

**SCHEDULE 15**

**CHARGES**

## SCHEDULE 15

### CHARGES

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## SCHEDULE 15

### CHARGES

#### GENERAL:

- (a) Requesting Licensee agrees to pay the following Charges where applicable in accordance with clauses 5 & 6 of the main body of this ICO Agreement, and the Billing and settlement requirements set out in Schedule 16 (unless otherwise stated).
- (b) Except where otherwise indicated, if Charges are expressed to be estimates in this Schedule or elsewhere in this ICO Agreement, NetLink Trust reserves the right to adjust these Charges from time to time subject to approval from the Authority, and the Requesting Licensee agrees to pay the Charges as adjusted from time to time.
- (c) For the avoidance of doubt, if NetLink Trust incurs additional costs in relation to the provision of Mandated Services to the Requesting Licensee which cannot otherwise be recovered by NetLink Trust as a Charge under Schedule 15, NetLink Trust may recover these costs from the Requesting Licensee in accordance with the procedures set out in the relevant Schedule.
- (d) Where NetLink Trust has to determine Charges payable by the Requesting Licensee in this Schedule 15 on a one-time and case-by-case basis, NetLink Trust shall determine the Charges in accordance with the provisions of this ICO Agreement. Where the Requesting Licensee disputes NetLink Trust's determination of such Charges, the parties shall resolve such dispute in accordance with Schedule 17 of the ICO Agreement.

## 1. RESIDENTIAL END-USER CONNECTION

### 1.1 General

1.1.1 Detailed information on the service offerings for the Residential End-User Connection can be found in Schedule 1 of this ICO Agreement.

1.1.2 The Charges listed below are the rates payable for the Residential End-User Connection applicable to both GPON with splitter and OE with active equipment, and are applicable regardless of whether the Residential End-User Connection is provided by the 1<sup>st</sup> or 2<sup>nd</sup> fibre strand from the First Termination Point, Second Termination Point or Third Termination Point.

### 1.2 Monthly Recurring Charge Per End-User Connection

DESCRIPTION	CHARGES (\$\$)
1:24 split ratio	\$13.50 /month
1:1 split ratio	\$163.10 /month

### 1.3 Installation Charge

1.3.1 There shall be a one-time Installation Charge payable per Residential End-User Connection. However, the Installation Charge will be waived for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure unless the home-owner had refused entry to NetLink Trust's staff or agent the first time. The Installation Charge below applies to per connection where the homes were passed. For the avoidance of doubt, there shall be no one-time Installation Charge payable for the 2<sup>nd</sup> fibre strand of the First Termination Point.

1.3.2 The Installation Charge comprises of the Charge payable for the onsite manpower Charges and cable drop from DP to First Termination Point.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$167 per connection
Landed Residential Premise	\$306 per connection

- 1.3.3 There shall be a one-time Installation Charge payable for the Second Termination Point and Third Termination Point.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$167 per connection
Landed Residential Premise	\$306 per connection

For the avoidance of doubt, there shall be no one-time Installation Charge payable for the installation of the 2<sup>nd</sup> fibre strand from the Second Termination Point or 2<sup>nd</sup> fibre strand from the Third Termination Point.

- 1.3.4 The Installation Charge does not include TP removal and site reinstatement.

#### 1.4 Patching Charge in the CO

- 1.4.1 An additional Patching Charge in addition to the Installation Charge will be imposed if patching is required at NetLink Trust's FDF in the Central Office. This Patching Service will be performed automatically if required. Requesting Licensees will not be required to request separately for this Service. This will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable for patching in CO	\$3

#### 1.5 Installation of Internal Cabling Charge

- 1.5.1 For Buildings fitted with end-to-end NetLink Trust's fibre infrastructure, NetLink Trust may levy a Charge for installation of internal cabling that exceeds fifteen (15) metres, measured from the point of entry to the Residential Premise to the First Termination Point, Second Termination Point or Third Termination Point, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Internal Cabling Charge per five (5) metres	\$1

