

***SCHEDULE 3D – MODIFICATION REQUIRED***

***PLEASE SEE GENERAL REQUIREMENTS APPLICABLE TO SCHEDULE 3D SET OUT IN APPENDIX 1 AND SPECIFIC REQUIREMENTS SET OUT IN IDA'S ANNOTATIONS BELOW.***

**SCHEDULE 3D**

**LICENSING OF BUILDING MDF DISTRIBUTION FRAME**

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## SCHEDULE 3D

### LICENSING OF BUILDING MDF DISTRIBUTION FRAME

#### 1. SCOPE

##### ***CLAUSE 1.1 – MODIFICATION REQUIRED***

- 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 Building MDF Distribution Frame Mounting Arm (**Distribution Frame Mounting**) (which means the horizontal bars on the MDF belonging to SingTel meant for the mounting of Termination Block(s)) for the sole purpose of enabling the Requesting Licensee to cross-connect a Local Loop or Sub Loop to the Requesting Licensee's equipment.

*IDA notes that Clause 1.1 restricts Requesting Licensees to obtaining a licence to use SingTel's Building MDF Distribution Frame for the sole purpose of cross-connecting to SingTel's Local Loop or Sub Loop. However, the Code 2005 does not impose any such restriction. Sub-section 6.9.1 of the Code 2005 obligates SingTel to offer to provide access to "its distribution frames in order to allow Facilities-based Licensees to place the terminal blocks and the cabling required to cross-connect loops to the Facilities-based Licensee's equipment." Accordingly, IDA directs SingTel to remove such restrictions in Clause 1.1.*

##### ***CLAUSE 1.2 – MODIFICATION REQUIRED***

- 1.2 The Requesting Licensee may seek a licence with respect to available Distribution Frame Mounting owned by SingTel subject to:
- (a) the use by the Requesting Licensee of the Distribution Frame Mounting to enable the cross-connection of a Local Loop or Sub Loop to the Requesting Licensee's equipment; and
  - (b) the terms and conditions of this Schedule.

*Please see IDA's annotations above to Clause 1.1. As a consequential amendment, IDA directs SingTel to modify Clause 1.2 to remove any artificial restriction on the Requesting Licensee's use of the Distribution Frame Mounting.*

- 1.3 This Schedule only applies to Requesting Licensees who are FBOs.

## **CLAUSES 1.4 AND 1.5 – MODIFICATION REQUIRED**

*Please refer to Paragraph 3 of Appendix 1. Arising from IDA’s requirement for SingTel to incorporate service level guarantees for each service and effective remedies for failure to comply with such guarantees (including service standards and timeframes for pre-provisioning, provisioning and fault rectification), IDA directs SingTel to propose for IDA’s approval, the necessary consequential amendments to Clauses 1.4 and 1.5 to comply with IDA’s requirements in relation to the service level guarantees and remedies that SingTel must provide under each Schedule.*

- 1.4 (a) The timeframes in this Schedule relating to pre-provisioning work to be undertaken by SingTel under clauses 5.1 and 9.4 (such as the completion of project studies and the assessment of applications) are subject to delays caused by events outside SingTel’s reasonable control, in which case SingTel may extend these timeframes for a period equal to the period of such delays.
- (b) For the avoidance of doubt, a failure to meet these timeframes caused by events outside SingTel’s reasonable control does not constitute a breach of this Schedule or this RIO Agreement.
- 1.5 (a) If SingTel fails to meet the timeframe in this Schedule relating to provisioning work to be undertaken by SingTel under clause 9.9, and the failure to meet the timeframe is solely caused by SingTel, SingTel will provide a remedy to the Requesting Licensee.
- (b) Such remedy will be in the form of a credit to the Requesting Licensee of the recurring Charges payable for the delayed services over a period equal to the period of the delay.
- (c) The Requesting Licensee acknowledges that this remedy 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 provisioning timeframes and shall be SingTel’s sole and exclusive liability to the Requesting Licensee for such failure.

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

- 2.1 SingTel will provide the Requesting Licensee with a licence to use Distribution Frame Mountings in individual one hundred (100) pairs block.

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

**CLAUSES 2.2(a) AND 2.2(b) – MODIFICATIONS REQUIRED**

- (a) SingTel’s reasonably anticipated requirements in the next one (1) year for Distribution Frame Mountings for provision to itself and its Customers;
- (b) SingTel’s reasonably anticipated requirements in the next one (1) year for Distribution Frame Mountings for operations and maintenance purposes;

*SingTel proposes to assess the availability of Distribution Frame Mountings, taking into account amongst other things, its own reasonably anticipated requirements in the next 1 year. IDA’s position is that Requesting Licensees must be able to obtain Distribution Frame Mountings from SingTel based on equivalent eligibility criteria. Otherwise, if SingTel is permitted to reserve such facility for its anticipated requirements, Requesting Licensees will be put at a competitive disadvantage. Requesting Licensees will not be able to serve their customers, even though SingTel may have available Distribution Frame Mountings which it reserves for its own anticipated requirements. Accordingly, IDA directs SingTel to delete Clauses 2.2(a) and 2.2(b) in their entirety.*

- (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;

**CLAUSE 2.2(d) - MODIFICATION REQUIRED**

- (d) security and confidentiality requirements or restrictions imposed on SingTel by Governmental Agencies or Customers;

**SingTel Comments: Clause 2.2(d)**

*SingTel notes that some Customers, such as foreign embassies, impose certain restrictions on the availability and use of Distribution Frame Mounting in order to prevent or minimise the possibility of any security breach in respect of telecommunication services that are provided to that Customer through the relevant Distribution Frame Mounting. Clause 2.2(d) has been amended on this basis.*

*SingTel is proposing amendments to Clause 2.2(d) to expand the scope of its application to “restrictions” and “Customers”. Customers have the ability to control access to their premises. IDA will not permit SingTel to impose any unjustified restriction on the availability of Distribution Frame Mountings, to the detriment of competing operators. Accordingly, IDA rejects SingTel’s proposed amendments to Clause 2.2(d).*

