

SCHEDULE 23

POINT-TO-POINT CONNECTION

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SCHEDULE 23

POINT-TO-POINT CONNECTION

1. SCOPE

This Schedule 23 sets out the terms and conditions under which NetLink Trust will provide the Requesting Licensee with a licence for:

Layer 1 Service (a service provided by NetLink Trust for the use of passive optical fibre cable) where one (1) fibre strand is deployed between two (2) physical points ('A-end' and 'B-end') within NetLink Trust Network.

(Point-to-Point Connection).

- 1.1 This Schedule only applies to Requesting Licensees who are FBOs.
- 1.2 The Requesting Licensees shall not use any Point-to-Point Connection for the purpose of providing fibre-based broadband services to End-Users at Residential Premises, or to supply any service that is not an Enterprise Service.
- 1.3 The Requesting Licensee shall procure that no Direct End-User shall use the Point-to-Point Connection to subsequently resell or otherwise supply dark fibre or broadband services to Residential End-Users or Non-Residential End-Users, or to any NBAP location.

2. SERVICE LEVEL GUARANTEES

- 2.1 NetLink Trust will provide the Service Level Guarantees in respect of Point-to-Point Connection as set out in this Schedule. If NetLink Trust fails to meet any service activation period, Mean Time To Recovery or service level availability (collectively called the **Service Level Guarantees**) applicable to this Schedule and the failure to meet the Service Level Guarantees is solely caused by NetLink Trust, its contractors and/or suppliers, NetLink Trust will provide a remedy in the form of a rebate to the Requesting Licensee in accordance with:
 - (i) clause 6.8 and any terms and conditions contained in this Schedule in respect of request and provisioning timeframes;
 - (ii) clause 11.14 and any terms and conditions contained in this Schedule in respect of fault rectification timeframes; and

- (iii) clause 12.1 and any terms and conditions contained in this Schedule in respect of service level availability.
- 2.2 A claim by the Requesting Licensee shall be made in writing within thirty (30) 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. NetLink Trust will respond within (30) Calendar Days from date of claim stating whether the claim by Requesting Licensee: is (a) valid for rebates; or (b) is an invalid claim. Where NetLink Trust assessed that the Requesting Licensee's claim is invalid, NetLink Trust will explain its basis or require the Requesting Licensee to provide additional information. For valid claims submitted within the timeframe, NetLink Trust shall provide the rebate in its next Invoice.
- 2.3 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 NetLink Trust and will be reflected in NetLink Trust's bill to the Requesting Licensee in accordance with NetLink Trust's billing cycle.
- 2.4 The guarantee and rebates provided by NetLink Trust are:
 - (i) of an ex-gratia nature and personal to the Requesting Licensee and are non-transferable; and
 - (ii) subject to this Schedule.
- 2.5 Despite anything to the contrary in this section, if the Requesting Licensee qualifies for any claim, NetLink Trust 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 17 of the ICO Agreement, or in the case of a Billing Dispute, in accordance with Schedule 16 of the ICO Agreement.
- 2.6 In addition to the specific terms and conditions of the Service Level Guarantees, the Service Level Guarantees shall not apply in any of the following circumstances:

- (a) the Point-to-Point Connection is disconnected and/or reconnected by reason of it being suspended under the terms and conditions of this Schedule or ICO Agreement, except where the suspension is due to NetLink Trust's fault;
- (b) fault due to any equipment, wiring and/or cabling owned or operated by the Requesting Licensee or on behalf of the Requesting Licensee;
- (c) provision or restoration of the Point-to-Point Connection where any site-coordination meeting, fault investigation, Joint Investigation Meeting or fault identification coordination meeting is involved, except where (a) the fault was caused by NetLink Trust; and (b) the Requesting Licensee has not contributed to any delay in setting up the meeting. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by NetLink Trust, the time taken from the start of arranging any site-coordination meeting, fault investigation, Joint Investigation Meeting or fault identification coordination meeting up to the end of the meeting, shall always be excluded;
- (d) NetLink Trust is unable to obtain or maintain any licence or permission necessary to the provision or restoration of the Point-to-Point Connection despite using its best endeavours to obtain expeditiously or maintain such licence or permission. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by NetLink Trust, the time taken by NetLink Trust to obtain or maintain any licence or permission necessary to the provision or restoration of the Point-to-Point Connection shall always be excluded. Provided that in the event that the Requesting Licensee raises a dispute as to whether NetLink Trust has used its best endeavours to obtain or maintain the licence/permission, NetLink Trust will provide evidence that it has used such best endeavours;
- (e) NetLink Trust has difficulty accessing the Point-to-Point TP location despite using its best endeavours to expeditiously remedy the access difficulties, provided always that in the event that is a dispute as to whether NetLink Trust has used its best endeavours to expeditiously remedy the access difficulties, NetLink Trust will provide evidence that it has used such best endeavours;
- (f) delay in the provision or restoration of the Point-to-Point Connection caused by events beyond the reasonable control of NetLink Trust and its suppliers and contractors;
- (g) NetLink Trust's Network outages for which the Requesting Licensee has not reported a fault;

- (h) fault is reported by the Requesting Licensee but no fault is found or confirmed after due and careful investigation, and verification by NetLink Trust;
 - (i) NetLink Trust is required to carry out service interruption and the Requesting Licensee has been informed in accordance with clause 9.5 or 9.6;
 - (j) NetLink Trust is required to carry out fibre diversion at the request of the Government Agencies, private developers or other relevant parties and the Requesting Licensee has been informed in accordance with clause 9.5 or 9.6;
or
 - (k) Where the Direct End-User or Requesting Licensee or MCST (of the development where the Point-to-Point Connection to be provisioned) requires customised arrangements (e.g. non-standard or customised installation) or conditions to be fulfilled (e.g. the MCST requires the Direct End-User to enter into customised arrangement or the MCST requires non-standard installation and requires Direct End-User to bear the cost accordingly or the MCST requires Direct End-User to provide access or the requisite equipment like boomlift, scaffolding, cherry picker etc. for installations or the MCST requires Direct End-User's endorsement as part of the approval process to grant access to NetLink Trust) before access is granted to NetLink Trust or before NetLink Trust can provision its services, but such exclusion shall only be limited to the time taken for access to be granted to NetLink Trust or condition is suitable for NetLink Trust to provision its services.
- 2.7 If the Requesting Licensee disputes NetLink Trust's reason for rejection, its records and/or the amount of rebate, the Requesting Licensee shall not be entitled to be credited with any rebate until and unless the dispute has been resolved.
- 2.8 A failure by NetLink Trust to meet any Service Level Guarantee does not constitute a breach of the ICO Agreement or this Schedule.
- 2.9 The Requesting Licensee acknowledges that the relevant remedy provided under clause 2.1 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 the Point-to-Point Connection and shall be NetLink Trust's sole and exclusive liability to the Requesting Licensee for such failure.

