IDA's discretion and exercise of its regulatory powers in any manner, including but not limited to binding IDA to adopt any particular course of action or approach in relation to any matter in this document. IDA reserves the right to update, amend, delete and/or supplement any of the information in this document without prior notice at any time in its sole and absolute discretion.

CLARIFICATION OF RESPONSIBILITIES OF BUILDING OWNERS AND DEVELOPERS IN THE GUIDELINES (“COPIF GUIDELINES”) FOR THE CODE OF PRACTICE FOR INFO-COMMUNICATION FACILITIES IN BUILDINGS (“COPIF”)

Objective

1. To provide greater clarity on the responsibilities of building owners and developers in providing space and facilities and in allowing access by telecommunication service providers to such space and facilities for the provision of telecommunication services.

Background

2. It has come to IDA’s attention that OpenNet Pte Ltd (“**OpenNet**”), the appointed Next Generation Nationwide Broadband Network (“**Next Gen NBN**”) NetCo Company, has encountered some issues during its rollout of the Next Gen NBN fibre infrastructure in some buildings. As a result, telecommunication service providers, who utilise OpenNet’s services, have not been able to provide services to some end-users, particularly business/non-residential end-users, in a timely manner.
3. For business end-users in non-residential buildings, IDA notes that the average provisioning lead-time for existing telecommunication service providers is about 2 weeks. In this regard, IDA has observed that OpenNet is able to complete its installations into non-residential end-users’ premises within 2 weeks for approximately 40% of the applications that OpenNet receives. However, IDA has observed that OpenNet has a longer provisioning time for the remaining applications due to a variety of issues attributable to various parties, in particular building owners/developers and OpenNet.
4. Arising from the above, IDA has been working with OpenNet to review its internal processes to improve its efficiency and its performance to reduce service provisioning time. However, there remain a number of issues related to OpenNet’s inability to gain access to buildings, particularly non-residential buildings. IDA notes that these issues may not be encountered by the existing service providers because the Next Gen NBN is a “green field” deployment while other service providers could have installed their infrastructure at the point when the buildings were under construction. When issues arise, IDA would meet with building owner/developer together with OpenNet to clarify the roles and responsibilities of each party, and IDA has done that on a number of occasions.

Common Issues related to Building Owners/Developers

5. OpenNet carries out its deployment using the open ducting method (i.e., surface trunking) and it utilises existing telecommunication related space and facilities provided by the building owner/developer as part of its standard deployment. OpenNet therefore relies on building owners/developers to

provide prompt access to such space and facilities for the purposes of its deployment works.

6. In cases where OpenNet's provisioning of services to business end-users in non-residential buildings took a long time and the delay was attributed to building owners/developers, the reasons for the delay have typically been one or a combination of the following factors:
 - (a) building owners/developers' internal processes to review OpenNet's request took some time, before granting OpenNet access to and use of the necessary space and facilities;
 - (b) unanticipated charges such as non-refundable processing charges, and requirements such as submission of documents in relation to the proposed deployment required by building owners/developers for OpenNet's access to and use of such space and facilities, which resulted in OpenNet taking more time to engage building owners/developers to resolve these issues;
 - (c) disagreement between building owners/developers and OpenNet on the costs associated with access to and use of space and facilities (e.g., opening up of access panels on ceilings), which resulted in OpenNet taking more time to engage building owners/developers to resolve these issues; and
 - (d) access to existing telecommunication facilities in buildings could not be readily provided, which resulted in OpenNet taking more time to discuss with building owners/developers on the use of alternative space and facilities for OpenNet's deployment.

Roles and Responsibilities of Building Owners/Developers

7. Under IDA's COPIF, building owners/developers are required to provide the necessary space and facilities, and access thereto, at their expense to allow telecommunication operators to install their infrastructure for the provision of telecommunication services.
8. Accordingly, building owners/developers should adopt the following arrangements to facilitate OpenNet's deployment of its works for the provisioning of Next Gen NBN services:
 - (a) When contacted by OpenNet, building owners/developers should duly co-ordinate with OpenNet on the necessary arrangements for OpenNet to access the building(s), including the existing telecommunication space and facilities (e.g., telecom riser, main distribution frame room and cable trays), for OpenNet to carry out its deployment works. IDA urges building owners/developers to do this promptly to prevent undue delay so that services can be provided to the end-users, usually the tenants of the building, in a timely manner;

- (b) Such access should be granted to OpenNet without the imposition of any charges. Building owners/developers should not impose any administrative charges, security escort charges or any other charges/fees on OpenNet. In addition, should building owners/developers require OpenNet to provide its proposed deployment plan with reference to the floor plans or blueprints of the building(s), such floor plans or blueprints should also be provided to OpenNet without any charge;
 - (c) Where access to existing telecommunication space and facilities cannot be readily provided due to site conditions (e.g., the telecom riser can only be accessed through a tenanted unit), building owners/developers will still be responsible to make suitable arrangements, including alternatives, to provide access at their own expense. Without limitation, building owners/developers may offer alternative space and facilities (e.g., data communication riser) to OpenNet for its use, including providing OpenNet with full access to such alternative space and facilities in the same manner as the access to be provided for telecommunication space and facilities; and
 - (d) If building owners/developers would like OpenNet to carry out its deployment using an alternative method of deployment (e.g., concealed cabling or accessing facilities at high ceilings), it would then be up to the building owners/developers to manage and bear all additional expenses associated with such alternative method of deployment (the “**Additional Expenses**”). Such Additional Expenses would include but are not limited to the costs of creating and reinstating access openings in ceilings, which are also commonly known as access panels, and additional costs involved in accessing high ceilings. In this regard, building owners/developers would be free to decide how such Additional Expenses are to be allocated amongst the owners and tenants of the building(s).
9. As the above would similarly apply to other telecommunication operators, besides OpenNet, for purposes of clarity, IDA has updated Sections 2.10 and 2.11 of the COPIF Guidelines¹ to more clearly reflect the above roles and responsibilities of building owners/developers. The updated COPIF Guidelines can be found at www.ida.gov.sg under “Policies & Regulation” in the “Codes of Practice & Guidelines” section. In addition, IDA is also considering incorporating the above into any future version of the COPIF.

Going forward

10. IDA strongly encourages building owners/developers to work closely and cooperate with OpenNet in its deployment works so that building owners and occupants can enjoy the benefits that connectivity to the Next Gen NBN will bring.

¹ The COPIF Guidelines lays down the detailed specifications of the space and facilities which developers or owners of buildings are required to provide under COPIF.

11. Under the Telecommunications Act (Chapter 323), where IDA considers it necessary that any telecommunication service should be provided to any land or building, IDA has the powers to direct a building owner/developer to provide at his expense, within such period as may be specified in the direction, such space or facility within or on the land or building, and access thereto, to enable OpenNet to install its infrastructure for the provision of Next Gen NBN services. Any persons who fail to comply with any requirement in the direction shall be guilty of an offence.
12. Separately, IDA is also working closely with OpenNet to ensure that OpenNet acts promptly in its provisioning of Next Gen NBN services. In addition to the regular review of OpenNet's performance, IDA will also review, with the industry, ways to improve the manner in which OpenNet offers its services through the Interconnection Offer². IDA is therefore closely monitoring the situation in relation to OpenNet's performance and, where necessary, may put in place further appropriate measures.

² OpenNet's Interconnection Offer is a standard service offering (containing the prices, terms and conditions under which OpenNet will offer its service) available to all eligible telecommunication operators.