**CLAUSE 2.2(e) - MODIFICATION REQUIRED**

- (e) whether SingTel has plans or otherwise proposes to decommission the MDF or Distribution Frame Mounting;

*IDA’s position is that SingTel should only reject a request for Distribution Frame Mounting which has been earmarked by SingTel for decommissioning, if such decommissioning will occur within a reasonable timeframe of 6 months from the date of request. The Requesting Licensee should be given the flexibility to decide if it is feasible to obtain Distribution Frame Mounting for the period prior to 6 months from the actual decommissioning. IDA considers such a qualification of 6 months to be necessary and reasonable because it balances both the Requesting Licensee’s and SingTel’s interests: on one hand, the Requesting Licensee is assured that SingTel cannot reject a request for Distribution Frame Mounting in circumstances where it only has a remote plan to decommission the Distribution Frame Mounting without any firm timeframes; on the other hand, SingTel retains a fair amount of operational and business flexibility in deciding how to manage its Distribution Frame Mountings. Accordingly, IDA directs SingTel to modify Clause 2.2(e) to incorporate the requirements specified.*

- (f) the Distribution Frame Mounting is being used for another purpose in SingTel’s Network at the time of a request under clause 3.2

**PROPOSED NEW CLAUSE 2.2(g) – REJECTION**

- (g) reasonable requirements or restrictions imposed by SingTel in relation to access to SingTel building.

*SingTel has proposed new Clause 2.2(g). IDA’s position is that any reasonable requirements imposed by SingTel for access are irrelevant considerations in determining availability of Distribution Frame Mountings at the application stage. SingTel has a regulatory obligation under the Code 2005 to offer to provide Distribution Frame Mountings, and SingTel must do so where it has availability. These proposed considerations are only relevant in the process of physical provisioning of Distribution Frame Mountings. In this respect, should the Requesting Licensee subsequently fail to obtain access thereby preventing SingTel from physically provisioning the Distribution Frame Mountings, SingTel will have recovered the applicable*

*Charges for processing the Requesting Licensee's application. In any event, SingTel has also not provided any justification for the inclusion of this new clause. Accordingly, IDA rejects SingTel's proposed new Clause 2.2(g).*

2.3 SingTel shall allocate Distribution Frame Mounting in one hundred (100) pair blocks.

### **3. ORDERING AND PROVISIONING PROCEDURE**

3.1 Subject to clause 9, the Ordering and Provisioning Procedure for the licence of available Distribution Frame Mounting applies only to existing Distribution Frame Mounting currently not being used for any other purpose in SingTel's Network at the time of a Request under clause 3.2.

3.2 The Requesting Licensee shall submit its Request for Distribution Frame Mounting to SingTel in the form of Annex 3D.2 on a Business Day (**Request Date**) containing the following information:

- (a) Building name and address;
- (b) Building MDF room name; and
- (c) number of Distribution Frame Mountings requested.

### **4. RESPONSE TIME**

4.1 SingTel shall process all Requests for Distribution Frame Mountings on a 'first come, first served' basis up to the maximum amount specified in clause 4.2.

4.2 SingTel shall process a combined total of no more than four (4) Requests for Distribution Frame Mountings under this Schedule 3D from all Licensees by 5:00 pm each Business Day and subsequent Requests overflow to the next Business Day.

**SingTel Comment: Clause 4.2**

*Clarifying amendment only.*

**SingTel Comments: Former clause 4.3**

*SingTel has deleted former clause 4.3 to further streamline the ordering and provisioning process in relation to the licensing of Distribution Frame Mounting as required by the IDA (IDA Letter to SingTel, 21 February 2005, page 1).*

4.3 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 Distribution Frame Mounting is accepted or not.

5. **STUDIES AND APPROVALS**

***CLAUSE 5 - MODIFICATION REQUIRED***

*IDA is of the view that the procedure for approving and rejecting applications set out in Clause 5 are cumbersome and can be significantly streamlined to provide for a more efficient process. Accordingly, IDA directs SingTel to modify Clause 5 to incorporate the following requirements:*

- (a) *Within 1 Business Day of the Request Date, SingTel must notify the Requesting Licensee whether its application is accepted or rejected. In this respect, SingTel may only reject the application for the following reasons:*
- (i) *the Requesting Licensee is not an FBO;*
  - (ii) *the Request for Distribution Frame Mounting is not in the prescribed form;*
  - (iii) *the Request for Distribution Frame Mounting does not contain all the required information;*
  - (iv) *SingTel does not have any Distribution Frame Mounting in the area specified in the Request for Distribution Frame Mounting;*
  - (v) *the information in the Request is incorrect or inaccurate; or*
  - (vi) *that SingTel has plans or otherwise proposes to decommission the MDF or Distribution Frame Mounting within 6 months of the date of the Request for Distribution Frame Mounting (under Clause 2.2(e)).*

*IDA considers the timeframe of 1 Business Day to be reasonable given that the basis for determining acceptance or rejection would be apparent on the face of the application. In the event that the maximum capacity of the overflow specified in Clause 4.2 is reached, SingTel may overflow the applications to the next Business Day but SingTel must inform the Requesting Licensee of the overflow within 1 Business Day of the Request Date. To compensate SingTel for its costs incurred, SingTel may propose a reasonable Charge under Schedule 9 for processing and determining whether a Requesting Licensee's application should be accepted or rejected.*

- (b) *Where SingTel rejects the application, SingTel must provide reasons explaining the basis for rejection.*
- (c) *In the case where SingTel notifies the Requesting Licensee of acceptance, SingTel must complete its detailed processing and inform the Requesting Licensee within 4 Business Days from the Request Date whether or not the Distribution Frame Mounting is available as determined under Clause 2 (except that the considerations in Clause 2.2(e) on decommissioning shall not apply). Where SingTel notifies the Requesting Licensee that the Distribution Frame Mounting is unavailable, SingTel must provide an explanation of why it has determined the Distribution Frame Mounting to be unavailable. IDA considers the timeframe of 4 Business Days from the Request Date to be reasonable given that SingTel has proposed the same timeframe under Clause 5.4.*

