

## **SCHEDULE 3E**

### **LICENSING OF OUTDOOR CABINET DISTRIBUTION FRAME**

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## SCHEDULE 3E

### LICENSING OF OUTDOOR CABINET DISTRIBUTION FRAME

#### 1. SCOPE

- 1.1 This Schedule sets out the terms and conditions under which SingTel will provide the Requesting Licensee with a licence to use SingTel's Outdoor Cabinet Distribution Frame Mounting Arm (**Cabinet Distribution Frame Mounting**) (which means the verticals or horizontal bars on the Outdoor Cabinet belonging to SingTel meant for the mounting of Termination Block(s)) for the purpose of enabling the cross-connection of a Sub Loop to the Requesting Licensee's Tie Cable.
- 1.2 Except as provided in this Schedule, the Requesting Licensee shall, at its own cost, provide all installation materials and manpower needed for the installation of their tie cable in the Cabinet Distribution Frame Mounting. Where certain work is to be carried out by SingTel under this Schedule, the Requesting Licensee must pay to SingTel all costs incurred when provisioning the licence for Cabinet Distribution Frame Mounting to the Requesting Licensee under this Schedule.
- 1.3 SingTel shall not be responsible for any damage to the Requesting Licensee's Terminal units, Termination Block, connectors and cables caused by fire, water leakage, deterioration, mechanical ventilation failure, or anything beyond SingTel's control in the Outdoor Cabinet Site other than to the extent that it is the result of a grossly negligent, wilful or reckless breach of this RIO Agreement by SingTel.
- 1.4 The Requesting Licensee may seek a licence with respect to available Cabinet Distribution Frame Mounting owned by SingTel subject to:
  - (a) the use by the Requesting Licensee of the Cabinet Distribution Frame Mounting to enable the cross-connection of any sub loop to the Requesting Licensee's tie cable; and
  - (b) the terms and conditions of this Schedule.
- 1.5 This Schedule only applies to Requesting Licensees who are FBOs.
- 1.6 The timeframes in this Schedule relating to provisioning work for licensing and use of Cabinet Distribution Frame Mounting to be undertaken by SingTel under

clauses 4.4 and 4.8 (**Request for Cabinet Distribution Frame Mounting**), 5.1 (**Project Study**), and 6.1 (**Site Preparation Work**) are subject to delays caused by events outside SingTel's reasonable control, in which case such failure to fulfil the relevant Service Level Guarantee shall not constitute a breach of this Schedule or this RIO Agreement and clause 1.7 shall not apply, provided that SingTel notifies the Requesting Licensee as soon as practicable upon the occurrence of such event, stating the cause of the delay and specifying a new date for the completion of the relevant provisioning work which is extended for the period of such delays.

1.7 SingTel will provide the Service Level Guarantees in respect of licensing of Cabinet Distribution Frame Mounting as set out in Annex 3E.3. If SingTel fails to meet any Service Level Guarantees applicable to in this Schedule and the failure to meet the Service Level Guarantees is solely caused by SingTel, SingTel will provide a remedy to the Requesting Licensee in accordance with:

- (i) section 1 of Annex 3E.3 and any terms and conditions contained therein in respect of Request for Cabinet Distribution Frame Mounting timeframes;
- (ii) section 2 of Annex 3E.3 and any terms and conditions contained therein in respect of Project Study timeframes;
- (iii) section 3 of Annex 3E.3 and any terms and conditions contained therein in respect of timeframes for Site Preparation Work; and
- (iv) section 4 of Annex 3E.3 and any terms and conditions contained therein in respect of claims made under Annex 3E.3.

1.8 The Requesting Licensee acknowledges that the relevant remedy provided under clause 1.7 is a genuine pre-estimate of the Requesting Licensee's loss and will be the sole and exclusive remedy available to the Requesting Licensee for such failure to meet the relevant Service Level Guarantees for licensing of Cabinet Distribution Frame Mounting and shall be SingTel's sole and exclusive liability to the Requesting Licensee for such failure.

## **2. AVAILABILITY OF CABINET DISTRIBUTION FRAME MOUNTING**

2.1 For the purposes of this Schedule, SingTel may have regard to the following when assessing the availability of a Cabinet Distribution Frame Mounting:

- (a) SingTel's reasonably anticipated requirements in the next one (1) year for Cabinet Distribution Frame Mountings for provision to itself and its Customers; and
- (b) SingTel's reasonably anticipated requirements in the next one (1) year for Cabinet Distribution Frame Mountings for operations and maintenance purposes;
- (c) the Requesting Licensee's and other Licensees' requirements (including for operations and maintenance purposes) which have been ordered but not yet delivered or which have been provided;
- (d) security and confidentiality requirements or restrictions imposed on SingTel by Governmental Agencies;
- (e) whether SingTel has plans or otherwise proposes to decommission the Outdoor Cabinet within six (6) months of the date of the Cabinet Distribution Frame Mounting Request;
- (f) whether SingTel has any Cabinet Distribution Frame Mounting in the area specified in the Request for Cabinet Distribution Frame Mounting; and
- (g) whether there is available space in SingTel's Outdoor Cabinet for installing the Cabinet Distribution Frame Terminal units.

### **3. SINGTEL OUTDOOR CABINET RELATED INFORMATION**

- 3.1 The Requesting Licensee may request that SingTel provide the Requesting Licensee with the SingTel Outdoor Cabinet Related Information by submitting its request in the form set out in Annex 3E.2.
- 3.2 SingTel will process all requests for the SingTel Outdoor Cabinet Related Information on a non-discriminatory "first come first serve" basis.
- 3.3 SingTel must provide the SingTel Outdoor Cabinet Related Information within fifteen (15) Business Days of the date of receipt of the request. SingTel may provide the Requesting Licensee with the SingTel Outdoor Cabinet Related Information on a progressive basis during the fifteen (15) Business Days period.
- 3.4 The Requesting Licensee must pay all Charges in relation to a request for the SingTel Outdoor Cabinet Related Information in accordance with Schedule 9 of the RIO Agreement.

- 3.5 The Requesting Licensee acknowledges that the SingTel Outdoor Cabinet Related Information is the Confidential Information of SingTel and that the Requesting Licensee must comply with clause 23 of the Main Body of the RIO Agreement in relation to such information. The Requesting Licensee must only use the SingTel Outdoor Cabinet Related Information for the sole and exclusive purpose of acquiring Cabinet Distribution Frame Mounting under this Schedule 3E.
- 3.6 SingTel warrants that the SingTel Outdoor Cabinet Related Information is accurate as at the date of providing the information to the Requesting Licensee. The Requesting Licensee acknowledges that the details of the SingTel Outdoor Cabinet Related Information may change from time to time without notice to the Requesting Licensee.