- 1.5.2 For Buildings fitted with building owner/building developer's network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise), NetLink Trust may levy a Charge for installation of internal cabling that exceeds twenty-five (25) metres, measured from the Fibre Interface Point of the Residential Premise to the relevant Termination Point, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Internal Cabling Charge per five (5) metres	\$1

## 1.6 Onsite Charges

- 1.6.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 1.7 Cancellation Charge

- 1.7.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 1.7.2 The Cancellation Charge shall be at the same rate as the corresponding Installation Charge for the Requested Service and, where applicable, the charge for installation of internal cabling exceeding fifteen (15) metres for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure or the charge for installation of internal cabling exceeding twenty-five (25) metres for Buildings fitted with building owner/building developer's network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise).
- 1.7.3 If NetLink Trust fails to repair an installation-related fault within seventy-two (72) hours from the commencement of the joint investigation (as set out in clause 6A of Schedule 1), the Requesting Licensee may elect to cancel such faulty Residential End-

User Connection. NetLink Trust shall waive the Cancellation Charge if the Requesting Licensee submits NetLink Trust’s standard cancellation form to NetLink Trust after seventy-two (72) hours from the commencement of the joint investigation but before the fault is rectified.

**1.8 Pre-mature Termination Charge**

1.8.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

**1.9 Fault Identification Charge**

1.9.1 There will be a Fault Identification Charge levied upon completion of a fault investigation carried out by NetLink Trust in response to a Request by the Requesting Licensee for said investigation into the passive fibre network.

1.9.2 There will be a minimum Charge per visit up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

1.9.3 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the

period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

1.9.4 For avoidance of doubt, the Fault Identification Charge will only apply in instances where NetLink Trust determines, following investigation, that:

- (a) there is no fault in NetLink Trust’s Network;
- (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; or
- (c) the fault resides in the building owner/building developer’s network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise) and such fault is not evidently caused by NetLink Trust or its contractors,

upon completion of the fault investigation by NetLink Trust in the passive fibre network, save that for faults falling under clause 1.9.4(b), NetLink Trust shall not impose the Fault Identification Charge where the faults are not evidently caused by the 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).

**1.10 Joint Investigation Charge**

1.10.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**1.11 Redundancy Service Charges**

1.11.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**1.12 Termination Point Relocation, Repair and Replacement, and Removal Charge**

1.12.1 The Requesting Licensee shall be liable to pay for each Request for relocation, repair and replacement or removal of Termination Points and/or fibre cables within the same premise according to the rates listed below.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$169 per connection
Landed Residential Premise	\$309 per connection
Installation of fibre cable beyond the first fifteen (15) metres, measured from the point of entry of the Residential Premise to the First Termination Point, Second Termination Point or Third Termination Point, whichever applies, for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure (Applicable for Relocation, repair and replacement)	\$1 per additional five (5) metres block
Installation of fibre cable beyond the first twenty-five (25) metres, measured from the Fibre Interface Point of the Residential Premise to the relevant Termination Point, for Buildings fitted with building owner/building developer's network (i.e. from Fibre Interface Point to the Fibre Termination Point in the Residential Premise) (Applicable for Relocation, repair and replacement)	\$1 per additional five (5) metres block

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point in Buildings fitted with end-to-end NetLink Trust's fibre infrastructure.

1.12.2 For the avoidance of doubt, no Charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

**1.13 Cancellation Charge under Relocation Service within the Same Premise**

1.13.1 In the event that the Requesting Licensee decides to cancel its Request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**1.14 Relocation Service of Residential End-User Connection from One Residential Address to Another Residential Address Charge**

1.14.1 The Requesting Licensee is required to pay a one-time Relocation Service Charge in addition to such sum payable for installation of Residential End-User Connection.