*IDA's position is that the Requesting Licensee's responsibility to obtain any necessary approval for access and any reasonable requirements imposed by SingTel for access, are irrelevant considerations in determining availability of Distribution Frame Mounting at the application stage. SingTel has a regulatory obligation under the Code 2005 to offer to provide Distribution Frame Mounting, and SingTel must do so where it has availability. These proposed considerations are only relevant in the process of physical provisioning of Distribution Frame Mounting. In this respect, should the Requesting Licensee subsequently fail to obtain any necessary approval thereby preventing SingTel from physically provisioning the Distribution Frame Mounting, SingTel will have recovered the applicable Charges for processing the Requesting Licensee's application.*

- 5.1 Following receipt of a Request for Distribution Frame Mounting under clause 3.2, SingTel shall perform a study in respect of the Distribution Frame Mounting to ascertain whether the Distribution Frame Mounting is available (as determined in accordance with clause 2.2) on a preliminary basis.

**SingTel Comments: Clause 5.1 and former clause 5.2**

*SingTel has amended clause 5.1 and deleted former clause 5.2 to further streamline the ordering and provisioning process in relation to the licensing of Distribution Frame Mounting as required by the IDA (IDA Letter to SingTel, 21 February 2005, page 1).*

- 5.2 Following completion of the study under clause 5.1, SingTel shall provide notice to the Requesting Licensee of its approval of the Request for Distribution Frame Mounting

(Final Approval) within four (4) Business Days of the date of the request together with the following information:

- (a) the number of the Distribution Frame Mountings approved; and
- (b) the Distribution Frame Mounting allocated for licence,

**SingTel Comments: Clause 5.2**

*SingTel has deleted former clause 5.2 and amended clause former clause 5.3 (now 5.2) to further streamline the ordering and provisioning process in relation to the licensing of Distribution Frame Mounting as required by the IDA (IDA Letter to SingTel, 21 February 2005, page 1).*

5.3 The Requesting Licensee acknowledges that SingTel licences Distribution Frame Mounting on an “as-is” condition.

5.4 SingTel may reject a Request for Distribution Frame Mounting within four (4) Business Days of the date of the request if:

- (a) the Requesting Licensee is not a FBO; or
- (b) the Request for Distribution Frame Mounting is not in the prescribed form; or
- (c) the Request for Distribution Frame Mounting does not contain all the required information; or
- (d) the Distribution Frame Mounting is not available as determined under clause 2.2; or
- (e) SingTel does not have any Distribution Frame Mountings in the area specified in the Request for Distribution Frame Mounting; or
- (f) the information in the Request is incorrect or inaccurate;
- (g) the Requesting Licensee has not obtained the necessary permits, consents, waivers authorisations or other rights required for SingTel to provide the licence for the Distribution Frame Mounting’

5.5 Subject to clause 16.10, nothing in this Schedule vests in the Requesting Licensee any right, title or proprietary interest in the Distribution Frame Mountings.

**6. INSTALLATION OF SUBSCRIBER TIE CABLE AND TIE TERMINATION BLOCK**

6.1 Within five (5) Business Days of the Final Approval, the Requesting Licensee will provide the following to SingTel:

(a) detailed installation plan and detailed installation time table; and

***CLAUSE 6.1(b) – MODIFICATION REQUIRED***

(b) detailed information on the work method statement which shall include how the Requesting Licensee can prevent damage to SingTel's existing MDF equipment (which means the cable(s), Termination Block(s), Jumper Wire(s), cable tray(s), rack(s), equipment and mounting block(s) found in the Building MDF room).

***IDA is of the view that it is impractical to require the Requesting Licensee to provide the work method statement required under Clause 6.1(b), given that the Requesting Licensee will not be familiar with SingTel's existing equipment located in the Building MDF room. At the same time, IDA recognises SingTel's concern to ensure that Requesting Licensees carry out work in a careful manner so as to avoid any damage to SingTel's equipment. Accordingly, IDA directs SingTel to modify Clause 6.1 by removing the obligation for the Requesting Licensee to submit to SingTel a work method statement. Alternatively, SingTel may propose for inclusion in Schedule 3D, a standard work method statement that Requesting Licensees must comply with when carrying out works on the Distribution Frame Mounting.***

***CLAUSE 6.2 – MODIFICATION REQUIRED***

6.2 SingTel may accept or reject the plans, timetable and work method statement provided by the Requesting Licensee and the Requesting Licensee may not start work under this clause until it has received SingTel's approval. If SingTel rejects the installation plan, installation timetable or the work method statement, SingTel shall provide a statement of the reasons why construction is not feasible and may propose alternative installation plans, installation timetable and/or work method statement to the Requesting Licensee. The Requesting Licensee may then re-submit those documents for SingTel's approval.

***For reasons of certainty, IDA considers it reasonable for SingTel to commit to a timeframe by which SingTel must revert to the Requesting Licensee with its acceptance or rejection of the Requesting Licensee's plans and timetable. IDA considers a timeframe of 3 Business Days to be reasonable. Accordingly, IDA directs SingTel to modify Clause 6.2 to incorporate the***

*specified requirements. In addition, with reference to IDA's annotations above at Clause 6.1(b), SingTel must make consequential amendments to Clause 6.2 in relation to the reference to the "work method statement".*

- 6.3 The Distribution Frame Mounting(s) licensed under this Schedule shall only be used by the Requesting Licensee for the termination of Subscriber Tie Cable. The Requesting Licensee is responsible for the installation, maintenance, repair, and removal of its Subscriber Tie Cable and Tie Termination Block located on the Distribution Frame Mounting. The Requesting Licensee shall provide its cable tray, mounting frame or any other installation materials that are required for the installation.
- 6.4 The Requesting Licensee shall only install the type of Termination Block specified by SingTel from time to time for terminating Subscriber Tie Cables at the Distribution Frame Mounting.
- 6.5 The Requesting Licensee shall install its own cable tray(s) or rack(s) for installing the Subscriber Tie Cable inside the Building MDF room.