#### **4. ORDERING AND PROVISIONING PROCEDURE**

- 4.1 The Ordering and Provisioning Procedure for the licence of available Cabinet Distribution Frame Mounting applies only to the use of Distribution Frame Mounting in individual one hundred (100) pairs or two hundred (200) pairs block depending on the type of Outdoor Cabinet. For avoidance of doubt, the 3M-type, FCC-type and 900 pair APO-type will be provided in one hundred (100) pairs and the 1800 pair APO-type will be provided in individual two hundred (200) pairs.
- 4.2 The Requesting Licensee shall submit its Request for Cabinet Distribution Frame Mounting to SingTel in the form of Annex 3E.1 on a Business Day containing the following information:
- (a) Outdoor Cabinet name and address;
  - (b) number of Cabinet Distribution Frame Mountings requested; and
  - (c) the Requesting Licensee's contact details.
- 4.3 SingTel shall process all Requests for the licence of Cabinet Distribution Frame Mounting submitted by all Licensees on a 'first come, first served' basis subject to a maximum of two (2) applications per Business Day in total from all Requesting Licensees. Subsequent Requests shall overflow to the next Business Day and SingTel shall inform the Requesting Licensee of that overflow within one (1) Business Day.
- 4.4 Within one (1) Business Day of the date of receiving a Request for Cabinet Distribution Frame Mounting (**Request Date**), SingTel must notify the Requesting

Licensee whether its application is accepted or rejected. The Requesting Licensee shall pay to SingTel the application fee, inclusive of the cost incurred by SingTel to conduct a detailed study of the request, in accordance with Schedule 9, regardless of whether its Request for Cabinet Distribution Frame Mounting is accepted or not. For the purposes of this Schedule 3E, the Request Date shall be determined as follows:

- (a) if the Request for Cabinet Distribution Frame Mounting is received before 12:00 noon on a Business Day, the Request Date is the Business Day the Request for Cabinet Distribution Frame Mounting is received; or
- (b) if the Request for Cabinet Distribution Frame Mounting is received at or after 12:00 noon on a Business Day, the Request Date is the next Business Day after the Business Day on which the Request for Cabinet Distribution Frame Mounting is received.

4.5 SingTel shall allocate Cabinet Distribution Frame Mounting in one hundred (100) pair blocks or two hundred (200) pair blocks depending on the type of Outdoor Cabinet. The Requesting Licensee acknowledges that SingTel licences Cabinet Distribution Frame Mounting on an “as-is” condition.

4.6 SingTel may reject a Request for Cabinet Distribution Frame Mounting if:

- (a) the Requesting Licensee is not a FBO;
- (b) the Request for Cabinet Distribution Frame Mounting is not in the prescribed form; or
- (c) the Request for Cabinet Distribution Frame Mounting does not contain all the required information; or
- (d) the information in the Request is incorrect or inaccurate.

4.7 Where SingTel rejects the Request for Cabinet Distribution Frame Mounting, SingTel must provide reasons explaining the basis for rejection.

4.8 If SingTel notifies the Requesting Licensee that SingTel has accepted the Request for Cabinet Distribution Frame Mounting, SingTel must complete its detailed processing and inform the Requesting licensee within three (3) Business Days of the Request Date whether the Cabinet Distribution Frame Mounting is available as determined under clause 2.

4.9 Where SingTel notifies the Requesting Licensee that Cabinet Distribution Frame Mounting is not available under clause 4.8, SingTel shall provide reasons explaining the basis for its determination that the Cabinet Distribution Frame Mounting is unavailable.

## **5. PROJECT STUDY**

5.1 Except where SingTel has rejected a Request for Cabinet Distribution Frame Mounting, SingTel shall complete a Project Study within ten (10) Business Days of the expiry of the timeframe for rejection under clause 4.8. The Requesting Licensee agrees to pay the Project Study fee specified in Schedule 9.

5.2 Upon the completion of a Project Study, SingTel shall provide the Requesting Licensee with the following information:

- (a) the Charges for the Site Preparation Work (including a breakdown of the major components of the Charges) and an outline of the major elements of the Site Preparation Work to be undertaken by SingTel;
- (b) the location of the designated Lead-in Manhole and the direction of the Connection Duct;
- (c) the make and model of the Outdoor Cabinet;
- (d) the estimated length of copper cable required from the Lead-in Manhole to the 3M-type Outdoor Cabinet;
- (e) the type of terminal blocks used for terminating the subscriber tie cable to the Cabinet Distribution Frame Mounting;
- (f) the type of terminal unit (100 pair or 200 pair) fitted with pressed steel fanning strip and a sealing ring used for the APO-type or FCC-type Outdoor cabinet and the estimated length of the lead sheathed tail cables required from the Lead-in Manhole to the APO-type or FCC-type Outdoor Cabinet; and
- (g) the number of Business Days reasonably expected to complete the Site Preparation Work.



## 6. SITE PREPARATION WORK

- 6.1 Within five (5) Business Days from the date of notification of the result of the Project Study under clause 5.2, the Requesting Licensee shall confirm in writing that it wishes to proceed with Cabinet Distribution Frame Mounting and it agrees to pay the estimated Charges for Site Preparation Work. SingTel shall use its reasonable endeavours to complete the Site Preparation Work within the estimated Charges. SingTel may provide the Requesting Licensee with a revised price estimate. SingTel may suspend Site Preparation Work until the Requesting Licensee agrees to the revised price estimate. SingTel shall complete the Site Preparation Work within the period advised under clause 5.2(g). If SingTel is unable to complete the Site Preparation Work within the advised period, SingTel shall notify the Requesting Licensee of a revised date for completion (which, in all circumstances, shall be within a reasonable period of time) and provide the Requesting Licensee with a remedy for the duration of the delay in accordance with clause 1.7.
- 6.2 As part of the Site Preparation Work, SingTel shall construct one (1) 110mm Connection Ducts of one (1) metre from the designated Lead-in Manhole in the direction indicated in clause 5.2(b) for the Requesting Licensee to connect its ducts. SingTel shall construct the duct seal for the Connection Ducts constructed in SingTel's Lead-in Manhole.
- 6.3 SingTel will advise the Requesting Licensee when the construction of Connection Duct is completed (**Completion Date**). The Requesting Licensee shall connect its duct to the Connection Duct within twenty-five (25) Business Days from the Completion Date. If the Requesting Licensee does not connect its duct to the Connection Duct within this period, the Requesting Licensee's Request for Cabinet Distribution Frame Mounting will lapse. If the Requesting Licensee's failure to complete connection is attributable to circumstances beyond the Requesting Licensee's reasonable control, within two (2) Business Days of receiving a request from the Requesting Licensee for an extension of time, SingTel will grant a reasonable extension of time for installation to the Requesting Licensee at the Requesting Licensee's request. A Requesting Licensee's request under this clause must describe the circumstances beyond the Requesting Licensee's control and such request must be received prior to the expiry of the aforementioned twenty-five (25) Business Day period.
- 6.4 The Requesting Licensee shall inform SingTel when the connection of its duct to the Connection Duct is completed.