3. SERVICE DESCRIPTION AND ACCESS POINTS

3.1 NetLink Trust will provide license for the Point-to-Point Connection to the Requesting Licensee with the following:

- (a) one (1) fibre strand between the A-end and B-end within NetLink Trust Network
- (b) One (1) patch cord at NetLink Trust's FDF at the Building MDF Room?

3.2 The Requesting Licensee shall access the Point-to-Point Connection at NetLink Trust's TP at either the A-end or B-end of the said Connection, where A-end or B-end can be either be a Non-Residential Building or NBAP.

4. ORDERING AND PROVISIONING PROCEDURE

4.1 The Requesting Licensee shall submit its request for a Point-to-Point Connection (**Request**) to NetLink Trust on a Business Day in the form of Annex 23A stating, but not limited to the following information:

- (a) the Customer's name, designation, company name, email address and contact number for the Point-to-Point Connection;
- (b) the Point-to-Point Connection's A-end address and B-end address;
- (c) If NBAP is required for either A-end address or B-end address, the Global Positioning System (GPS) coordinates, estimated height (in metres, relative to ground level), and a broad description of the Point-to-Point TP location;
- (d) the expected distance/ dB loss between A-end address and B-end address;
- (e) Customer's requirement for Point-to-Point Connection to bypass NetLink's Trust's Central Office to be put under remarks; and
- (f) Request for activation date.

4.2 (A) As an alternative to submitting a Request using the form set out in Annex 23A under clause 4.1, the Requesting Licensee may also submit its request for a Point-to-Point Connection (**Request**) to NetLink Trust via the NetLink Trust Platform stating but not limited to, the following information:

- (a) the Customer's name, designation, company name, email address and contact number for the Point-to-Point Connection;
- (b) the Point-to-Point Connection's A-end address and B-end address;
- (c) If the location of either the A-end or B-end of the Point-to-Point Connection is a NBAP, the Global Positioning System (GPS) coordinates, estimated height (in metres, relative to ground level), and a broad description of the location of the NBAP at which the TP of that Point-to-Point Connection is to be installed;
- (d) the expected distance/ dB loss between A-end address and B-end address;
- (e) if the End-User requires the Point-to-Point Connection to bypass NetLink's Trust's Central Office, this should be indicated under the 'Remarks' field; and
- (f) the preferred activation date,

when such feature is available on the NetLink Trust Platform (and NetLink Trust shall inform the industry when the feature becomes available). In respect of a Request submitted via the Service Portal, the Requesting Licensee shall select an available date and appointment time for NetLink Trust to arrange an appointment for a site survey. Upon successful submission of the Request via the Service Portal, a Request acknowledgement will be generated.

In respect of a Request submitted via the NetLink Trust Platform APIs, the Requesting Licensee shall first query the available time slots, and select an available timeslot for NetLink Trust to arrange an appointment for a site survey related to the submission of the Request. Upon successful submission of the Request via the NetLink Trust Platform APIs, a Request acknowledgement will be generated.

(B) Further to clause 4.2(A), for orders submitted via the NetLink Trust Platform, when available, the Requesting Licensee is able to modify the contact details of Customer subject to the requirement that the date of modification is within three (3) Business Days from the date of submission of Request. The NetLink Trust Platform will notify the Requesting Licensee if the contact details have been successfully modified.

- 4.3 NetLink Trust shall at its sole discretion determine the serving CO from which the Point-to-Point Connection will be provisioned.

- 4.4 Information relating to the Mandated Services will be published on the NetLink Trust Platform, for access by the Requesting Licensee through secured means. The secured access to NetLink Trust Platform will require the payment of a Per User Account Charge (specified in clause 14 of Schedule 15 (Charges)) for each user account created. Any information relating to network outages will be sent to the Requesting Licensee via email or through the NetLink Trust Platform.

With respect to information related to network outages, NetLink Trust shall include the following details in the written notification or via NetLink Trust Platform APIs to the Requesting Licensee:

- (a) Affected location;
- (b) Date of occurrence;
- (c) Time of occurrence (start & approximate end timings);
- (d) Cause of outage;
- (e) Steps taken to remedy the outage;
- (f) Steps (if any) required by Requesting Licensee to assist with rectification of outage;
- (g) Order Request Identifier of the affected orders; and
- (h) NetLink Trust's Network Operations Centre Contact Number.

For the avoidance of doubt, where NetLink Trust has imposed a Per User Account Charge on the Requesting Licensee for each user account created to allow the Requesting Licensee to access NetLink Trust Platform, such Per User Account Charge shall not be re-imposed when the information relating to Mandated Services is made available on the NetLink Trust's Service Portal.

5. POINT-TO-POINT CONNECTION REQUEST

- 5.1 NetLink Trust shall process all Requests received for Point-to-Point Connection on a 'first come, first served' basis, subject to clause 5.2 below.
- 5.2 The maximum number of Requests for Point-to-Point Connection from all Requesting Licensees that NetLink Trust shall process each Business Day (**Point-to-Point Quota**) shall be no more than two (2) Requests per day. For avoidance of doubt, Requesting

Licensee is able to select such dates made available from the NetLink Trust Platform and for which the Request is to be fulfilled except such Business Day where the Point-to-Point Quota has been reached. The Point-to-Point Quota is not applicable to requests for deactivation of any Connection.

- 5.3 Within one (1) Business Day of receiving the Request, NetLink Trust will notify Requesting Licensee on whether the Request has been accepted or rejected by NetLink Trust. Where the Request has been rejected, NetLink Trust shall inform the Requesting Licensee of the reason for the rejection.
- 5.4 Where the Request is accepted by NetLink Trust, NetLink Trust shall arrange a site survey with Requesting Licensee to determine the node and assess the cable routing for the Point-to-Point Connection. Thereafter, NetLink Trust shall prepare a desktop study to evaluate the feasibility of supplying the Point-to-Point Connection, and shall issue a desktop study report on the details of the proposed deployment of the Point-to-Point Connection (**Desktop Study Report**), which may include (but is not limited to) the following information:
- (a) The estimated distance of the proposed fibre route;
 - (b) The theoretical signal loss (in dB) applicable for the proposed fibre route;
 - (c) A quotation of any applicable one-time Installation Charge for digging or trenching work (**Quotation**) prior to fulfilling the said order; and
 - (d) The service activation period indicated by NetLink Trust.
- 5.5 In the event that the Requesting Licensee does not accept the Desktop Study Report, and decides to cancel the Request, Cancellation Charges as set out in Schedule 15 shall apply.
- 5.6 In the event that the Requesting Licensee cancels the Request for the Point-to-Point Connection after the commencement of the site survey referred to in clause 5.4 and before accepting the Quotation, the Request for the relevant Point-to-Point Connection will be deemed to have been cancelled and the Requesting Licensee shall be liable for Cancellation Charges stipulated in Schedule 15.
- 5.7 The Requesting Licensee must provide its written acceptance of the service activation period and agreement to pay the one-time Installation Charge (including but not limited to all costs related to ducting/trenching on a Cost-Oriented Basis) indicated in the Quotation under clause 5.4(c) to NetLink Trust within ten (10) Business Days of receipt

of the Quotation, failing which, the Request shall be deemed cancelled and the Requesting Licensee shall be liable for Cancellation Charges in accordance with Schedule 15 (Charges).