***CLAUSE 6.6 – MODIFICATION REQUIRED***

- 6.6 In the installation, operation and maintenance of its Subscriber Tie Cable and Tie Termination Block located in SingTel's Distribution Frame Mounting(s), the Requesting Licensee must comply with the Standard Operating Procedures ("SOP") for working at SingTel's MDF in Annex 3D.1 as amended from time to time, and any written instructions (relating to particular circumstances not covered by the SOP) which are provided to the Requesting Licensee by SingTel from time to time.

***Any written instructions provided by SingTel must be reasonable. Accordingly, IDA directs SingTel to modify Clause 6.6 to qualify that such written instructions must be reasonable.***

- 6.7 The Requesting Licensee must complete construction of the Subscriber Tie Cable and Tie Termination block within ten (10) Business Days from the date of the approval of the installation plans, timetable and work method statement under clause 6.2.
- 6.8 Upon completing the installation of its Subscriber Tie Cable and Tie Termination Blocks in SingTel's Distribution Frame Mounting, the Requesting Licensee shall notify SingTel and submit to SingTel within five (5) Business Days from its completion of the installation, a Work Completion Report (**Work Completion Report**) containing the following information:
- (a) the Building MDF room number; and

- (b) an as-built layout diagram with supporting photograph(s), showing the Distribution Frame Mounting used and the position of the Subscriber Tie Cable and Tie Termination Block and the installation of the Subscriber Tie Cable.
- 6.9 If the Requesting Licensee fails to submit a Work Completion Report in accordance with clauses 6.8, SingTel shall verify the completion of the installation of the Subscriber Tie Cable and Tie Termination Block. The reasonable cost incurred in the verification will be recovered from the Requesting Licensee.
- 6.10 SingTel may at its own expense, inspect the installation of the Subscriber Tie Cable and Tie Termination Block. Where the inspection reveals that the installation does not materially conform with the Final Approval, and the detailed installation plans and work statement plans provided under clause 6.1, SingTel shall notify the Requesting Licensee to reinstall or take other appropriate corrective action within a reasonable time as agreed between the Parties, but in any event within ten (10) Business Days of SingTel's request to do so. The Requesting Licensee shall bear all reasonable costs for reinstallation and corrective action, and the costs of SingTel incurred for inspection of the corrective action. SingTel may still inform and require the Requesting Licensee to make adjustments to its installation where the installation does not conform with the installation plan in a non-material way, but this notification will not delay the approval process under this Schedule.
- 6.11 If the Requesting Licensee fails to install or take the appropriate corrective action, SingTel may take appropriate corrective action. The reasonable cost for the corrective action shall be borne by the Requesting Licensee.
- 6.12 Where, during the course of installation, the Requesting Licensee causes any damage to SingTel's MDF, Distribution Frame Mounting(s) or MDF equipment, the Requesting Licensee must report the damage immediately to SingTel. The Requesting Licensee shall not attempt to repair SingTel's damaged MDF, Distribution Frame Mounting(s) or MDF equipment. 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.
- 6.13 If the Requesting Licensee detects a fault, defect or problem in the Distribution Frame Mounting to which access has been approved, it must notify SingTel as soon as practicable.
- 6.14 If the work to be performed by the Requesting Licensee under this clause is not materially completed or not materially completed correctly as identified under this clause, SingTel may immediately terminate the licence granted under this Schedule in respect of the Distribution Frame Mounting.

**7. MAINTENANCE OF SUBSCRIBER TIE CABLE OR TIE TERMINATION BLOCK**

7.1 The Requesting Licensee must:

- (a) maintain its Subscriber Tie Cable and Tie Termination Block in SingTel's Distribution Frame Mounting(s) in good working order; and
- (b) take such other action as a reasonable prudent Licensee would; and
- (c) keep the Distribution Frame Mounting in a tidy and safe condition.

**8. UNAUTHORISED ACCESS TO DISTRIBUTION FRAME MOUNTING**

8.1 Without prejudice to any other rights SingTel may have (whether under contract, at law, or in equity), where SingTel identifies that the Requesting Licensee has accessed its Distribution Frame Mounting(s) without having obtained a licence in accordance with this Schedule, SingTel may do any one or more of the following:

***CLAUSE 8.1(a) - MODIFICATION REQUIRED***

- (a) notify the Authority that a material breach of this Schedule 3D has occurred and request that the Authority issue an order under clause 12.2 or 13.2 of the RIO Agreement (as the case may be) for SingTel to suspend or terminate this Schedule 3D;

***SingTel must obtain IDA's approval under Clauses 12.2 or 13.2 of Part II of the Main Body of the RIO Agreement for suspension or termination of the RIO Agreement and IDA has discretion whether to grant its approval. In this respect, SingTel must modify Clause 8.1(a) to provide that SingTel must obtain the Authority's approval under Clauses 12.2 or 13.2 before it can suspend or terminate Schedule 3D as the case may be.***

- (b) direct the Requesting Licensee to, within five (5) Business Days of the notice, remove its equipment to access the Distribution Frame Mounting; and
- (c) direct the Requesting Licensee to, within two (2) Business Days of the notice, submit a Request for Distribution Frame Mounting in accordance with clause 3.2.

**SingTel Comment: New clause 8.1(a) and (b)**

***SingTel notes that a failure by the Requesting Licensee to obtain a licence for access to the Distribution Frame Mounting is a very serious matter. SingTel considers that such a failure***

*to constitutes a material breach of Schedule 3D and therefore justifies suspension or termination following the receipt of approval from the IDA.*

*New clause 8.1(b) permits SingTel to direct the Requesting Licensee to remove its equipment from Distribution Frame Mounting on 5 Business Days notice by SingTel. SingTel already has this right under clause 8.5 (formerly 8.3) where SingTel rejects a Request for Distribution Frame MountingLoop. New clause 8(b) permits SingTel to exercise this right upon discovery that the Requesting Licensee has access the Distribution Frame Mounting without a licence.*

8.2 The Requesting Licensee must pay SingTel’s reasonable costs incurred in investigating the unauthorised use.

8.3 If the Requesting Licensee does not remove its equipment within five (5) Business Days of the notice under clause 8.1(b), SingTel may remove the equipment and the Requesting Licensee shall be liable for any reasonable costs associated with its removal.