## **7. INSTALLATION OF TIE CABLE AND TIE BLOCKS**

- 7.1 The Requesting Licensee shall provide SingTel with the Tie Cable for cable pulling between the designated Lead-in Manhole and Cabinet Distribution Frame Mounting no less than five (5) Business Days before SingTel performs the cable pulling as notified to the Requesting Licensee.
- 7.2 The Requesting Licensee shall pay SingTel the Charges in accordance with Schedule 9 for undertaking this activity. The Requesting Licensee must not undertake any cable pulling between the designated manhole and the Cabinet Distribution Frame Mounting.
- 7.3 The Requesting Licensee shall terminate the end of a Tie Cable to the Requesting Licensee's cable in the designated Lead-in Manhole.
- 7.4 The Requesting Licensee shall submit to SingTel its request to physically access SingTel's Lead-in Manhole for the pulling of cables to the designated Lead-in Duct and its associated Lead-in Manhole at least five (5) Business Days in advance and in any case, within thirty (30) Business Days from the Completion Date. If the Requesting Licensee does not apply for cable installation in accordance with this clause, its Request for Cabinet Distribution Frame Mounting will lapse.
- 7.5 In its request under clause 7.4, the Requesting Licensee shall specify:
- (a) the identity of the senior person who will be present;
  - (b) the list of staff, contractors or agent that would be physically accessing SingTel's Lead-in Manhole for cable installation works;
  - (c) the cable installation time table specifying the date(s) and an estimate of the duration which cable pulling work is requested;
  - (d) the location and/or site plan of the Lead-in Duct and its associated Lead-in Manhole to which cable pulling is requested;
  - (e) the number of cables to be installed at the Lead-in Duct and its associated Lead-in Manhole, the cable type, gauge and number of cable pairs of each cable;
  - (f) the cable installation plan specifying the installation method and the position of each cable in the Lead-in Manhole fan-out diagram; and

- (g) a detailed work method statement which shall be based on the relevant guidelines developed by SingTel and set out in Annex H.
- 7.6 The Requesting Licensee must not commence the cable installation until it has received SingTel's approval for the cable installation.
- 7.7 Within five (5) Business Days of the receipt of request submitted under clause 7.4, SingTel shall review the submitted request and state whether cable installation is approved for the requested date and duration or not. For the purposes of this review, SingTel shall not reject unreasonably a work method statement.
- 7.8 If SingTel notifies the Requesting Licensee of its approval for the cable installation request under clause 7.7, the Requesting Licensee shall complete the installation of the Requesting Licensee's equipment in the Lead-in Duct and its associated Lead-in Manhole within twenty-five (25) Business Days of SingTel's approval. If the Requesting Licensee's failure to complete installation is attributable to circumstances beyond the Requesting Licensee's reasonable control, SingTel will grant a reasonable extension of time for installation to the Requesting Licensee at the Requesting Licensee's request. A Requesting Licensee's request under this clause must describe the circumstances beyond the Requesting Licensee's control and such request must be received prior to the expiry of the aforementioned twenty-five (25) Business Day period.
- 7.9 Where approval is withheld, or amendments are required by SingTel, SingTel shall consult with the Requesting Licensee and both parties shall endeavour to reach agreement on an alternative installation schedule for the Requesting Licensee. The Requesting Licensee shall pay SingTel the Charges specified in Schedule 9 for the processing of the application for cable installation under clause 7.4 regardless of whether the application is successful or not.
- 7.10 If the Requesting Licensee cancels or postpones the cable installation date, it shall pay SingTel a cancellation charge and any other charges for the work that SingTel incurred up to the point the request is cancelled.
- 7.11 The Requesting Licensee must request physical access in accordance with the Physical Access Procedures in Annex B to SingTel's Lead-in Manhole five (5) Business Days before the cable installation date as specified in the approved installation plan.

7.12 The Requesting Licensee shall notify SingTel on completion of the cable installation under this clause and submit to SingTel within ten (10) Business Days from its completion of cable installation, the work completion report which comprises the following:

- (a) the Lead-in Manhole number;
- (b) start date and time where physical access to SingTel's Lead-in Manhole is carried out;
- (c) end date and time where physical access to SingTel's Lead-in Manhole is carried out;
- (d) photographs of the Lead-in Manhole side wall showing the entry and the exit position of the cables inside the Lead-in Manhole and the Duct(s) used;
- (e) photograph(s) of the cable(s) showing the way the cable was installed in the Lead-in Manhole. The cables should have been installed with sufficient slack and the cable identification code should be clearly labelled on the cable sheath;
- (f) photograph(s) of the duct seal inside the Lead-in Manhole showing that the duct seal was properly sealed; and
- (g) photograph(s) of the Lead-in Manhole cover showing that the Lead-in Manhole cover is properly closed after the physical access. The Lead-in Manhole cover is properly closed if it is flush with its frame and the existing ground level when closed. The Lead-in Manhole number should also be clearly printed.

7.13 If the Requesting Licensee fails to submit its work completion report in accordance with clause 7.12, SingTel shall proceed with the verification of work completion after the expiry of the timeframe in clause 7.8 or on completion of the cable pulling date whichever is the earlier. The reasonable cost incurred will be recovered from the Requesting Licensee.

7.14 If any photograph provided in the work completion report is not clear or, in SingTel's view, not adequate to demonstrate that the installation of the cable is installed in accordance with the installation plan and the Standard Operating Procedures contained in Annexes A and C, SingTel shall, within ten (10) Business Days from the receipt of the report, reject the submission and require the Requesting Licensee to re-submit the work completion report within ten (10) Business Days from the date SingTel informs the Requesting Licensee of its

rejection, failing which SingTel shall proceed with the verification of work completion and take such corrective action necessary. SingTel shall recover the reasonable cost incurred from the Requesting Licensee.

7.15 SingTel may at its own discretion, carry out an inspection to confirm that the installations conform to the approved installation plans and the Standard Operating Procedures. Where the inspection reveals that the installation does not conform with the approved installation plan in a significant manner which disadvantages SingTel or jeopardises SingTel's plant, SingTel shall inform the Requesting Licensee to reinstall or take other corrective action within a reasonable time as required by SingTel, but in any event within ten (10) Business Days. The Requesting Licensee shall bear all reasonable costs for reinstallation and corrective action, and the costs incurred by SingTel for inspection of the corrective action and installation. If the Requesting Licensee fails to take appropriate corrective action, SingTel may withdraw physical access or undertake the appropriate corrective action and recover the reasonable cost from the Requesting Licensee accordingly.

7.16 SingTel shall provide:

(a) In the case of the APO-type and FCC-type cabinet

- (i) the installation of terminal unit in the 900 pair or 1800 pair APO-type cabinet; and
- (ii) the pulling of tail cable connected to the terminal unit through the designated Lead-in Manhole to the Cabinet Distribution Frame Mounting.

(b) In the case of the 3M-type cabinet

- (i) the installation of Subscriber tie terminal block in the 3M-type cabinet
- (ii) pulling of cable through the designated Lead-in Manhole to the Cabinet Distribution Frame Mounting; and
- (iii) the installation and termination of Subscriber Tie cables to Tie Termination Block installed in the Cabinet Distribution Frame Mounting.

7.17 The Requesting Licensee shall be responsible for providing all the associated cabling, termination blocks, terminal units and connectors required for the installation of the Cabinet Distribution Frame Mounting.