- 5.8 In the event that the Requesting Licensee accepts the Desktop Study Report, and decides to proceed with the Request, the Requesting Licensee shall notify NetLink Trust of its acceptance via email. The service activation period shall be deemed to commence on the next Business Day from the date on which the acceptance is received by NetLink Trust.
- 5.9 The Requesting Licensee shall assist NetLink Trust by providing access to the necessary existing facilities within the relevant Building or NBAP for the deployment of the Point-to-Point Connection.
- 5.10 In the event NetLink Trust is unable to deploy the Point-to-Point Connection using existing facilities, NetLink Trust shall revise the Quotation to include NetLink Trust's charges for building new facilities, which shall be calculated on a Cost-Oriented Basis. The revised Quotation shall be submitted for Requesting Licensee's approval and such approval must be provided within ten (10) Business Days of receipt of the revised Quotation, failing which, the Request shall be deemed cancelled and the Requesting Licensee shall be liable for Cancellation Charges stipulated in Schedule 15 together with all costs and expenses already incurred by NetLink Trust under the original Quotation accepted by Requesting Licensee under clause 5.7.
- 5.11 In the event that NetLink Trust is required to incur additional cost and/or expenses for any installation work arising from the need to access rooftop sites and/or deploy specialised equipment, such as but not limited to the erection of special trunking and scaffolding, NetLink Trust shall recover the cost from Requesting Licensee on a Cost-Oriented Basis; and
- 5.12 The Requesting Licensee shall liaise with building management at its own cost in the event that it is necessary to secure access for NetLink Trust to carry out any works in a Building.
- 5.13 Relocation of the Point-to-Point Connection is not allowed. In the event that the Requesting Licensee intends to relocate a Point-to-Point TP, the Requesting Licensee shall submit a request for termination of the existing Point-to-Point Connection and submit a Request for a new Point-to-Point Connection at the new Point-to-Point TP location in accordance with this Schedule.

- 5.14 Redundancy of the Point-to-Point Connection is not supported. In the event that the Requesting Licensee requires a diverse route for the Point-to-Point Connection, the Requesting Licensee shall submit a request for a new Point-to-Point Connection, and state that the request is for a diverse route within the 'remarks' field of the request. NetLink Trust shall thereafter provide the alternate routing for the new Point-to-Point Connection on a best effort basis. For the avoidance of doubt, NetLink Trust shall bear no responsibility for any failure or delay in providing the alternate routing for the new Point-to-Point Connection if such failure or delay is caused by the Requesting Licensee's failure to state that the request is for a diverse route within the 'remarks' field of the request.

6. DELIVERY

- 6.1 NetLink Trust shall provide the Point-to-Point Connection by the end of the service activation period stated in the Desktop Study Report. Where there is a delay during service provisioning, NetLink Trust shall make available promptly and no less frequently than on a daily basis on the NetLink Trust Platform (after the Platform is operational) and via email, up-to-date information on: (a) the reasons for the delay; (b) the estimated/revised timeframe required to complete service provisioning; and (c) changes and/or updates to (a) and/or (b) herein, until the delay is resolved and service is provisioned. For the avoidance of doubt, NetLink Trust shall inform the industry when the above feature will be available on NetLink Trust's Platform.

For each Request which cannot be provisioned on the requested service activation date, NetLink Trust will provide a report stating the cause of delay (e.g. resource constraints, network segment), the estimated timeframe for resolution of the delay, and the estimated timeframe for completion of service provisioning. Such report shall be delivered via email to the Requesting Licensee on a Business Day following the originally scheduled service activation date.

For orders which have been delayed for more than two (2) months, NetLink Trust shall at all times:

- (a) exercise its best endeavours to resolve the delays before rejecting any orders;
- (b) consider feedback received from the Requesting Licensee prior to any rejection of an order; and
- (c) in addition to providing updates no less frequently than once every day as above, update the Requesting Licensee on a weekly basis, providing clear

explanations on the circumstances surrounding the delays and NetLink Trust's best endeavours to resolve the said delays.

For the avoidance of doubt, NetLink Trust shall not be entitled to reject any orders which have been delayed for more than two (2) months unless and until it has fulfilled all of requirements (a), (b) and (c) above, and the Requesting Licensee has been given an opportunity to make representations to NetLink Trust to express its objection to NetLink Trust's proposed rejection of the order, in accordance with the requirements set out below in this clause 6.1.

Where NetLink Trust proposes to reject an order which has been delayed for more than two (2) months, it shall give prior notice to the Requesting Licensee of its intention to do so and provide the Requesting Licensee with an opportunity to object to NetLink Trust's proposed rejection of the order.

Where the Requesting Licensee objects to NetLink Trust's proposed rejection of such orders, the Requesting Licensee must substantiate the objection within three (3) Business Days with the appropriate documentary evidence and provide a timeframe to resolve the delay.

Where the Requesting Licensee is able to substantiate the objection with the appropriate documentary evidence, NetLink Trust must provide the Requesting Licensee with the additional time necessary to provision or reject the order should the Requesting Licensee have no further objection to NetLink Trust's proposed rejection of the order.

NetLink Trust shall proceed to reject the order where the Requesting Licensee fails to substantiate its objection within three (3) Business Days. In the event the Requesting Licensee disputes NetLink Trust's decision to reject such orders, the dispute shall be resolved in accordance with the Dispute Resolution Procedures in Schedule 17 of the ICO Agreement.

For the avoidance of doubt, nothing in this clause shall preclude the Requesting Licensee from submitting a new Request for the Point-to-Point Connection once the delays have been resolved. In such cases, NetLink Trust shall not be entitled to impose any rejection or re-submission charges on the Requesting Licensee where the Requesting Licensee submits the new Request in accordance with this clause 6.1.

- 6.2 NetLink Trust will use optical fibre cable based on the ITU-T G.657A standard for outdoor installations and the ITU-T G.657A standard for in-building installations (where applicable) to deliver each Point-to-Point Connection.