**SingTel Comments: Clause 8.3**  
*Consequential amendment only. New clause 8.3 is based on former clause 8.5.*

8.4 If the Requesting Licensee is directed to submit a Request for Distribution Frame Mounting under clause 8.1(c), the Requesting Licensee must provide documentary evidence of the date of installation as part of the Request for Distribution Frame Mounting. If the Requesting Licensee is unable to provide credible documentary evidence substantiating the date of installation, the date of access shall be deemed to be the Effective Date of this RIO Agreement. The Requesting Licensee must pay SingTel the Charges in arrears calculated from the date of access (including the date of deemed access).

**SingTel Comments: Clause 8.4**  
*Consequential amendment only. New clause 8.4 is based on former clause 8.1.*

8.5 If the Requesting Licensee fails to pay the arrears after five (5) Business Days from the date of approval, the Requesting Licensee must discontinue use and remove its MDF equipment within five (5) Business Days.

**CLAUSE 8.6 – MODIFICATION REQUIRED**

8.6 If SingTel rejects the Request for Distribution Frame Mounting under clause 8.1(c), the Requesting Licensee must pay, within five (5) Business Days from the date of rejection, SingTel’s reasonable costs incurred in investigating the unauthorised use and the Charges

in arrears calculated from the date of access in accordance with clause 8.4 and the Requesting Licensee must discontinue use and remove its MDF equipment within ten (10) Business Days.

*Clause 8.2 already provide for SingTel's recovery of its reasonable costs for investigating unauthorised access. The reference to doing so under Clause 8.6 is redundant and should be deleted. IDA directs SingTel to modify Clause 8.6 accordingly.*

**SingTel Comment: Former clause 8.5**

*Consequential deletion only. Please refer to new clause 8.3.*

#### **CLAUSE 9 – MODIFICATION REQUIRED**

*IDA is of the view that the procedure for constructing Distribution Frame Verticals as set out in Clause 9 is cumbersome and can be significantly streamlined to provide for a more efficient process. In addition, IDA considers it reasonable for SingTel to provide for greater certainty and transparency in the process. Accordingly, IDA directs SingTel to modify Clause 9 to incorporate the following requirements:*

- (a) With reference to Clause 9.5, SingTel must complete the Project Study within 10 Business Days of the receipt of the Requesting Licensee's Construction Order.*
- (b) With reference to Clause 9.10, if SingTel has any reason to believe that there may be a cost-overflow, it must notify the Requesting Licensee as soon as reasonably practicable and seek the Requesting Licensee's agreement to any additional charges beyond the initial cost estimates before proceeding.*
- (c) With reference to Clause 9.11, SingTel must qualify that such costs to be recovered from the Requesting Licensee must be reasonable.*
- (d) With reference to Clause 9.12, within 1 Business Day after the construction is completed, SingTel must notify the Requesting Licensee.*

#### **9. SINGTEL BUILD**

9.1 If SingTel rejects an application for the licence of a Distribution Frame Mounting under clause 5.4(d), the Requesting Licensee may submit to SingTel an order to construct the Distribution Frame Vertical (**Construction Order**) (means the vertical bar(s) of a MDF consisting of six (6) Distribution Frame Mountings on each Distribution Frame Vertical) for the sole purpose of the Requesting Licensee placing the Termination Block and

enabling SingTel to perform jumpering to cross-connect the Local Loop or Sub Loop licensed from SingTel in writing within five (5) Business Days from the date of the rejection.

- 9.2 The Requesting Licensee shall pay SingTel the application processing fee payable under Schedule 9 upon submission of the Construction Order regardless of the outcome of the submission.
- 9.3 The Requesting Licensee shall request a minimum of one (1) Distribution Frame Vertical each consists of six (6) Distribution Frame Mountings.
- 9.4 Following receipt of a Construction Order under clause 9.1, SingTel shall schedule a study (**Project Study**) in relation to the construction of the new Distribution Frame Vertical.
- 9.5 SingTel shall complete a Project Study within thirty (30) Business Days of the receipt of a Construction Order.
- 9.6 Following completion of the Project Study, SingTel shall provide to the Requesting Licensee the following information:
- (a) whether the construction of the new Distribution Frame Vertical is feasible;
  - (b) the Charge for the Project Study; and
  - (c) if it is feasible to construct the Distribution Frame Vertical, information outlining the estimated construction cost and the timeline for the construction of the new Distribution Frame Vertical (**Report**).
- 9.7 If the Report states that the construction of the new Distribution Frame Vertical is feasible, the Requesting Licensee may, subject to clause 9.8, inform SingTel in writing whether it will proceed with the new Distribution Frame Vertical (**Construction Acceptance**).
- 9.8 If the Requesting Licensee fails to respond to the Report within twenty (20) Business Days of the Requesting Licensee's receipt of the Report, the Construction Order shall be deemed to be withdrawn.
- 9.9 Following receipt of the Construction Acceptance, SingTel shall make the new Distribution Frame Vertical available to the Requesting Licensee in accordance with the timeline set out in the Report.

- 9.10 SingTel shall use its reasonable endeavours to construct the Distribution Frame Vertical within the price estimate. SingTel may provide the Requesting Licensee with a revised estimate of costs from time to time due to circumstances beyond its control. SingTel may suspend construction under this clause until the Requesting Licensee agrees to the revised charge.
- 9.11 The Requesting Licensee may cancel the Construction Order in writing prior to issuing the Construction Acceptance, but shall pay SingTel's costs arising from the Construction Order up to the time of cancellation.
- 9.12 On completion of the construction of the new Distribution Frame Vertical, SingTel shall notify the Requesting Licensee of the number of the Distribution Frame Mountings allocated for licence.
- 9.13 Clause 6 will then apply to the installation by the Requesting Licensee of the Subscriber Tie Cable and Tie Termination Block. For the purpose of that clause, the Final Approval will be the information provided in clause 9.12 and the date of Final Approval will be the date when the information under clause 9.12 is provided.

