

Summary of IMDA’s Assessment and Decision for NetLink Trust’s Quality of Service Performance

Title	NetLink Trust’s Compliance with IMDA’s Quality of Service (“QoS”) Standards on Service Provisioning Timeframe for Residential End-User Connections from July 2018 to June 2019 and Non-Residential End-User Connections from April 2018 to March 2019
Date of IMDA’s Decision	23 December 2019
Licensee	<p>NetLink NBN Management Pte. Ltd. (in its capacity as trustee-manager of NetLink NBN Trust)</p> <p>NetLink Management Pte. Ltd. (in its capacity as trustee of NetLink Trust)</p> <p>(Collectively referred to therein as “NetLink Trust”)</p>
Case Summary	<p><i>Residential End-User Connections</i></p> <p>The residential QoS standards of 98% and 100% apply for the following indicators respectively: -</p> <ul style="list-style-type: none"> a) “Percentage of Residential End-User Connection service orders provisioned within (i) three business days of the date of service order or (ii) by Request for Activation (“RFA”)¹ date”; and b) “Percentage of Residential End-user Connection service orders provisioned within (i) seven business days of the date of service order or (ii) by RFA date + 4 business days”. <p>NetLink Trust met the QoS standard for the first indicator from July 2018 to September 2018, but failed to do so from October 2018 to June 2019. NetLink Trust also failed to meet the QoS standard for the second indicator from July 2018 to June 2019.</p> <p>NetLink Trust’s performance for the two residential QoS indicators ranged between 95.41% and 98.60%, and between 97.17% and 99.21% respectively.</p> <p>Additionally, NetLink Trust had provisioned between 99.00% and 99.62% of first-fibre orders within (i) three business days of the date of service order or (ii) by RFA date, from July 2018 to June 2019.</p>

¹ The RFA date refers to the date requested by Requesting Licensees beyond the service provisioning timeframes stated in the QoS framework despite activation slots being available within the said period.

	<p><i>Non-Residential End-User Connections</i></p> <p>The non-residential QoS standards of 80% and 100% apply for the following indicators respectively: -</p> <ul style="list-style-type: none"> a) “Percentage of Non-Residential End-User Connection service orders provisioned within (i) four calendar weeks of the date of service order or (ii) by RFA date”; and b) “Percentage of Non-Residential End-user Connection service orders provisioned within (i) eight calendar weeks of the date of service order or (ii) by RFA date + 4 calendar weeks”. <p>NetLink Trust met the QoS standard for the first indicator from April 2018 to March 2019, but failed to meet the QoS standard for the second indicator from April 2018 to March 2019.</p> <p>NetLink Trust’s performance for the two non-residential QoS indicators ranged between 94.02% and 99.41%, and between 98.80% and 99.73% respectively.</p> <p>Overall, NetLink Trust’s performance in the fulfilment of residential and non-residential end user connection service orders has improved compared with the previous assessment period. Failure margins have also narrowed to between 0.7%-pt and 1.8%-pt from the required standards.</p>
<p>IMDA’s Determination</p>	<p>NetLink Trust is liable for a financial penalty under the QoS frameworks for failing to comply with the (a) residential QoS standard for (i) the first indicator from October 2018 to June 2019, and (ii) the second indicator from July 2018 to June 2019; and (b) non-residential QoS standard for the second indicator from April 2018 to March 2019,.</p> <p>In deciding the financial penalty quantum for NetLink Trust’s non-compliance, IMDA has considered that NetLink Trust had put in considerable effort in facilitating StarHub Ltd’s migration of its customers from the Hybrid Fibre-Coaxial Network to the fibre network, and that the migration resulted in a significant increase in the total number of residential service orders.</p> <p>NetLink Trust took effort to provision services on time and improve its performance. For instance, with reference to the first residential QoS indicator, NetLink Trust had provisioned more than 99% of first-fibre orders within three business days or by RFA date. Some of the delays were due to time taken by building owners to allow site access into buildings and longer provisioning time due to switching of service providers.</p>

	<p>NetLink Trust had also compensated end-users for prolonged delays in the provisioning of residential service orders.</p> <p>Having considered all factors, IMDA has decided to impose a financial penalty of \$10,000 on NetLink Trust for the non-compliance of residential QoS standards.</p> <p>IMDA has decided not to impose a financial penalty for NetLink Trust's non-compliance of non-residential QoS standard for the second indicator, having considered the improvement in NetLink Trust's non-residential QoS performance, and that the failure margins were narrow.</p> <p>IMDA expects NetLink Trust to continue to take proactive steps to improve its QoS performance.</p>
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