- 6.3 NetLink Trust will test the optical fibre cable from the A-end address to the B-end address to ensure that the Point-to-Point Connection operates within the specified optical performance. Testing will be conducted at wavelengths of 1310nm, 1490nm and 1550nm.
- 6.4 NetLink Trust shall ensure that the optical power loss does not exceed -0.4dB per km and -0.5dB per connector.
- 6.5 In the event that NetLink Trust performs fibre diversion or re-routing, NetLink Trust shall take all reasonable measures to ensure that the signal loss difference does not exceed 3dB, provided always that any failure to comply with this clause shall not be a breach of this Agreement in the event that the excessive signal loss is caused by circumstances beyond the reasonable control of NetLink Trust, including but not limited to the issuance of instructions from Government Agencies to follow a specific route for the fibre diversion.
- 6.6 NetLink Trust shall promptly notify the Requesting Licensee upon the completion of the Point-to-Point Connection.
- 6.7 Subject to clause 6.8, in the event NetLink Trust fails to meet the applicable service activation period for a Request, NetLink Trust shall compensate the Requesting Licensee an amount equal to the number of days of delay multiplied by the weekly recurring charge for the Point-to-Point Connection, subject to a maximum of 30 times the weekly recurring charge for the Point-to-Point Connection (**Weekly Recurring Charge**), where Weekly Recurring Charge is calculated as follows:
- Weekly Recurring Charge = Monthly recurring charge x 7 / 30
- 6.8 NetLink Trust shall not be required to compensate the Requesting Licensee under any of the following circumstances:
- (a) Delay in the granting of permission from or permission is not granted to install the required Network to the Point-to-Point TP, despite NetLink Trust using its best endeavours to obtain expeditiously such permission, provided that in the event that the Requesting Licensee raises a dispute as to whether NetLink Trust has used its best endeavours to obtain expeditiously the permission, NetLink Trust will provide evidence that it has used such best endeavours;
 - (b) The Requesting Licensee requests the deferment of the service activation date;
or

- (c) The designated Building MDF Room which was initially under network coverage is demolished and/or reconstructed.

For the avoidance of doubt, where the service activation date has been revised pursuant to any of the circumstances contemplated in this clause 6.8 or elsewhere in the ICO Agreement (unless otherwise stated), NetLink Trust shall nevertheless be required to compensate the Requesting Licensee if it fails to meet the revised implementation timeline.

7. RESPONSIBILITY AT NETLINK TRUST FDF AND BUILDING MDF ROOM

- 7.1 The Requesting Licensee shall not, and shall ensure that its employees, agents and contractors do not, at any time access NetLink Trust's FDF at the Central Office and Building MDF Room. In addition, the Requesting Licensee shall not, and shall ensure that its employees, agents and contractors do not, at any time access the Point-to-Point TP.

8. DEACTIVATION

- 8.1 Subject to the minimum contract term, the Requesting Licensee may deactivate the Point-to-Point Connection by giving NetLink Trust not less than one (1) month prior written notice.
- 8.2 If the Point-to-Point Connection is terminated by the Requesting Licensee pursuant to clause 8.1 before the expiry date of the minimum contract term, the Requesting Licensee must pay NetLink Trust one hundred percent (100%) of the Monthly Recurring Charge for the remainder of the minimum contract term.

9. STANDARD TERMS AND CONDITIONS

- 9.1 NetLink Trust shall at its sole discretion determine its network deployment, including but not limited to the access points, fibre cable routing and location of the Central Office and Building MDF Room from which the Point-to-Point Connection is provided. Where NetLink Trust is required to provision the Termination Point and prior to installation of the Termination Point, NetLink Trust will assess the suitability of the location for the deployment of active equipment, such that there will be adequate ventilation and power. Notwithstanding, NetLink Trust's assessment and recommendation on location of the Termination Point, NetLink Trust shall defer to the agreement or instructions of the Direct End-User. For the above case, the Requesting Licensee, its agents or sub-contractors shall not tamper with, modify, remove or re-

locate any Termination Point or any part of the Network in any way or take steps to repair any Termination Point or any part of the Network.

- 9.2 NetLink Trust shall be responsible for the maintenance of the Point-to-Point Connection installed under this Schedule. For the avoidance of doubt, if there is a fault at the Patch Cable, NetLink Trust will charge the Requesting Licensee an additional Patching Charge if the Requesting Licensee was responsible for the fault at the Patch Cable.
- 9.3 Except to the extent strictly necessary to accurately describe the service to actual or potential Customers, the Requesting Licensee shall not use NetLink Trust's name, any of NetLink Trust's trademarks or the fact that any service is supplied using NetLink Trust's Network in promoting the Requesting Licensee's service.
- 9.4 The Parties shall in good faith co-operate with each other and take reasonable measures to ensure that there is no interference with or deterioration to NetLink Trust's existing services or those of a Third Party as a result of the Requesting Licensee's use of the Point-to-Point Connection.
- 9.5 If it is necessary to carry out any planned service interruption, including but not limited to planned repair, or replacement or upgrade to any equipment or facility forming part of the Point-to-Point Connection, NetLink Trust shall provide the Requesting Licensee with at least four (4) weeks' notice in advance of such interruptions, repairs or upgrades, and shall inform Requesting Licensees of the period of service interruption. In the event that it is necessary for the planned service interruption to be postponed, NetLink Trust shall provide the Requesting Licensee with no less than one (1) week's notice prior to the original scheduled commencement date of the service interruption. Where, for reasons beyond its control, NetLink Trust is unable to give advance notice to the Requesting Licensee as required by this clause 9.5, e.g. where the service interruption or postponement thereof is necessitated by site works carried out by Third Parties and such Third Parties do not give NetLink Trust sufficient advance notice, NetLink Trust shall notify the Requesting Licensee of the service interruption, or postponement thereof (as the case may be), as soon as is practicable and shall inform Requesting Licensee of the period of and the reason for service interruption in accordance with the requirements for an urgent service interruption in clause 9.6. NetLink Trust shall use its best endeavours to minimise any service disruption to the Requesting Licensee.
- 9.6 If it is necessary to carry out an urgent service interruption, including but not limited to circumstances in which it is necessary for a planned service interruption to be postponed or brought forward, and NetLink Trust is unable to give advance notice to

the Requesting Licensee as required by clause 9.5 for reasons beyond NetLink Trust's control, NetLink Trust shall notify the Requesting Licensee as soon as is as practicable of: (i) the commencement date and time of the urgent service interruption; and (ii) the estimated period and end date of the urgent service interruption; and (iii) the reason for such urgent service interruption. NetLink Trust shall also inform the Requesting Licensee as soon as the urgent service interruption has ended. NetLink Trust shall use its best endeavours to minimise any service disruption to the Requesting Licensee.

9.7 NetLink Trust shall include the following details in the written notification or via NetLink Trust Platform APIs to the Requesting Licensee:

- (a) Affected Location;
- (b) Date of occurrence;
- (c) Time of occurrence (start & end timings);
- (d) Cause of Planned Disruption;
- (e) Order Request Identifier of the affected orders; and
- (f) NetLink Trust's Network Operations Centre Contact Number.