DESCRIPTION	CHARGES (\$\$)
Relocation Service Charge per Residential End-User Connection	\$0

1.14.2 No Charges will be levied for the deactivation of the Patching Service and/or the removal of the relevant Patch Cable, irrespective of whether there are one (1) or two (2) patch points per Patch Cable

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable deactivated/removed in CO (where Applicable)	\$0

**1.15 Cancellation Charge under Relocation Service of Residential End-User Connection from One Residential Address to Another Residential Address Charge**

1.15.1 In the event that the Requesting Licensee decides to cancel its Request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**1.16 Cancellation Charge of Fault Reported**

1.16.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

**1.17 Cancellation Charge for “Address Not Found”**

1.17.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

1.17.2 The Cancellation Charge shall be the same rate as the Installation Charge for the Requested Service and the Charge for installation of internal cabling exceeding fifteen (15) metres (where applicable).

**1.18 Service Activation Charge**

1.18.1 The Requesting Licensee shall be liable to pay a one-time Service Activation Charge for each Residential End-User Connection, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Service Activation Charge per Residential End-User Connection	\$56

1.18.2 The Service Activation Charge will cover works relating to patching at the Building MDF Room, Fibre Interface Point and/or Fibre Distribution Point as well as subsequent corresponding un-patching arising from order deactivation, termination or service relocation from one residential address to another residential address. For avoidance of doubt, the Service Activation Charge is not applicable for service relocation within the same Residential Premise.

## 2. NON-RESIDENTIAL END-USER CONNECTION

### 2.1 General

2.1.1 Detailed information on the service offerings for the Non-Residential End-User Connection can be found in Schedule 2 of this ICO Agreement.

2.1.2 The Charges listed below are the rates payable for the Non-Residential End-User Connection applicable to both GPON with splitter and OE with active equipment.

2.1.3 For the avoidance of doubt, all Charges in this Section 2 apply on a per connection basis.

### 2.2 Monthly Recurring Charge Per End-User Connection

	CHARGES (\$\$) FOR EACH TERM OF	
DESCRIPTION	1 month	12 months
1: 16 split ratio	\$165/month	\$55/month
1:1 split ratio	-	\$167.40/month

### 2.3 Installation Charges

2.3.1 There shall be a one-time Installation of Network Charge payable per Non-Residential End-User Connection.

2.3.2 The Requesting Licensee shall be liable for a one-time Installation of Network Charge, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Non-Residential End-User Connection from CO to Termination Point inside the Non-Residential Premise	\$574 per connection
Non-Residential End-User Connection from CO to Termination Point inside the vertical telecommunication riser on the same floor where the Non-Residential Premise is located	\$510 per connection
Non-Residential End-User Connection from CO to the FTTB Node of the Non-Residential Premise where NetLink Trust's Network ends	\$48 per connection

- 2.3.3 The Installation of Network Charge will cover works relating to the installation of vertical fibre / in-building cabling, ducting, enclosure and/or cable tray from the FTTB Node to the Termination Point in the vertical telecommunication riser, 1<sup>st</sup> TP or Additional Termination Point of the Non-Residential Premise.
- 2.3.4 The Installation of Network Charge for Non-Residential End-User Connection from CO to Termination Point inside the Non-Residential Premise will also cover third-party works necessary for the provisioning of such a connection, including creation and reinstatement of access openings in ceilings and/or deployment of scissor lifts or any other suitable means of accessing cable trays.
- 2.3.5 The Installation of Network Charge does not cover TP removal and site reinstatement.
- 2.3.6 For the avoidance of doubt, the one-time Installation of Network Charge shall not apply if NetLink Trust assess that the Non-Residential End-User Connection can be provisioned on an existing and operational Termination Point.
- 2.3.7 In the event that the owner of a Non-Residential Premise requires the use of non-standard installation materials or non-standard deployment techniques to be provided by NetLink Trust, NetLink Trust shall inform the Requesting Licensee and such additional costs associated to the use of such non-standard installation materials or non-standard deployment technique shall be recovered on a Cost-Oriented Basis from the Requesting Licensee.