- 7.18 The Requesting Licensee shall pay SingTel in accordance with Schedule 9:
- (a) the recurring Charges for the lease of the Cabinet Distribution Frame Mounting; and
  - (b) the one-time Charges for the installation and termination of the Requesting Licensee's Tie Cables at the Outdoor Cabinet, including all works performed by SingTel under this Schedule in licensing the Cabinet Distribution Frame Mounting.

## **8. TERM OF LICENCE**

- 8.1 The term of the Cabinet Distribution Frame Mounting licence granted under this Schedule shall commence on the date SingTel commences the Site Preparation Work at the Cabinet Distribution Frame Mounting and continues for the term of the RIO Agreement until the earlier of any of the following events:
- (a) either party terminates the Cabinet Distribution Frame Mounting licence in accordance with clause 10 of this Schedule;
  - (b) the SingTel RIO is revoked by the Authority under clause 13.7 of the RIO Agreement;
  - (c) the Authority removes the requirement for SingTel to supply Cabinet Distribution Frame Mounting under the SingTel RIO or exempts SingTel from supplying Cabinet Distribution Frame Mounting under clause 13.8 of the RIO Agreement; or
  - (d) subject to clause 8.2, the Requesting Licensee terminates the Cabinet Distribution Frame Mounting licence by giving SingTel not less than one (1) month prior notice.
- 8.2 The Requesting Licensee may terminate the licence of the Cabinet Distribution Frame Mounting on less than one (1) month prior written notice, provided that the Requesting Licensee shall be liable for all recurring fees under the Cabinet Distribution Frame Mounting licence for the period between the date of termination and the date that is one (1) month after the notice of termination.

## **9. SUSPENSION**

- 9.1 SingTel may suspend the Requesting Licensee's access to its Cabinet Distribution Frame Mounting until further notice if the licence of the Cabinet Distribution Frame Mounting causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of SingTel or any other person) including but not limited to causing damage, interfering with or causing deterioration in the operation of SingTel's Network.
- 9.2 Without limiting the exclusions or limitations of liability in this RIO Agreement, SingTel shall not be liable to the Requesting Licensee for any Loss resulting from, or in connection with, suspension of access to Cabinet Distribution Frame Mounting under this clause 9.
- 9.3 Where SingTel files for suspension or termination of this Schedule or RIO Agreement, SingTel shall suspend all works that may require SingTel to incur further cost until such time that IDA make decision.

## **10. TERMINATION OF LICENCE**

- 10.1 SingTel may immediately terminate a licence of Cabinet Distribution Frame Mounting if:
- (a) the Requesting Licensee is no longer an FBO;
  - (b) in SingTel's reasonable opinion, the Requesting Licensee is using the Cabinet Distribution Frame Mounting in contravention of an applicable law, licence, code, regulation or direction and SingTel has the necessary confirmation from the relevant Governmental Agencies that the Requesting Licensee is in contravention of the applicable law, licence, code, regulation or direction;
  - (c) the Cabinet Distribution Frame Mounting, Lead-in Manhole or Lead-in Duct has become unsafe for its purpose;
  - (d) SingTel's right to own, maintain or operate the Cabinet Distribution Frame Mounting, Lead-in Manhole or Lead-in Duct is revoked or terminates or expires;  
or
  - (e) the use of the Cabinet Distribution Frame Mounting, Lead-in Manhole or Lead-in Duct causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of SingTel or any other

person) including but not limited to causing damage, interfering with or causing deterioration in the operation of SingTel's Network.

- 10.2 SingTel may terminate the licence in respect of the Cabinet Distribution Frame Mounting after giving the Requesting Licensee ten (10) Business Days prior written notice if the Requesting Licensee removes or abandons its Cabinet Distribution Frame Mounting, and the Requesting Licensee did not dispute such written notice by SingTel.
- 10.3 Either Party (**Terminating Party**) may terminate a licence of a Cabinet Distribution Frame Mounting if the other Party is in breach of this Schedule and such breach remains unremedied for a period of:
- (a) seven (7) Calendar Days after receiving notice from the Terminating Party to do so, if the breach is a service affecting breach; or
  - (b) fourteen (14) Calendar Days after receiving notice from the Terminating Party to do so, if the breach is a non-service affecting breach (including but not limited to failure to pay any sum for which the Requesting Licensee has been Invoiced).
- 10.4 If during the term of a Cabinet Distribution Frame Mounting licence, SingTel has any plans to decommission any Cabinet Distribution Frame Mounting licensed to the Requesting Licensee SingTel may terminate the licence of the Cabinet Distribution Frame Mounting by giving at least six (6) months notice to the Requesting Licensee of its intention to terminate such Distribution Frame Mounting licence.
- 10.5 SingTel may give the Requesting Licensee no less than two (2) months notice at any time during the term that the licence at a Cabinet Distribution Frame Mounting is to be terminated because of the closure of that Outdoor Cabinet. The Requesting Licensee shall bear its own cost associated with the closure of a Outdoor Cabinet. In the event that the Requesting Licensee requests assistance from SingTel within thirty (30) Business Days after receiving a notice under this clause to provide an alternative solution to the Cabinet Distribution Frame Mounting which is being terminated, SingTel will use its reasonable endeavours in providing such assistance. SingTel will take reasonable measures to minimise disruptions to the Requesting Licensee in the provision of its services to Customers arising from the termination of the Cabinet Distribution Frame Mounting. The Requesting Licensee shall remain solely responsible for making any alternative arrangements as are necessary to continue to provide its Customers with services. Nothing in this clause prevents SingTel from



terminating the licence at Cabinet Distribution Frame Mounting at the end of the two (2) months notice period under this clause provided that SingTel has complied with this clause.

- 10.6 Upon expiry or termination of the licence of Cabinet Distribution Frame Mounting:
- (a) the Requesting Licensee must discontinue the use of the Cabinet Distribution Frame Mounting; and disconnect all equipment connected to the Cabinet Distribution Frame Mounting immediately; and
  - (b) SingTel shall reinstate the Cabinet Distribution Frame Mounting and recover the reasonable cost of such reinstatement as well as the relevant termination Charge specified in Schedule 9 from the Requesting Licensee, other than in circumstances where the Requesting Licensee's discontinuation of the use of the Cabinet Distribution Frame Mounting is a direct result of SingTel's closure or decommissioning of the Outdoor Cabinet under this Schedule 3E.
- 10.7 For the avoidance of doubt, the Requesting Licensee's right to physical access to the Lead-in Manhole shall terminate upon the termination of the licence of Cabinet Distribution Frame Mounting.

## **11. SUB-LICENSING**

- 11.1 The Requesting Licensee must not assign the licence in respect of or sub-let the Cabinet Distribution Frame Mounting.