9.8 If the planned service interruption affects Point-to-Point Connections, NetLink Trust will endeavour to carry out the planned service interruption between 1am and 6am, unless it is not feasible for NetLink Trust to do so.

9.9 Where there are available resources, NetLink Trust will, where possible, first divert critical links to alternative routings before commencing the planned service interruption.

9.10 Subject to clause 9.5, 9.6 or 9.7, NetLink Trust shall not be liable for any loss caused by such service interruption, except for any Service Level Guarantee rebate that arises from NetLink Trust carrying out the service interruption outside of the stipulated period and the Requesting Licensee has reported the fault in accordance with clause 11.

9.11 The Requesting Licensee shall be responsible to the Requesting Licensee's Customers for all aspects of the Requesting Licensee's services including but not limited to the operations and maintenance of the Requesting Licensee's service.

9.12 The Requesting Licensee must procure and maintain at its own cost:

- (a) any equipment or software needed to implement, receive or use the Point-to-Point Connection (including but not limited to any configuration of the NTE at the Point-to-Point TP); and
 - (b) access to the Point-to-Point TP location.
- 9.13 Upon receipt by NetLink Trust of any request from, Requesting Licensee for Removal, NetLink Trust shall check if the Termination Point is in use by any Requesting Licensee. NetLink Trust will reject the request if the Termination Point is in use, otherwise NetLink Trust shall perform such Removal which shall not include removal of any part of the Network, surface trunking and/or termination point that are concealed either by a false ceiling, within any furniture or rendered inaccessible. NetLink Trust shall be responsible for obtaining the relevant approvals or consent from the relevant building owner or authorities such that NetLink Trust and/or its Contractor has ease of access to perform such Removal. Where it is necessary for NetLink Trust to seek the Requesting Licensee's assistance in order to obtain such approvals or consent, the Requesting Licensee shall render all necessary assistance, and all Parties shall cooperate in good faith to secure the approvals or consent. The Requesting Licensee shall pay NetLink Trust according to Schedule 15 (Charges) for the request for Removal. NetLink Trust shall use its best endeavours to minimize damage to the wall and/or other fittings save that NetLink Trust shall not be responsible or liable to move or shift any furniture or items belonging to Direct End-User, re-plaster the wall, perform any painting works or reinstate the wall and/or other fittings accordingly.
- 9.14 NetLink Trust shall use its best endeavours to minimize damage to the wall and/or other fittings save that NetLink Trust shall not be responsible or liable to move or shift any furniture or items belonging to Direct End-User or building owner, re-plaster the wall, perform any painting works or reinstate the wall and/or other fittings accordingly.
- 9.15 Nothing in this Schedule vests in the Requesting Licensee any right, title or proprietary interest in the optical fibre cable, equipment or facilities forming part of the Point-to-Point Connection.
- 9.16 Onsite charges are applicable whenever Requesting Licensee requests for NetLink Trust to be onsite other than for provisioning of Point-to-Point Connection or for reasons caused by NetLink Trust's fault or error.

10. ACCESS AND APPROVALS REQUIRED

- 10.1 The Parties shall comply with clause 15.5 of the main body of this ICO Agreement in relation to the obtaining of all licences, permits, consents, waivers, authorisations and

intellectual property or other rights required for the provision of the Point-to-Point Connection.

11 FAULT REPORTING AND CLEARING

- 11.1 Each Party must have or establish a Fault Reporting and Control Centre (**FCC**) to act as a single point of contact for the reporting, management and clearing of faults. The FCC must be available twenty-four (24) hours a day, seven (7) days a week.
- 11.2 It is the Requesting Licensee's responsibility to determine the source of the fault at its own cost and to ensure that the fault does not lie within its network before reporting the fault to NetLink Trust. The Requesting Licensee shall pay NetLink Trust according to Schedule 15 (Charges) for cancellation of any fault reported regardless of the response or stage of investigation by NetLink Trust.
- 11.3 Where the fault is reported via the NetLink Trust Platform, the Requesting Licensee shall indicate the following:
- (a) Order Request Identifier;
 - (b) Requesting Licensee Incident ID;
 - (c) Incident type;
 - (d) Description of fault ticket; and
 - (e) Direct End-User's contact details.

Upon successful submission of the fault, the NetLink Trust Platform will generate a fault acknowledgement.

Upon receipt of a fault report from the Requesting Licensee under clause 11.2, NetLink Trust shall investigate the cause of the fault experienced by the Requesting Licensee in a diligent and responsible manner as would be expected of a competent service provider. NetLink Trust shall be responsible for determining whether the source of the fault lies in NetLink Trust's Network. NetLink Trust shall provide periodic updates to the Requesting Licensee on the status of the fault rectification and also updates when there is a change in status of the fault investigation/rectification work through NetLink Trust Platform, when available or via manual means. For the avoidance of doubt, NetLink Trust shall inform the industry when the above feature will be available on

NetLink Trust Platform. Where a fault is reported via manual means, Requesting Licensee shall submit information as required above. NetLink Trust may also provide the updates and status via email.

11.3A The Requesting Licensee shall have the option to attend the fault investigation procedure conducted by NetLink Trust at no additional Joint Investigation Charge to the Requesting Licensee. The Requesting Licensee shall indicate the request to attend NetLink Trust's fault investigation at the point of fault reporting. The date and time for such investigation shall be determined by NetLink Trust and the Requesting Licensee will be informed accordingly. In the event that the Requesting Licensee is not able to attend the fault investigation due to the Requesting Licensee's unavailability, the Requesting Licensee may request NetLink Trust to arrange an alternative date and time which shall be no later than one (1) Business Day after the originally proposed date and time of the investigation. NetLink Trust shall reasonably accommodate the Requesting Licensee's request for such schedule rearrangement. The Requesting Licensee shall bear its own cost for attending such investigation as well as any testing or trouble-shooting activities required as a result of such investigation. Regardless of the outcome of the fault investigation, the Requesting Licensee shall be liable for any charge imposed by NetLink Trust for access to the Co-Location Space (where applicable). For the avoidance of doubt, this clause 11.3A does not apply to a request for joint investigation pursuant to clause 11.9.

11.4 If, following investigation, NetLink Trust determines that the fault is at the Transmission Tie Cable at the Central Office, NetLink Trust will patch the Point-to-Point Connection to another available Transmission Tie Cable Port and charge the Requesting Licensee a Patching Charge in accordance with Schedule 15 (Charges) if the Requesting Licensee was responsible for the fault at the Transmission Tie Cable at the Central Office.