**10. REPLACEMENT OR ADDITION OF SUBSCRIBER TIE CABLE OR TIE TERMINATION BLOCK**

- 10.1 If the Requesting Licensee wishes to replace, modify or rearrange an existing Subscriber Tie Cable or Tie Termination Block located in the Distribution Frame Mounting or to install an additional Subscriber Tie Cable or Tie Termination Block at the licensed Distribution Frame Mounting, the Requesting Licensee must submit a Work Completion Report under clause 6 in respect of the replacement or addition of that Subscriber Tie Cable or Tie Termination Block. The Requesting Licensee shall be liable for the costs incurred by SingTel in processing the request.

**SingTel Comment: Clause 10.1**

*SingTel incurs certain unavoidable costs in processing requests under clause 10.1. Clause 10.1 has been amended to allow SingTel to recover the associated with processing such requests. SingTel considers that this amendment is fair and reasonable.*

- 10.2 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 3.

## 11. TERMS AND CONDITIONS FOR ACCESS

- 11.1 The Requesting Licensee must ensure that SingTel's Building MDF, Distribution Frame Vertical and Distribution Frame Mountings are protected from damage and from unauthorised access, use, or modification.
- 11.2 The Requesting Licensee shall not make physical contact with or otherwise interfere, change or damage SingTel's MDF Termination Block, Termination Pin, cable tray or Jumper Wires.
- 11.3 When accessing the SingTel Distribution Frame Mounting, the Requesting Licensee must use its reasonable endeavours to prevent any interruption or disruption to existing SingTel's services. The Requesting Licensee shall not make any unauthorised access, use, modification or cause damage to the SingTel Distribution Frame Mounting while accessing the Distribution Frame Mounting.
- 11.4 The Requesting Licensee must comply with the SOP on Working at SingTel's Building MDF in Annex 3D.1.
- 11.5 The Requesting Licensee must ensure that only its employees, agents or representatives have access to the SingTel's Distribution Frame Mounting for the sole purpose of accessing Requesting Licensee's Subscriber Tie Cable and Tie Termination Block.
- 11.6 The Requesting Licensee may, under an agreement with another person (**Contractor**), allow the Contractor to access the licensed Distribution Frame Mounting on the Requesting Licensee's behalf, provided the Requesting Licensee first:
- (a) notifies SingTel of the name and contact details of the Contractor; and
  - (b) procures that the Contractor shall comply with the provisions of this Schedule.
- 11.7 If the Requesting Licensee becomes aware of any activities which are in contravention of this Schedule by its employees, agents, or Contractors, the Requesting Licensee must take any such action which may be reasonably available to it to prevent or discourage continuation of such activities.
- 11.8 The Requesting Licensee shall manage its own operations and maintenance requirements.
- 11.9 When both SingTel's equipment and the Requesting Licensee's equipment at the same MDF are damaged, SingTel shall have priority to conduct work on its damaged equipment.

## **12. PROTECTION AND SAFETY**

- 12.1 Each Party is responsible for the safe operation of its equipment on the Distribution Frame Mounting.
- 12.2 Each Party shall, so far as is reasonably practicable, take all necessary steps to ensure that its access to the Distribution Frame Mounting, its operations and 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 other Party's Network, provided that SingTel's POTS and existing services shall take precedence and be retained if the interference is not otherwise resolvable.
- 12.3 If it is necessary to carry out repair or upgrading of any equipment or facility forming part of the SingTel Distribution Frame Mounting, SingTel shall, where reasonably practicable, provide the Requesting Licensee with reasonable notice of such repairs or upgrades. SingTel shall not be liable for any loss caused by such repair or upgrading.

## **13. ACCESS AND APPROVALS REQUIRED**

- 13.1 The Parties shall comply with clause 16.5 of the main body of this RIO 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 licensed Distribution Frame Mounting.

## ***CLAUSE 14 – MODIFICATION REQUIRED***

***IDA directs SingTel to modify Clause 14 to incorporate the following requirements:***

- (a) ***SingTel must not impose any minimum term for the licence of the Distribution Frame Mounting. To compel a Requesting Licensee to retain its licence for the Distribution Frame Mounting that the Requesting Licensee no longer requires is inefficient and wasteful.***
- (b) ***Subject to paragraph (c) below, while the term of the licence for the Distribution Frame Mounting shall continue until the expiry of the RIO Agreement, the Requesting Licensee may terminate the licence at any time by giving SingTel 1 month notice period. However, where the Requesting Licensee requires termination of the licence***

*before the expiry of the 1 month notice period, the Requesting Licensee will remain liable for the recurring charges for the Distribution Frame Mounting until the date of expiry of the 1 month notice period term.*

*This amendment is necessary to provide the industry with certainty as to the duration of the licence and obviates the unnecessary process of renewing the licence. Further, IDA is of the view that the current notice period of 6 months prescribed in Clause 13.2 unnecessarily hinders the Requesting Licensee's ability to structure its business operations to meet changing market conditions.*

- (c) Subject to SingTel's right to exercise the Put Option in Clause 16.7, for Distribution Frame Verticals that SingTel constructs in response to the Requesting Licensee's request, SingTel may impose a reasonable termination charge in the event that the Requesting Licensee terminates the Distribution Frame Vertical licence prior to the expiry of 2 years from the date of the licence (such termination charge must not be more than the applicable Charge for the remainder of the 2-year period).*
- (d) IDA will not permit SingTel to unilaterally terminate the licence for Distribution Frame Mounting by giving prior written notice to the Requesting Licensee. Please also refer to IDA's annotations to Clause 16 below on the circumstances under which SingTel may terminate the licence for Distribution Frame Mounting upon the occurrence of certain specified events.*
- (e) Finally, the licence for Distribution Frame Mounting will commence from the date of Final Approval.*

#### **14. TERM OF LICENCE**

14.1 Subject to clause 14.2, the term of the Distribution Frame Mounting licence shall commence:

- (a) in the case of an existing Distribution Frame Mounting, on the date SingTel provides its acceptance under clause 5.2 and continues for a period of two (2) years from the date of the Request for Distribution Frame Mounting; or
- (b) in the case of a newly constructed Distribution Frame Vertical under clause 9, on the date of the Requesting Licensee's acceptance to construct under clause 9.7 and continues for two (2) years after the Ready for Service date under clause 9.12.