## **12. REPLACEMENT OR ADDITION OF TIE CABLE OR TIE TERMINATION BLOCK**

- 12.1 If the Requesting Licensee wishes to replace, modify or rearrange an existing Tie Cable or Tie Termination Block located in the Cabinet Distribution Frame Mounting or to install an additional Tie Cable or Tie Termination Block at the licensed Cabinet Distribution Frame Mounting, the Requesting Licensee must submit a request under clause 7 in respect of the replacement or addition of that Subscriber Tie Cable or Tie Termination Block.
- 12.2 Where the replacement, modification, rearrangement or addition of Subscriber Tie Cable or Tie Termination Block requires the licensing of an additional Distribution Frame Mounting, the Requesting Licensee must submit a Request for Distribution Frame Mounting under clause 4.2.

**ANNEX 3E.1: ORDER FOR OUTDOOR CABINET DISTRIBUTION FRAME**

<b>ORDER FOR OUTDOOR CABINET DISTRIBUTION FRAME</b>	
<b>The Requesting Licensee</b>	
Date of Application : _____ Application Reference Number : _____	
Number of Cabinet Distribution Frame Mountings Requested : _____ [Nos]	
Address of Outdoor Cabinet : _____	
_____	
_____ MDF Number : _____	
<b>On Behalf of the Requesting Licensee</b>	
Sign : _____	Name of Requesting Licensee: _____
Name : _____	(Company Name)
Designation : _____	
Department : _____	
Contact Number : _____	Company Stamp : _____
Fax Number : _____	
<b>SingTel's Reply to the Requesting Licensee</b>	
<input type="checkbox"/> Application returned - incomplete/illegible	
<input type="checkbox"/> Not Approved	Reason for Rejection : _____
<input type="checkbox"/> Approved	Circuit Identification Number : _____
	Number of Mountings allocated : _____
	SingTel Approval Code : _____
<b>On Behalf of SingTel</b>	
Sign : _____	Contact Number : _____
Name : _____	Fax Number : _____
Date : _____	
<b>Processing Status</b>	
Received Date : _____ Queue Status : _____ Processed Date : _____	

**ANNEX 3E.2: REQUEST FOR NETWORK INFORMATION (TYPE OF OUTDOOR CABINET)**

<b>REQUEST FOR NETWORK INFORMATION (TYPE OF OUTDOOR CABINET)</b>	
<p>Date of Application : _____ Application Reference Number : _____ Type of Outdoor Cabinet _____ List the Outdoor Cabinet (Local exchange code and Cabinet Number) : (1) _____ (2) _____ (3) _____ (4) _____</p>	
<p>Sign : _____ Name of Requesting Licensee: _____ Name : _____ [Company Name] Designation : _____ Department : _____ Contact Number : _____ Company Stamp : _____ Fax Number : _____</p> <p>We agree that: (a) We are liable for all Charges that may arise in relation to a request for SingTel Exchange Related Information; and (b) SingTel Exchange Related Information constitutes Confidential Information and will be treated as such in accordance with clause 23 of the main body of the RIO Agreement.</p>	
<p><input type="checkbox"/> Application returned - incomplete/illegible <input type="checkbox"/> Not Approved Reason for Rejection : _____</p>	
<p><input type="checkbox"/> Approved</p> <p>Type of Outdoor Cabinet for item (1) : _____ Type of Outdoor Cabinet for item (2) : _____ Type of Outdoor Cabinet for item (3) : _____ Type of Outdoor Cabinet for item (4) : _____</p>	
<p>Sign : _____ Contact Number : _____ Name : _____ Fax Number : _____ Date : _____</p>	

**ANNEX 3E.3: SERVICE LEVEL GUARANTEES**

**1. REBATES FOR REQUEST FOR CABINET DISTRIBUTION FRAME MOUNTING TIMEFRAMES**

<b>Missed notification timeframe as to whether Request for Cabinet Distribution Frame Mounting is accepted or rejected (clause 4.4) by:</b>	<b>Rebate</b>
1-30 Calendar Days	Number of days of delay x weekly recurring Charge
More than 30 Calendar Days	30 x weekly recurring Charge

<b>Missed notification timeframe as to response to Cabinet Distribution Frame Mounting Request following detailed processing (clause 4.8) by:</b>	<b>Rebate</b>
1-30 Calendar Days	Number of days of delay x weekly recurring Charge
More than 30 Calendar Days	30 x weekly recurring Charge

**2. REBATES FOR PROJECT STUDY TIMEFRAMES**

<b>Missed timeframe for completion of Project Study (clause 5.1) by:</b>	<b>Rebate</b>
1-30 Calendar Days	Number of days of delay x weekly recurring Charge
More than 30 Calendar Days	30 x weekly recurring Charge

**3. REBATES FOR SITE PREPARATION WORK**

<b>Missed timeframe for completion of Site Preparation Work (clause 6.1) by:</b>	<b>Rebate</b>
1-30 Calendar Days	Number of days of delay x weekly recurring Charge
More than 30 Calendar Days	30 x weekly recurring Charge

#### 4. CLAIM PROCEDURES

- (a) A claim by the Requesting Licensee shall be made in writing within fourteen (14) Calendar Days of the completion of the relevant Calendar Month on which the Service Level Guarantees are measured. The amount in respect of any claim shall be paid to the Requesting Licensee in the form of a rebate. The Requesting Licensee acknowledges that a failure to make a claim within the specified timeframes under this paragraph means that the Requesting Licensee waives any entitlement to the Service Level Guarantee payment in respect of that claim.
- (b) If the Requesting Licensee is entitled to a rebate pursuant to the claim made hereunder, then the amount of the rebate will be credited into the Requesting Licensee's account after it has been processed by SingTel and will be reflected in SingTel's bill to the Requesting Licensee in accordance with SingTel's billing cycle.
- (c) The guarantee and rebates provided by SingTel under this Annex are:
  - (i) of an ex-gratia nature and personal to the Requesting Licensee and are non-transferable; and
  - (ii) subject to this Schedule.
- (d) Despite anything to the contrary in this section, if the Requesting Licensee qualifies for any claim under this Annex, SingTel shall honour its obligations in respect of that claim but in the event of a dispute as to whether the Requesting Licensee qualifies for a claim or as to the quantum of the claim payable to the Requesting Licensee, the dispute shall be resolved in accordance with the Dispute Resolution Procedures in Schedule 11 of the RIO, or in the case of a Billing Dispute, in accordance with Schedule 10 of the RIO.