11.5 If, following investigation, NetLink Trust determines that:

- (a) there is no fault in NetLink Trust's Network; or
- (b) the fault resides in NetLink Trust's Network and such fault is not evidently caused by NetLink Trust or its contractors or NetLink Trust's Network or equipment,

then, upon completion of the fault investigation by NetLink Trust in the passive fibre network, NetLink Trust shall charge the Requesting Licensee a Fault Identification Charge for the fault reported in accordance with Schedule 15 (Charges) save that for faults falling under clause 11.5(b), NetLink Trust shall not impose the Fault Identification Charge where the faults are not evidently caused by the Direct End-User,

RSP or Requesting Licensee (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network).

In the event that the Requesting Licensee did not elect to participate in a joint investigation pursuant to clauses 11.3A or 11.9, and subsequently raises a dispute on the validity of the Fault Identification Charge imposed by NetLink Trust, NetLink Trust shall disclose to the Requesting Licensee the necessary evidence that supports the position taken by NetLink Trust. For avoidance of doubt, the Requesting Licensee shall accept the veracity of and rely solely on the evidence supplied by NetLink Trust when assessing whether the Fault Identification Charge was correctly levied by NetLink Trust in the event that the Requesting Licensee elects not to participate in the fault investigation or identification process conducted by NetLink Trust. If the outcome of the assessment shows that the Fault Identification Charge was validly imposed on the Requesting Licensee, the Requesting Licensee will be liable for the Fault Identification Charge.

11.5A For the avoidance of doubt, NetLink Trust will bear the cost and responsibility for the rectification of any fault residing in NetLink Trust's Network (including but not limited to situations where NetLink Trust's Network is damaged by rodent bites, cable cuts by Third Parties, and wear and tear of the fibre in NetLink Trust's Network) unless such fault is evidently caused by the Direct End-User, RSP or Requesting Licensee.

11.6 The process for fault investigation shall be as follows:

- (a) For each of the three (3) wavelengths of 1310nm, 1490nm and 1550nm where applicable, the optical power shall be measured in accordance with clause 6.6 above, and the findings shall be clearly recorded using the "Fault Rectification Service Report" (Annex 23B).
- (b) In the event that the power loss does not exceed the limit specified in clause 6.6, the following steps shall be carried out before a finding of "no fault found" will be recorded:
 - determine that the patching at CO/MDF room and the patch cord are properly installed
 - determine that no macro bending that produces high loss
 - determine that no dirty/damaged connector
 - determine that no fibre cut or damaged Point-to-Point TP
 - determine that there is no wrong patching
 - measurements of the following shall also be taken :

- optical time-domain reflectometer
 - power loss
- (c) Upon completion of any fault investigation, where both NetLink Trust and Requesting Licensee are present, NetLink Trust will hand over the Point-to-Point TP to the Requesting Licensee and both Parties shall jointly sign off on the “Fault Rectification Service Report” (Annex 23B), which will state the outcome of the investigation. For fault investigation where Requesting Licensee is not required to be present, NetLink Trust shall conclude the investigation on-site and inform the Requesting Licensee of the outcome accordingly. NetLink Trust shall provide periodic updates to the Requesting Licensee on the status of the investigation and also updates when there is a change in status of the investigation through NetLink Trust Platform, when available. For the avoidance of doubt, NetLink Trust shall inform the industry when the above features will be available on NetLink Trust Platform.

11.7 If NetLink Trust is unable to identify any fault, NetLink Trust will call for a fault identification coordination meeting between NetLink Trust and the Requesting Licensee to identify the fault. NetLink Trust will notify the Requesting Licensee on the request for fault identification. The Requesting Licensee shall provide all reasonable assistance requested by NetLink Trust. Each Party is to bear its own cost for attending such fault identification coordination meeting as well as any testing or trouble-shooting activities required as a result of such a meeting. For the avoidance of doubt, save as provided below, each party shall bear its own costs for the purpose of any fault investigation:

- (a) In the event that a particular fault is due to NetLink Trust or its contractors, NetLink Trust shall not impose any charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an NetLink Trust-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, NetLink Trust shall not impose the joint investigation charge on the Requesting Licensee even if the fault identification process is initiated by the Requesting Licensee.
- (b) In the event that a particular fault is due to the Requesting Licensee or its contractors or its Direct End-Users, NetLink Trust shall be entitled to impose a charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an NetLink Trust-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, NetLink Trust shall also be entitled to

impose the joint investigation charge on the Requesting Licensee if the fault identification process is initiated by the Requesting Licensee.

- (c) In the event that it is agreed that a particular fault is not due to NetLink Trust (or its contractors) or the Requesting Licensee (or its contractors or Direct End-Users), NetLink Trust shall be entitled to impose a charge on the Requesting Licensee for access to the Co-Location Space (where applicable) only if it is an Requesting Licensee-initiated joint investigation process. In addition, NetLink Trust shall also be entitled to impose the joint investigation charge on the Requesting Licensee if the process was initiated by the Requesting Licensee.
- (d) Except for (a) above, if it is discovered that any part of the Network located on the Point-to-Point TP location is damaged, NetLink Trust shall impose the relevant charges in accordance to Schedule 15 (Charges) accordingly to the Direct End-User and charge the Direct End-User directly unless the damage is caused by the Requesting Licensee.

11.8 The Point-to-Point Connection is deemed to be restored when NetLink Trust has tested and confirmed to the Requesting Licensee that the Point-to-Point Connection has been restored. NetLink Trust will notify the Requesting Licensee with the cause of fault.

11.9 Where the Requesting Licensee has lodged with NetLink Trust a fault report without indicating a request to attend the fault investigation procedure conducted by NetLink Trust and NetLink Trust is in the process of investigating the fault or where the Requesting Licensee has not lodged a fault report but suspect that there is a fault on the Point-to-Point Connection, the Requesting Licensee may request NetLink Trust for a joint investigation. The Requesting Licensee shall propose the date, time and venue for the joint investigation. Subject to NetLink Trust's resource availability and agreement to the date, time and venue, NetLink Trust shall attend the joint investigation and charge the Requesting Licensee the Joint Investigation Charge according to Schedule 15 (Charges), if the fault is not due to NetLink Trust. If the fault is due to NetLink Trust, NetLink Trust will waive the Joint Investigation Charge. The process for a joint investigation shall be as described in clause 11.6. Clauses 11.7(a) to (c) will also apply to joint investigations under clause 11.9. Additionally, where the Requesting Licensee disputes NetLink Trust's findings, the Requesting Licensee may request NetLink Trust for a fault identification coordination meeting.

11.10 The Requesting Licensee acknowledges that NetLink Trust may temporarily disconnect the Requesting Licensee's Point-to-Point Connection to perform reasonable fault analysis and line testing on the Point-to-Point Connection. NetLink Trust shall conduct such disconnections only as it reasonably considers necessary. NetLink Trust

shall notify the Requesting Licensee at least thirty (30) minutes before the temporary disconnection and provide its reasons for the temporary disconnection.

