# Media Release

ANNEX

FACT SHEET: QUALITY OF SERVICE FRAMEWORK FOR OPENNET'S PROVISIONING OF NON-RESIDENTIAL END-USER CONNECTION SERVICES

1. The QoS framework for OpenNet's provisioning of non-residential end-user connection services was implemented on 1 January 2013. The QoS framework was introduced to ensure OpenNet provides a minimum quality of service in delivering non-residential end-user connection services to its customers.

2. The QoS standards for non-residential end-user connection services are set out in the table below.

Indicator For Compliance	QoS Standard	Financial Penalty
Percentage of non-residential end-user connection service orders provided within 4 calendar weeks from date of service order	80%	S$10,000 per breach per month Additional penalties may be imposed for: (1) serious failures; or (2) continuing or repeated breaches.
Percentage of non-residential end-user connection service orders provided within 8 calendar weeks from date of service order	100%	

3. OpenNet's performance for the QoS indicators for non-residential end-user connection services in Q1 – Q3 2013 are shown in the chart below.

Percentage of Service Orders Met within 4 or 8 Calendar Weeks in Q1- Q3 2013
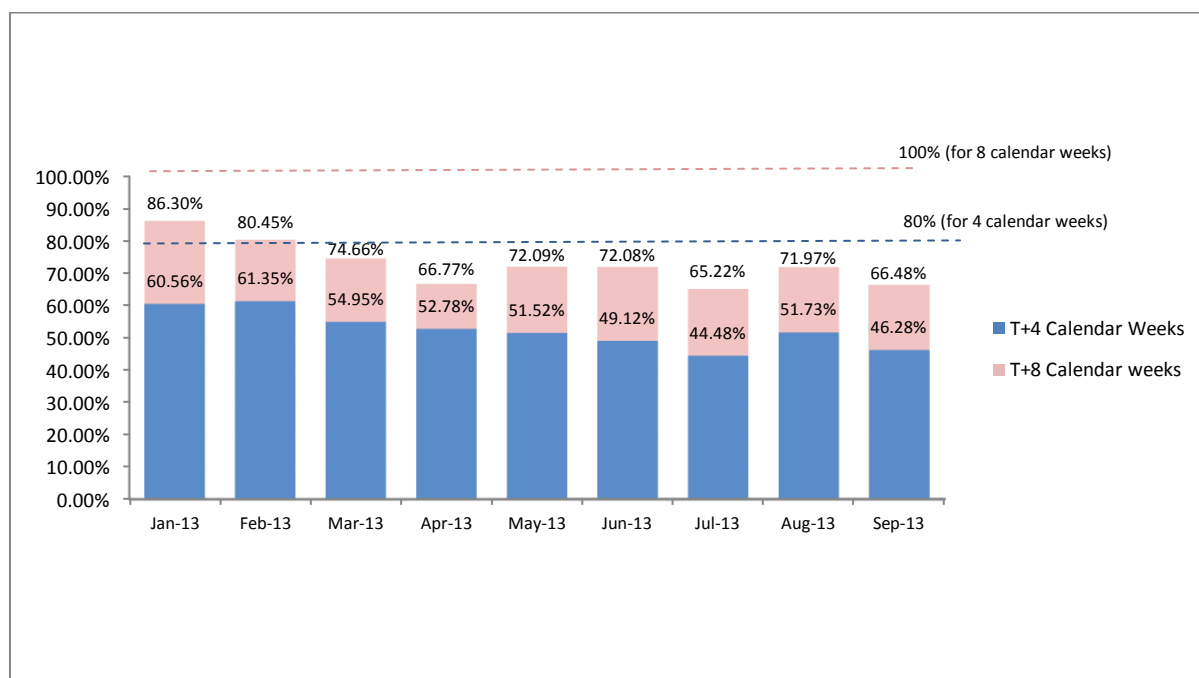
Note (1): System bug affected the accuracy and completeness of data in January and February 2013. OpenNet's actual performance is likely higher than its submitted performance, but still below the QoS standards.

Note (2): The results for April to September 2013 included OpenNet's performance for meeting service orders placed by the Operating Companies beyond the service provisioning periods stipulated in the QoS framework, e.g., end-users requesting for later installation date, notwithstanding the availability of service activation periods within the specified QoS timeframes.