#### **ANNEX A: SOP ON PREVENTION OF DAMAGE TO LEAD-IN MANHOLE**

- (a) The Requesting Licensee will purchase service layout plans from SingTel in respect of each Lead-in Manhole to which access is provided under this Schedule.
- (b) The Requesting Licensee will submit an earthwork notification form to SingTel within seven (7) days before the commencement of earthwork in accordance with section 29(1) of the Act.
- (c) When working in or around the vicinity of SingTel's Underground Plant, the Requesting Licensee will engage licensed telecommunications cable detection workers to detect SingTel's Underground Plant and carry out trial holes by manual digging to expose SingTel's Underground Plant in order to determine the depth and alignment of SingTel's Underground Plant.
- (d) If necessary, a site meeting may be arranged at the Requesting Licensee's cost to co-ordinate the routing of the Requesting Licensee's ducts.
- (e) The Requesting Licensee will carry out trial holes by manual digging when working in or near the vicinity of SingTel's Underground Plant to determine the depth and the alignment of SingTel's Underground Plant.
- (f) At the Requesting Licensee's cost, the Requesting Licensee may seek SingTel's assistance to ascertain the location of SingTel's Underground Plant. The Requesting Licensee may also provide visible markings (such as poles, tapes, painting, etc.) to indicate the estimated position of SingTel's Underground Plant for SingTel's confirmation.
- (g) The Requesting Licensee will submit to SingTel the method of support and protection to the exposed SingTel's Underground Plant for SingTel's concurrence.
- (h) If necessary, the Requesting Licensee will sever tree roots before grubbing the tree stump, subject to approval from relevant authorities.
- (i) The Requesting Licensee will inform SingTel regarding the dismantling of supports.
- (j) The Requesting Licensee will inform SingTel regarding the back-filling procedure over SingTel's Underground Plant.

- (k) The Requesting Licensee will disseminate information regarding SingTel's service layout to the Requesting Licensee's contractors, sub-contractors and machine operators carrying out the work.
- (l) The Requesting Licensee will submit a work schedule and installation plan to SingTel where works are to be carried out in the vicinity of SingTel's Underground Plant.
- (m) The Requesting Licensee will report immediately on any damage to SingTel Underground Plant at a designated telephone number.
- (n) The Requesting Licensee shall not dig trial holes using JCB or excavator.
- (o) The Requesting Licensee will not carry out any excavation, soil investigation, piling or earthworks in the vicinity of SingTel's Underground Plant without confirming the actual positions of SingTel's Underground Plant.
- (p) The Requesting Licensee will not cover up any of SingTel's Lead-in Manholes with earth or building materials.
- (q) The Requesting Licensee will not take for granted that SingTel's lines are in a straight run.
- (r) The Requesting Licensee will not cover up or attempt to repair any damages to SingTel's Underground Plant but is to report such damages to SingTel immediately.
- (s) The Requesting Licensee will not dismantle any support for SingTel's Underground Plant without informing SingTel and obtaining SingTel's consent.
- (t) The Requesting Licensee must not assume that the depth of SingTel's Underground Plant is not deeper than 1.5 metres.
- (u) The Requesting Licensee will not remove any concrete encasement around SingTel's pipeline after exposing it unless approval from SingTel is given.
- (v) SingTel may, when required, issue reasonable "Do's and Don'ts" to the Requesting Licensee so as to safeguard SingTel's Underground Plant and the Requesting Licensee shall comply with such "Do's and Don'ts".

## **ANNEX B: PHYSICAL ACCESS PROCEDURE FOR LEAD-IN MANHOLE**

### **1 GENERAL**

1.1 The physical access procedures are applicable to all SingTel Lead-in Manholes for which sharing has been approved for the installation, operation and maintenance of Requesting Licensee's Underground Equipment installed within, attached to or sited upon that Lead-in Manhole, subject to and in accordance with this Annex.

1.2 The Requesting Licensee shall provide to SingTel a master list of persons nominated by it to have physical access to Lead-in Manhole for which sharing has been approved by the SingTel in accordance with the prescribed form in Annex G. The master list shall contain, without limitation, for each person, the following details:

- (a) full name; and
- (b) company name and license no.; and
- (c) NRIC/Passport no.; and
- (d) SIC/SOC no.; and
- (e) contact no.; and
- (f) fax number.

1.3 The master list provided under clause 1.2 shall be maintained and updated by the Requesting Licensee with a new master list provided to SingTel whenever any amendments are made to the master list. SingTel may recover the Charge specified in Schedule 9 for processing and updating the Master List.

1.4 No person will be permitted physical access to SingTel's Lead-in Manhole without being nominated on the master list under clause 1.2 and without a current valid Letter of Authorisation as in Annex F.

### **2 PHYSICAL ACCESS REQUEST**

2.1 Subject to clause 3, where the Requesting Licensee wishes to obtain physical access to the Lead-in Manhole of SingTel, for which sharing has been approved,



it must submit a request in writing in accordance with the prescribed form in Annex D not less than five (5) Business Days before the requested physical access date. The request must contain, without limitation:

- (a) the purpose for which physical access is requested; and
- (b) the identity of the senior person who will be present and who will be responsible for the persons who will be physically accessing the Lead-in Manhole; and
- (c) a complete list of the persons (limited to a maximum of eight (8)) who may be physically accessing the Lead-in Manhole on the relevant date of access, from which a maximum of four (4) persons will be confirmed as being the persons who will be undertaking the physical access in accordance with clause 2.2; and
- (d) an estimate of the time during which physical access is requested; and
- (e) the specific Lead-in Manhole to which physical access is requested.

2.2 No later than the day on which physical access to the SingTel Lead-in Manhole has been granted but prior to physical access actually being granted, the Requesting Licensee must notify SingTel the names of up to four (4) person(s) from the list in the request made under clause 2.1(c) who will actually be physically accessing the Lead-in Manhole.

2.3 SingTel shall, within two (2) Business Days of receipt of a request under clause 2.1, advise the Requesting Licensee via fax whether the request for physical access has been approved in accordance with the prescribed form in Annex D. The approval shall be the Letter of Authorisation as in Annex F.

2.4 Where SingTel approves a request for physical access each Party will comply with the terms and conditions set out in clause 5.

2.5 The Requesting Licensee shall pay SingTel the Charges specified in Schedule 9 for processing and administering the request for physical access.

### 3. **EMERGENCY PHYSICAL ACCESS REQUEST**

3.1 The Requesting Licensee shall submit to SingTel a list of designated senior personnel listed on the master list who are authorised to request emergency physical access.

- 3.2 Where emergency physical access is required by the Requesting Licensee, the Requesting Licensee shall first obtain SingTel's prior consent for that emergency access by telephone via the designated telephone number of SingTel's Fault Control Centre. Where SingTel grants the Requesting Licensee emergency access, the Requesting Licensee must provide SingTel, via facsimile, confirmation of the particulars of emergency physical access request by the end of the next Business Day.
- 3.3 The verbal emergency physical access request and confirmatory fax under clause 3.2 must specify, without limitation:
- (a) the full name of the requesting party;
  - (b) NRIC/Passport number;
  - (c) contact number;
  - (d) details of the emergency situation (whether it is service-affecting or non-service-affecting);
  - (e) the identity of the senior person who will be present and who will be responsible for the persons who will be accessing the Lead-in Manhole; and
  - (f) a complete list of the persons (limited to a maximum of four (4)) who will be accessing the Lead-in Manhole on the relevant occasion of emergency access; and
  - (g) an estimate of the time during which physical access is requested; and
  - (h) the specific Lead-in Manhole to which physical access is requested.
- 3.4 SingTel shall notify the Requesting Licensee within one (1) hour, of whether the request for physical access has been approved.
- 3.5 Upon obtaining approval under clause 3.4, physical access will be permitted on an interim basis only. Physical access shall be for a maximum period of eight (8) hours unless the Requesting Licensee requests a reasonable extension of time for access and SingTel accepts that request. SingTel shall not unreasonably reject the Requesting Licensee's request.