14.2 The term of the Distribution Frame Mounting licence under clauses 14.1(a) and (b) shall be automatically extended for six (6) month periods until:

- (a) the Distribution Frame Mounting licence is terminated in accordance with this Schedule;
- (b) the SingTel RIO is revoked by the Authority under clause 13.8 of the RIO Agreement; or
- (c) until the Authority removes the requirement for SingTel to supply Distribution Frame Mounting under the SingTel RIO or exempts SingTel from supplying Distribution Frame Mounting under clause 13.9 of the RIO Agreement.

**SingTel Comment: Clause 14.2**

*Clarifying amendment only. SingTel has inserted new paragraphs (b) and (c) to ensure consistency of language with the main body of the RIO Agreement.*

- 14.3 The Requesting Licensee may terminate the licence of the Distribution Frame Mounting after the expiry of the original term set out in clause (14.1(a) or 14.1(b) by giving SingTel no less than six (6) months written notice. Such termination will take effect from the date of expiry of this notice.

**SingTel Comment: Clause 14.3**

*SingTel has amended clause 14.3 to prevent Requesting Licensees from obtaining a licence to access the Distribution Frame Mounting for only a brief period of time before terminating the licence. Clause 14.3, as amended, provides SingTel with greater certainty in respect of network planning and removes any incentive for Requesting Licensees to make frivolous or vexatious requests for access to the Distribution Frame Mounting.*

- 14.4 SingTel may terminate the licence of the Distribution Frame Mounting with effect on or after the expiry of the original term under clause 14.1 by giving the Requesting Licensee no less than six (6) months written notice.

**15. SUSPENSION**

- 15.1 SingTel may suspend the Requesting Licensee's access to its Distribution Frame Mounting until further notice if the licence of the 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.

- 15.2 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 Distribution Frame Mounting under this clause 15.

## 16. TERMINATION OF LICENCE

### ***CLAUSE 16.1 – MODIFICATION REQUIRED***

*IDA directs SingTel to modify Clause 16.1 to incorporate the following requirements:*

- (a) IDA will not permit SingTel to terminate the Distribution Frame Mounting licence immediately by written notice, except in the circumstances specified in Sub-clauses 16.1(a), (b), (e) and (g).*
- (b) In relation to Clause 16.1(c), please refer to IDA’s annotations to Clause 1.1 above. Sub-section 6.9.1 of the Code 2005 obligates SingTel to offer to provide access to “its distribution frames in order to allow Facilities-based Licensees to place the terminal blocks and the cabling required to cross-connect loops to the Facilities-based Licensee’s equipment.” Therefore SingTel must not terminate the Distribution Frame Mounting licence only by reason of the termination of the licence for Local Loop, Sub Loop or Line Sharing. Accordingly, IDA directs SingTel to delete Clause 16.1(c) in its entirety.*
- (c) Where Clause 16.1(d) applies, SingTel must provide the Requesting Licensee with 10 Business Days’ notice prior to terminating the Distributing Frame Mounting licence. This is to avoid any dispute, should SingTel wrongly conclude that the Requesting Licensee has abandoned the Distribution Frame Mounting (i.e. no longer uses the Distribution Frame Mounting to provide services).*
- (d) The right for SingTel to terminate a licence on the basis of unsuitability is already provided for in Clause 16.3(a). Accordingly, IDA directs SingTel to modify clause 16.1(e) by deleting the reference to “unsuitable”.(e) In respect of Clause 16.1(f), IDA’s position is that the specified events relating to SingTel’s right to own, maintain or operate the Distribution Frame Mounting would have been addressed under the provision relating to decommissioning. Accordingly, unless SingTel can provide satisfactory justification for its retention, IDA directs SingTel to delete Clause 16.1(f).*

16.1 SingTel may immediately terminate a licence of 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 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 licence in respect of Local Loop or Sub Loop or the licence in respect of the Shared Line (as the case may be under Schedule 3A or 3B respectively) associated with the Distribution Frame Mounting, where that Distribution Frame Mounting has been newly constructed under clause 9, is terminated or expires;
- (d) the Requesting Licensee abandons the Distribution Frame Mounting;
- (e) the Distribution Frame Mounting has become unsafe or unsuitable for its purpose;
- (f) SingTel's right to own, maintain or operate the Distribution Frame Mounting is revoked or terminates or expires; or
- (g) the use of the 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.

***CLAUSE 16.2 – MODIFICATION REQUIRED***

16.2 Either Party (**Terminating Party**) may terminate a licence of a Distribution Frame Mounting if the other Party is in breach of this Schedule and such breach remains unremedied for a period of five (5) Business Days after receiving notice from the Terminating Party to do so.

*Consistent with IDA's required amendments to Clauses 12.1(d) and 13.1(d) of Part 2 of the Main Body of SingTel's RIO, IDA directs SingTel to modify Clause 16.2 by extending the notice period to 14 Calendar Days.*

***CLAUSE 16.3 – MODIFICATION REQUIRED***

16.3 If during the term of a Distribution Frame Mounting licence, any Distribution Frame Mounting licensed to the Requesting Licensee is:

- (a) no longer suitable for use in SingTel's reasonable opinion; or

- (b) no longer available to be licensed as determined by SingTel;

SingTel may terminate the lease of the Distribution Frame Mounting by giving six (6) months notice to the Requesting Licensee.

***For the following reasons, IDA directs SingTel to modify Clause 16.3 in the manner as specified:***

- (a) ***In relation to Clause 16.3(a), IDA accepts technological obsolescence as the only ground for which SingTel may determine that the Distribution Frame Mounting is “no longer suitable for use”.***
- (b) ***In relation to Clause 16.3(b), where a Distribution Frame Mounting becomes unavailable, the provision relating to decommissioning would apply. Otherwise, SingTel has not provided any satisfactory justification of what other events may result in the unavailability of the Distribution Frame Mounting. Therefore, SingTel must delete Clause 16.3(b) in its entirety.***

16.4 The Requesting Licensee shall bear its own cost associated with the termination of the Distribution Frame Mounting licence, and the Requesting Licensee shall be responsible for making such alternative arrangements as are necessary to continue to provide its Customers with services using the Distribution Frame Mounting.