11.11 Each Party shall maintain and store its own records of faults and repairs.

Mean Time To Recovery

11.12 NetLink Trust shall restore any fault within a standard Mean Time To Recovery (MTTR) of eight (8) hours.

11.13 Subject to clause 2.6, the MTTR shall be the average time NetLink Trust took to restore service for all fault incidents for all Point-to-Point Connections acquired by the Requesting Licensee under this Schedule during a month, measured from the time each fault is reported by the Requesting Licensee to the time NetLink Trust confirms that the fault is restored, excluding fault incidents where NetLink Trust is prevented or restricted from restoring the service owing to matters that are not within NetLink Trust's control. For the avoidance of doubt, the MTTR is calculated as follows:

$$\frac{\sum X}{Y}$$

Where X = Time taken to restore fault incidents for each Point-to-Point Connection during a month as described above

Y = Total number of affected Point-to-Point Connections in the same month

11.14 In the event NetLink Trust fails to meet the standard MTTR for a particular month, NetLink Trust shall compensate the Requesting Licensee an MTTR Rebate equal to the difference between the MTTR experienced by the Requesting Licensee and the standard MTTR in terms of number of days, multiplied by the number of services affected, multiplied by the Weekly Recurring Charge for the Point-to-Point Connection, subject to a maximum of 30 times the Weekly Recurring Charge for the Point-to-Point Connection.

12 SERVICE LEVEL AVAILABILITY

12.1 NetLink Trust shall offer a service level availability of 99.99% per month for the Point-to-Point Connection. NetLink Trust shall offer to rebate the Requesting Licensee ten

percent (10%) of the Monthly Recurring Charge if NetLink Trust fails to meet the service level availability for that month.

- 12.2 Service level availability for the Point-to-Point Connection is calculated as follows:

$$\frac{(A - B)}{(A)} \times 100\%$$

Where A = 24 hours x number of days for the month (in hours); and

B = total network outage time for each Point-to-Point Connection in the same month (in hours)

- 12.3 Subject to clause 2.6, the total network outage time is the sum of all minutes for which the Requesting Licensee's Point-to-Point Connection is unavailable measured from the time each fault is reported by the Requesting Licensee to the time NetLink Trust confirms that the fault is restored, excluding fault incidents where NetLink Trust is prevented or restricted from restoring the service owing to matters that are not within NetLink Trust's control.

13 PROTECTION AND SAFETY

- 13.1 Each Party is responsible for the safe operation of its Network and in particular the safe operation of any equipment within its Network on its side of the connection at the designated Central Office and the Point-to-Point TP or otherwise to the FTTB Node where NetLink Trust's Network ends.
- 13.2 Each Party shall, so far as reasonably practicable, take all necessary steps to ensure that the licence of the Point-to-Point Connection, its operations and its implementation of this Schedule:
- (a) do not endanger the safety or health of any person, including the employees and contractors of the Parties; and
 - (b) do not damage, interfere with or cause any deterioration in the operation of the NetLink Trust Network.

14 TERM OF LICENCE

- 14.1 The minimum contract term for a Point-to-Point Connection shall be twenty-four (24) months, as the case may be, starting from the service activation date of the Point-to-Point Connection.

15 SUSPENSION

- 15.1 NetLink Trust may suspend the Requesting Licensee's licence to the Point-to-Point Connection at any time until further notice to the Requesting Licensee if the Point-to-Point Connection licence causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of NetLink Trust or any other person) including but not limited to causing damage, interfering with or causing deterioration in the operation of the NetLink Trust Network. If the suspension is the result of the Requesting Licensee's fault, the Requesting Licensee shall continue to pay the Monthly Recurring Charge during the period of suspension.
- 15.2 Without limiting the exclusions or limitations of liability in this ICO Agreement, NetLink Trust shall not be liable to the Requesting Licensee for any Loss resulting from, or in connection with, suspension of a Point-to-Point Connection licence under this clause 15.

16 TERMINATION OF LICENCE

- 16.1 The Requesting Licensee shall keep NetLink Trust informed of the Requesting Licensee's utilisation of each Point-to-Point Connection six (6) months from the service activation date and when there are changes to the utilisation.
- 16.2 The Requesting Licensee must use or activate a service to a Retail Service Provider using the Point-to-Point Connection within six (6) months from the service activation date of the Point-to-Point Connection. If the Requesting Licensee fails to do so, NetLink Trust will deactivate the Point-to-Point Connection upon giving the Requesting Licensee ten (10) Business Days' prior notice, and if the Requesting Licensee does not dispute such written notice as given by NetLink Trust. The Requesting Licensee must pay NetLink Trust the Monthly Recurring Charges for the remainder of the minimum contract term.
- 16.3 NetLink Trust may immediately terminate a licence of Point-to-Point Connection under this Schedule if:
- (a) the Requesting Licensee is no longer an FBO;

- (b) the NetLink Trust ICO is revoked by the Authority under clause 12.8 of the ICO Agreement;
- (c) the Authority removes the requirement for NetLink Trust to supply Point-to-Point Connection under the NetLink Trust ICO or exempts NetLink Trust from supplying Point-to-Point Connection under the ICO Agreement, provided that the date of termination shall not be earlier than the effective date of the Authority's decision;
- (d) in NetLink Trust's reasonable opinion, the Requesting Licensee is using the Point-to-Point Connection in contravention of an applicable law, licence, code, regulation or direction and NetLink Trust has the necessary confirmation from the relevant Government Agencies that the Requesting Licensee is in contravention of the applicable law, licence, code, regulation or direction;
- (e) in NetLink Trust's reasonable opinion, the Requesting Licensee is using the Point-to-Point Connection in a manner which places or allows a Third Party to act in contravention of an applicable law, licence, code, regulation or direction and NetLink Trust has the necessary confirmation from the relevant Government Agencies that the Third Party is in contravention of the applicable law, licence, code, regulation or direction;
- (f) the Point-to-Point Connection is used other than the purposes specified in clause 1;
- (g) the licence in respect of Co-Location Space to which the Point-to-Point Connection is connected has been terminated or has expired;
- (h) the Point-to-Point Connection has become unsafe for its purpose; or
- (i) NetLink Trust's right to own, maintain or operate the Point-to-Point Connection has been revoked or terminated or has expired.

16.4 Either Party (**Terminating Party**) may terminate the Point-to-Point Connection:

- (a) if the other Party is in breach of this Schedule other than failure to pay any sum for which the Requesting Licensee has been invoiced, and such breach remains un-remedied for a period of sixty (60) Calendar Days after receiving notice from the Terminating Party;

- (b) if the Requesting Licensee's Point-to-Point Connection licence has been suspended pursuant to clause 15.1, and the cause of such suspension has not been remedied or rectified for a period of sixty (60) Calendar Days from the date of the suspension; or
- (c) if the Requesting Licensee is in breach of this Schedule by its failure to pay any sum for which the Requesting Licensee has been invoiced, and such breach remains un-remedied for a period of fourteen (14) Calendar Days after receiving notice from the Terminating Party. For the avoidance of doubt, this sub-clause shall not apply pending the resolution of any Billing Dispute in accordance with the provisions of Schedule 16 (Billing).