3.6 Where SingTel approves a request for physical access each Party will comply with the terms and conditions set out in clause 5.

3.7 Where, in an emergency situation, both SingTel and the Requesting Licensee require physical access to undertake corrective action, SingTel has priority with the Requesting Licensee's knowledge.

#### **4 REJECTION OF PHYSICAL ACCESS REQUEST**

4.1 SingTel may reject a request for physical access, other than a bona fide emergency physical access request under clause 3.2, where:

(a) the order is not in the prescribed form and does not contain all the required information; or

(b) the request is for physical access to Lead-in Manhole for which sharing has not been approved; or

(c) the persons listed on the request do not appear on the master list or SingTel has advised that the person(s) listed have been barred either by SingTel or the relevant authorities; or

(d) SingTel has scheduled work for the time specified by the Requesting Licensee in the request; or

(e) SingTel determines that the physical access or work to be performed by the Requesting Licensee as specified in the request may breach clause 5.2; or

(f) SingTel determines that the area is unsafe.

4.2 Where SingTel rejects a request for physical access, SingTel shall provide reasons explaining the basis for rejection.

#### **5 CONDITIONS OF PHYSICAL ACCESS**

5.1 SingTel may refuse any person physical access to, or require that person to be removed, from the site where:

(a) that person cannot, upon request, produce a current valid Letter of Authorisation; or

(b) SingTel has previously notified the Requesting Licensee of problems with that person (eg. the person has breached safety requirements or Standard Operating Procedures); or

(c) the person has been barred under clause 5.8.

5.2 The Requesting Licensee must not do or omit to do anything in connection with gaining physical access which may:

(a) threaten the safety of SingTel's employees, customers or third persons; or

(b) interfere physically or electrically with the delivery of telecommunications services supplied or to be supplied by SingTel; or

(c) jeopardise the integrity or confidentiality of communications within SingTel's Network; or

(d) threaten the security of SingTel's Lead-in Manhole; or

(e) cause damage to SingTel's Lead-in Manhole.

5.3 The Requesting Licensee must ensure the following:

(a) only persons with a current and valid Letter of Authorisation can gain physical access; and

(b) physical access is gained only to the Lead-in Manhole or part thereof for which approval has been granted; and

(c) each person gaining physical access signs a log book maintained by the Requesting Licensee in which is recorded the full name of the person, NRIC/Passport no., date and time of entry and departure from the Lead-in Manhole; and

(d) the applicable Standard Operating Procedures are followed and any written instructions (relating to particular circumstances not covered by the Standard Operating Procedures); and

(e) the Lead-in Manhole is left in a safe and tidy condition.

- 5.4 No explosives, inflammables, cigarettes, lighters and equipment with electromagnetic emissions or radiation are allowed in Lead-in Manhole.
- 5.5 SingTel may inspect the logbook referred to in clause 5.3 at any time.
- 5.6 Where, for whatever reason, the Requesting Licensee decides that a person nominated by it should no longer be permitted physical access it must immediately notify SingTel and provide an updated master list.
- 5.7 SingTel may terminate physical access to a specific Lead-in Manhole where:
- (a) the physical access causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of SingTel or any other person) including but not limited to causing damage, interfering with or causing deterioration in the operation of SingTel's Network; or
  - (b) that the area is unsafe; or
  - (c) that the Requesting Licensee is in breach of clause 5.2 or 5.3.
- 5.8 Without prejudice to any other rights SingTel may have (whether under contract, at law, or in equity), where the Requesting Licensee or its agents or contractors:
- (a) gains unauthorised entry to any Lead-in Manhole or part thereof; or
  - (b) uses, or attempts to use, the Letter of Authorisation for any purpose other than the purpose for which approval was granted,
- physical access may be immediately terminated and the person(s) will henceforth be barred from entering any facilities of SingTel.
- 5.9 The Requesting Licensee must not grant a third person physical access to Lead-in Manhole to which the Requesting Licensee has been granted physical access under this Annex. For the avoidance of doubt in the context of this clause the term "third person" does not include the Requesting Licensee's contractor.

## **ANNEX C: STANDARD OPERATING PROCEDURES FOR WORKING IN MANHOLE AND CABLE PULLING**

### **INTRODUCTION**

This Annex provides the Standard Operating Procedures for a) Working inside SingTel's Lead-in Manholes and b) Cable pulling inside SingTel's Lead-in Manhole.

### **1 WORKING INSIDE SINGTEL LEAD-IN MANHOLE**

- 1.1 The Requesting Licensee shall place all approved temporary road signing equipment such as signboards, barricades, traffic cones, blinker lamps, revolving lamps bearing the logo and names of the Requesting Licensee and its contractor at the site in advance of, and/or for the duration of its works, in accordance with the LTA Temporary Signing Manual (1988 edition) or as superseded by the Code of Practice For Temporary Traffic Control issued by LTA which shall be the duty of the Requesting Licensee to ascertain in respect thereof and any subsequent amendment thereof as a minimum requirement and if the site condition is extra hazardous due to high speed traffic, road bend, road incline, obstruction by shrubs or trees, and the like, additional temporary road signing equipment shall be provided and placed by the Requesting Licensee to mitigate the effect of such hazards.
- 1.2 The Requesting Licensee shall remove all debris from inside of the Lead-in Manhole.
- 1.3 The Requesting Licensee shall ensure that the Lead-in Manhole and its surrounding area are cleaned and flammable or toxic material is not left in or around the Lead-in Manhole. The Requesting Licensee shall also ensure that the Lead-in Manhole covers are flushed with the surface when closed. All debris and leftover materials resulting from its works shall be removed from the inside of the Lead-in Manhole.

### **2 CABLE PULLING INSIDE SINGTEL'S LEAD-IN MANHOLE**

- 2.1 The Requesting Licensee must also provide detailed information on the work method statement for cable and sub-duct pulling that is consistent with SingTel's guidelines in Annex H for SingTel's approval. The information shall include the work method statement on how the Requesting Licensee can prevent damage to SingTel's existing cables found inside the Lead-in Manholes.