16.5 Upon expiry or termination of the licence of Distribution Frame Mounting:

- (a) the Requesting Licensee must discontinue the use of the Distribution Frame Mounting; and
- (b) must disconnect all equipment connected to the Distribution Frame Mounting,

within ten (10) Business Days after the expiry of the Requesting Licensee’s licence or from the date of termination of the licence, whichever is the earlier.

***CLAUSE 16.6 – MODIFICATION REQUIRED***

16.6 If the Requesting Licensee fails to disconnect its equipment for the Distribution Frame Mounting under clause 16.5, SingTel shall remove the Requesting Licensee’s equipment. The Requesting Licensee shall pay to SingTel all reasonable costs associated with the work undertaken by SingTel including the disposal of the Requesting Licensee’s equipment. In such event, the Requesting Licensee shall have no claim whatsoever against SingTel.

***IDA directs SingTel to modify Clause 16.6 to clarify that the exclusion of liability applies only in connection with the removal of the Requesting Licensee’s equipment.***

- 16.7 Upon termination prior to the expiry of the licence term referred to in clause 14.1(b) (including such periods of extension thereto) by the Requesting Licensee under clause 14.3 or SingTel under clauses 16.1 (other than clauses 16.1(e) or (f)) or 16.2 of the licence of a Distribution Frame Vertical that has been newly constructed under clause 9, SingTel will be entitled to recover licence Charges for the remainder of the licence term referred to in clause 14.1(b) (including such periods of extension thereto) from the Requesting Licensee. In addition, SingTel shall have the right, at its discretion, to require the Requesting Licensee to purchase from SingTel the Distribution Frame Vertical at a price to be determined in accordance with the formula set out in clause 16.9 (the “Put Option”). If SingTel wishes to exercise the Put Option, SingTel must notify the Requesting Licensee in writing within thirty (30) Business Days from the event of termination.
- 16.8 Upon expiry of the licence term referred to in clause 14.1(b) (including such periods of extensions thereto), SingTel shall have the right, at its discretion, to require the Requesting Licensee to purchase from SingTel the Distribution Frame Vertical at a price to be determined in accordance with the formula set out in clause 16.9 (the “Put Option”). If SingTel wishes to exercise the Put Option, SingTel must notify the Requesting Licensee in writing thirty (30) Business Days prior to the expiry of the Licence term.
- 16.9 For the purpose of clauses 16.7 and 16.8, the Put Option price for the purchase of the Distribution Frame Vertical (“Strike Price”) shall be computed in accordance with the following formula:

$$\text{Strike Price} = C \times ((U - Y) / U)$$

C = Construction cost of the Distribution Frame Vertical (as notified by SingTel to the Requesting Licensee under clauses 9.6(c) and 9.10)

U = 15 years

Y = Greater of:

- (a) years of actual use of the Distribution Frame Vertical by the Requesting Licensee pursuant to the licence; or
- (b) 2 years.

- 16.10 If SingTel chooses not to exercise its Put Option under clauses 16.7 or 16.8, it will maintain ownership of the Distribution Frame Vertical and may use it for any lawful

purpose, but may not impose any further charges on the Requesting Licensee. If SingTel chooses to exercise its Put Option, the Requesting Licensee will obtain ownership of the Distribution Frame Vertical upon its purchase of the Distribution Frame Vertical, and SingTel may not impose any other charges on the Requesting Licensee.

**17. SUB-LICENSING**

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

## **ANNEX 3D.1**

### **STANDARD OPERATING PROCEDURE (SOP) ON WORKING AT SINGTEL BUILDING MDF**

#### **1. INTRODUCTION**

- 1.1 This Annex provides the principles and Standard Operating Procedures for working at SingTel's Building MDF.
- 1.2 The Requesting Licensee shall strictly observe the requirements and practices while working at SingTel's Building MDF in order to protect and ensure the integrity of SingTel's network.

#### **2. INSTALLING CABLE**

- 2.1 The cable tray(s) and rack(s) shall be independently supported and installed with at least a minimum of 300mm clearance measured from existing SingTel's cable rack(s) or cable(s), whichever is the higher. The Requesting Licensee shall not dismantle nor adjust either wholly or partly any of the existing SingTel's cables, cable racks or MDF.
- 2.2 The cable(s) to be installed shall be properly formed, laced, tied and placed in such a manner that it shall not obstruct any future installation of cables or running of jumper wires. Its cable sheath shall be properly and separately earthed to Requesting Licensee's earthing point.
- 2.3 The Requesting Licensee shall properly and clearly mark its MDF equipment with its name and logo so as to clearly identify them as belonging or licensed to the Requesting Licensee.

**ANNEX 3D.2 ORDER FOR DISTRIBUTION FRAME**

**ORDER FOR DISTRIBUTION FRAME**

**The Requesting Operator**

Date of Application : \_\_\_\_\_ Application Reference Number : \_\_\_\_\_  
Number of Distribution Frame Vertical Requested : \_\_\_\_\_ [Nos]  
  
Address of MDF : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ MDF Number : \_\_\_\_\_

**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 Operator**

Application returned - incomplete/illegible  
 Not Approved Reason for Rejection : \_\_\_\_\_  
 Approved Circuit Identification Number : \_\_\_\_\_  
Number of MDF Vertical allocated : \_\_\_\_\_  
SingTel Approval Code : \_\_\_\_\_

**On Behalf of SingTel**

Sign : \_\_\_\_\_ Contact Number : \_\_\_\_\_  
Name : \_\_\_\_\_ Fax Number : \_\_\_\_\_  
Date : \_\_\_\_\_

**Processing Status**

Received Date : \_\_\_\_\_ Queue Status : \_\_\_\_\_ Processed Date : \_\_\_\_\_