16.5 Upon termination of the licence of Point-to-Point Connection:

- (a) the Requesting Licensee must immediately discontinue the use of the Point-to-Point Connection; and
- (b) the Requesting Licensee must without undue delay disconnect all equipment connected to the Point-to-Point Connection; and
- (c) NetLink Trust shall be responsible for removing all necessary Patching Services at the Requesting Licensee's cost in accordance with Schedule 15 (Charges). Notwithstanding the above, the Requesting Licensee will not be liable for NetLink Trust's costs of removing all necessary Patching Services, if the termination is the result of NetLink Trust's fault.

16.6 If the licence of a Point-to-Point Connection is terminated as a result of the Requesting Licensee's fault, the Requesting Licensee shall be liable to NetLink Trust for the Monthly Recurring Charges for the remainder of the minimum contract term.

16.7 If the Requesting Licensee fails to disconnect its equipment from the Point-to-Point Connection under clause 16.5(b), NetLink Trust may at its sole discretion remove and/or dispose of the Requesting Licensee's equipment. The Requesting Licensee shall pay to NetLink Trust all reasonable costs associated with the work undertaken by NetLink Trust including the cost of disposing the Requesting Licensee's equipment. The Requesting Licensee shall have no claim whatsoever against NetLink Trust in connection with the removal and/or disposal of the Requesting Licensee's equipment from the Point-to-Point Connection.

ANNEX 23A: REQUEST FORM FOR POINT-TO-POINT CONNECTION

Date of Application (dd/mm/yyyy):	
Application Reference Identifier:	
Section A: Particulars of Licensee	
Licensee Name:	Licensee Designation. :
Licensee Company Name:	
Licensee E-mail Address:	Licensee Contact No: (Mobile) (Office)

Section B: Particulars of Dark Fibre Service Request	
A-End Address:	B-End Address:
Postal Code ()	Postal Code ()
*Please fill in GPS Coordinate for NBAP Site	*Please fill in GPS Coordinate for NBAP Site
Expected distance/ dB loss between A-End and B-End:	
Request for Activation date (dd/mm/yyyy):	
Contract Period:	
Remarks:	

Section C: Undertaking		
*I/We accept the NetLink Trust's Terms and Conditions for Dark Fibre Service, including any amendments NetLink Trust may make from time to time to those terms and conditions. *I/We confirm that all the information herein given is true and correct.		
Signed for on behalf of the applicant by its Authorised Officer:		
Signature of Authorised Officer	Date (dd/mm/yyyy)	*Firm/Company Stamp (if applicable)

For Official Use Only

Order Taking	
<input type="checkbox"/> Application accepted	Date:
Order Reference Identifier:	
Service Reference:	
<input type="checkbox"/> Application rejected	Date:
Reason for rejection:	
Documents verified & submitted by:	
 _____ NetLink Trust Personnel / Signature	
Order Completed	
<input type="checkbox"/> Order Completed	Date of Completion:
One Time Charge Amount : S\$	
Month Recurring Amount: S\$	
Billing Start Date:	
Remarks:	
Verified by:	
 _____ NetLink Trust Personnel / Signature	

ANNEX 23B: FAULT RECTIFICATION SERVICE REPORT

Fault Rectification Service Report				Serial No:	
Appointment Date: Time:			Arrival Time:		
Trouble Ticket No:			Completion Time:		
			<input type="checkbox"/> 1 hour activation <input type="checkbox"/> Maintenance Fault Rectification <input type="checkbox"/> Follow up Direct End-User appointment		
DIRECT END-USER INFORMATION					
Authorised Person Name:		*Mr/Mrs/Miss/Mdm/Dr			
Contact no:				(HP):	
Company:					
Registered Address:		Blk/House _____ Unit No: # _____ - _____ Street Name: _____ Building Name: _____ Postal code: S()			
LOCATION OF INSTALLATION					
A-END (CO/MDF)			B-END (CO/MDF, End-User's Premise)		
Blk/House: _____ Unit No: # _____ - _____ Street Name: _____ Building Name: _____ Postal code: S()			Blk/House: _____ Unit No: # _____ - _____ Street Name: _____ Building Name: _____ Postal code: S()		
Direct End-User Declaration (check only one box)					
<input type="checkbox"/> I am the owner of the above premises <input type="checkbox"/> I, Name: _____, am authorised by the owner of the premise and/or the above-stated company to sign this form and permit NetLink Management Pte Ltd (as trustee of NetLink Trust) (hereinafter referred to as "NetLink Trust") or its contractor to enter the premises and conduct the fault rectification work. I will bear full responsibility if the owner should dispute (a) my authority, or (b) any action taken by NetLink Trust at my instructions.					
Company Stamp (if applicable):					
For Official Use Only					
OPTICAL MEASUREMENTS, WHERE POSSIBLE (Measured by Requesting Licensee)					
Fault description:					
Test Measurement (CO to Serving Cabinet):	1310nm		1490nm		Distance (m)
Test Measurement (CO to 1st TP):	1310nm		1490nm		Distance (m)
Test Measurement (Segment Services A-END to B-END)	1310nm		1490nm		Distance (m)
Certified by NetLink Trust:					
Technician Name:			Date:		
Technician Signature:			Time:		

OPTICAL MEASUREMENTS, WHERE POSSIBLE (Measured by NLT)								
Fault description:								
Test Measurement (CO to Serving Cabinet):	1310nm		1490nm		1550nm		Distance (m)	
Test Measurement (CO to COD TP):	1310nm		1490nm		1550nm		Distance (m)	
Test Measurement (Segment Services A-END to B-END)	1310nm		1490nm		1550nm		Distance (m)	
Certified by :								
RL Name:				Date:				
RL Signature:				Time:				
Fault Root Cause Description								
ACTION TAKEN/ADDITIONAL REMARKS								
CUSTOMER ACKNOWLEDGEMENT AND ACCEPTANCE								
Remarks/Comments:								
This is to acknowledge that the fibre fault rectification has been attended and the fault resolution is effective								
Fault Attended by:				Resolution Accepted by Customer:				
Technician Name:				Customer Signature:				
Technician Signature:								
Resolution Verified and Accepted by RL (Only applicable for <u>1 hour activation</u>) :								
RL Name:				RL Signature:				

Customers can refer to their retail service providers for more information to address and resolve any end user service related issues.

*Please delete where inapplicable.