- 2.2 The Requesting Licensee shall ensure that its cable is laid against one side of the wall and supported on its own cable bearers in the Lead-in Manhole provided space is available for installation of the cable bearers. The Requesting Licensee shall ensure that its cable is properly secured to the cable bearers at all times.
- 2.3 The Requesting Licensee shall ensure that its cable and sub-Duct do not cause obstruction in the Lead-in Manhole. The Requesting Licensee shall remove such obstruction immediately when instructed by SingTel to do so.
- 2.4 The Requesting Licensee may install its own sub-Ducts for which it shall be fully responsible.
- 2.5 The Requesting Licensee shall submit to SingTel for approval, the manufacturer's detailed information, type, size and sample of the sub-Duct to be used. Approval shall not be unreasonably withheld.
- 2.6 On the cable sheath, the Requesting Licensee shall clearly identify the Requesting Licensee at 1m intervals. The Requesting Licensee shall use a different colour from SingTel for the strip along the entire length of the cable for cables to be installed.
- 2.7 The Requesting Licensee must not construct or place any cable joint inside SingTel's Lead-in Manhole.
- 2.8 The Requesting Licensee shall use SingTel approved gas and watertight duct seal to reinstate affected duct seal(s) in SingTel's Lead-in Manhole after cable pulling work. Where, during the course of installation, the Requesting Licensee causes any damage to SingTel's Underground Plant, the Requesting Licensee must report the damage immediately to SingTel. The Requesting Licensee shall not attempt to repair SingTel's damaged Underground Plant. SingTel shall rectify any damage in any way it deems fit, the reasonable cost and expense for the repair thereof shall be recovered from the Requesting Licensee.

**ANNEX D: REQUEST FOR PHYSICAL ACCESS TO LEAD-IN MANHOLE**

**REQUEST FOR PHYSICAL ACCESS TO LEAD-IN MANHOLE**

**The Requesting Licensee**

Date of Application : \_\_\_\_\_ Application Reference Number : \_\_\_\_\_

Physical Access is sought for the purpose of :

[Reason] \_\_\_\_\_

Manhole Number : \_\_\_\_\_

Requested Date / Time of Access : \_\_\_\_\_

Estimated Duration of Access : \_\_\_\_\_ [Hours]

Name of Person(s) for which Physical Access is requested. (please attach separate sheet if space is insufficient)

1. \_\_\_\_\_ [Name of Senior Person & NRIC No / Passport No]
2. \_\_\_\_\_ [Name & NRIC No / Passport No]
3. \_\_\_\_\_ [Name & NRIC No / Passport No]
4. \_\_\_\_\_ [Name & NRIC No / Passport No]

**On Behalf of the Requesting Licensee**

Sign : \_\_\_\_\_ Name of Requesting Licensee: \_\_\_\_\_

Name : \_\_\_\_\_ [Company Name]

Designation : \_\_\_\_\_

Department : \_\_\_\_\_

Contact Number : \_\_\_\_\_ Company Stamp : \_\_\_\_\_

Fax Number : \_\_\_\_\_

**SingTel's Reply to the Requesting Licensee**

Application returned - incomplete/illegible

Not Approved Reason for Rejection : \_\_\_\_\_

Approved subject to details and conditions given in the attached Letter of Authorisation

**On Behalf of SingTel**

Sign : \_\_\_\_\_ Contact Number : \_\_\_\_\_

Name : \_\_\_\_\_ Fax Number : \_\_\_\_\_

Date : \_\_\_\_\_



**ANNEX E: REQUEST FOR EMERGENCY PHYSICAL ACCESS TO LEAD-IN MANHOLE**

**REQUEST FOR EMERGENCY PHYSICAL ACCESS TO LEAD-IN MANHOLE**

**The Requesting Licensee**

Date of Application : \_\_\_\_\_ Application Reference Number : \_\_\_\_\_

Approval for Emergency Physical Access is sought for the purpose of :

[Reason] \_\_\_\_\_

Manhole Number : \_\_\_\_\_

Requested Date / Time of Access : \_\_\_\_\_

Estimated Duration of Access : \_\_\_\_\_ [Hours]

Name of Person(s) for which Physical Access is requested,

1. \_\_\_\_\_ [Name of Senior Person & NRIC No / Passport No]
2. \_\_\_\_\_ [Name & NRIC No / Passport No]
3. \_\_\_\_\_ [Name & NRIC No / Passport No]
4. \_\_\_\_\_ [Name & NRIC No / Passport No]

**On Behalf of the Requesting Licensee**

Sign : \_\_\_\_\_ Name of Requesting Licensee: \_\_\_\_\_

Name : \_\_\_\_\_ [Company Name]

Designation : \_\_\_\_\_

Department : \_\_\_\_\_

Contact Number : \_\_\_\_\_ Company Stamp : \_\_\_\_\_

Fax Number : \_\_\_\_\_

**SingTel's Reply to the Requesting Licensee**

Application returned - incomplete/illegible

Not Approved Reason for Rejection : \_\_\_\_\_

Approved subject to details and conditions given in the attached Letter of Authorisation

**On Behalf of SingTel**

Sign: \_\_\_\_\_ Contact Number : \_\_\_\_\_

Name : \_\_\_\_\_ Fax Number : \_\_\_\_\_

Date : \_\_\_\_\_

**ANNEX F: LETTER OF AUTHORISATION FOR PHYSICAL ACCESS TO LEAD-IN  
MANHOLE**

**LETTER OF AUTHORISATION  
FOR PHYSICAL ACCESS TO LEAD-IN MANHOLE**

This Letter of Authorisation is issued in conjunction with the approval given to the request application via reference \_\_\_\_\_ date \_\_\_\_\_

It must be carried in the possession of the senior person at all time during the duration of access granted to the Underground Plant as indicated below.

Location of Manhole granted for access : \_\_\_\_\_  
\_\_\_\_\_

Name of Person(s) granted to access:

1. \_\_\_\_\_ [Name of Senior Person & NRIC No / Passport No]
2. \_\_\_\_\_ [Name & NRIC No / Passport No]
3. \_\_\_\_\_ [Name & NRIC No / Passport No]
4. \_\_\_\_\_ [Name & NRIC No / Passport No]

Approved Date of Access : \_\_\_\_\_

Approved Time of Access : \_\_\_\_\_

Approved Duration of Access : \_\_\_\_\_

**On Behalf of SingTel**

Sign : \_\_\_\_\_ Contact Number : \_\_\_\_\_

Name : \_\_\_\_\_ Fax Number : \_\_\_\_\_

Date : \_\_\_\_\_

**ANNEX G: MASTER LIST FOR PHYSICAL ACCESS TO LEAD-IN MANHOLE**

<b>S/ n</b>	<b>Name</b>	<b>Company Name / Requesting Licensee A's Contactor Name</b>	<b>NRIC / Passport No.</b>	<b>SIC / SOC No.</b>	<b>Contact Tel No.</b>
1	Richard Tan	Requesting Licensee A	1234567C	8888999	62899848
2	Yeh Sing Ping	Pipe Construction Pte Ltd	3333444A	77777788	62885678
	Two examples for reference.				

**ANNEX H: SINGTEL'S GUIDELINES ON WORK METHOD STATEMENT**

**1. GENERAL**

The Requesting Licensee shall provide its work method statement to SingTel based on the following guidelines. The work method statement shall:

- (a) describe in sufficient detail, either in pictorial or photographic form, where the Requesting Licensee intends to install its equipment (including cables). The Requesting Licensee must indicate the position of its installation or work area relative to SingTel's existing plant (including cables and fixtures) at the site;
- (b) identify the equipment, plant, fixtures and cables that will be directly affected during its installation; and
- (c) describe in sufficient detail, either in pictorial or photographic form, how the Requesting Licensee proposes to prevent damage to the equipment, plant, fixtures and cables.