**2.4 Patching Charge in the CO**

- 2.4.1 An additional Patching Charge in addition to the Installation Charge will be imposed if patching is required at NetLink Trust’s FDF in the Central Office. This Patching Service will be performed automatically if required. Requesting Licensees will not be required to request separately for this Service. This will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable	\$3

**2.5 Onsite Charges**

- 2.5.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 2.6 Cancellation Charge

- 2.6.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 2.6.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

## 2.7 Pre-mature Termination Charge

- 2.7.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

## 2.8 Fault Identification Charge

- 2.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 2.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.
- 2.8.3 There will be a minimum Charge per visit up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

2.8.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

2.8.5 NetLink Trust shall not impose the Fault Identification Charge where the fault is not evidently caused by the 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).

**2.9 Joint Investigation Charge**

2.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**2.10 Redundancy Service Charges**

2.10.1 NetLink Trust will provide Redundancy Services at the same Monthly Recurring Charge listed above.

**2.11 Express Service Activation Request Charge**

2.11.1 The Requesting Licensee is required to pay the Charge listed below for each Request for express service activation in addition to such sum payable for the Installation. For the avoidance of doubt, should the Requesting Licensee subsequently cancel the Request under clause 2.12, the Express Service Activation Request Charge will not be payable.

DESCRIPTION	CHARGES (\$)
Express Service Activation Request Charge	\$58

2.11.2 In the event NetLink Trust is unable to provision an express service within the stipulated time due to NetLink Trust’s fault, Requesting Licensee will not be charged the Express Service Activation Request Charge.

**2.12 Cancellation Charge under Express Service Activation**

2.12.1 The Requesting Licensee is required to pay the Charge listed below for each Request for cancellation for express service activation.

DESCRIPTION	CHARGES (\$)
Cancellation Charge for express service activation	\$58

2.12.2 In the event where NetLink Trust is unable to provision an express service within the stipulated time due to NetLink Trust’s fault, the Cancellation Charge for express service activation under clause 2.12.1 above will not be payable, should the Requesting Licensee cancel the Request for express service activation.

**2.13 Termination Point Relocation, Repair and Replacement, or Removal Charge**

2.13.1 The Requesting Licensee shall be liable to pay for each Request for relocation, repair and replacement or removal of Termination Points and/or fibre cables all within the same premise for the same End-User according to the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Request for i. Relocation; ii. Repair and replacement; or iii. Removal of Termination Point and/or fibre cables.	<p>\$574 per connection for a Non-Residential End-User Connection from CO to Termination Point inside the Non-Residential Premise</p> <p>\$510 per connection for a Non-Residential End-User Connection from CO to Termination Point inside the vertical telecommunication riser on the same floor where the Non-Residential Premise is located</p> <p>\$48 per connection for a Non-Residential End-User Connection from CO to the FTTP Node of the Non-Residential Premise where NetLink Trust’s Network ends</p>

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point.

2.13.2 For the avoidance of doubt, no Charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

**2.14 Cancellation Charge under Relocation Service within the Same Premise**

2.14.1 In the event that the Requesting Licensee decides to cancel its Request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**2.15 Relocation Service of Non-Residential End-User Connection to Another Address Charge**

2.15.1 The Requesting Licensee is required to pay a one-time Relocation Service Charge in addition to such sum payable for installation of Non-Residential End-User Connection.

DESCRIPTION	CHARGES (\$\$)
Relocation Service per Non-Residential End-User Connection	\$0

2.15.2 No Charges will be levied for the deactivation of the Patching Service and/or the removal of the relevant Patch Cable, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable deactivated/removed in CO (where applicable)	\$0

**2.16 Cancellation Charge under Relocation Service of Non-Residential End-User Connection to Another Address**

2.16.1 In the event that the Requesting Licensee cancels its Request before the RFS date, the Requesting Licensee shall be liable to pay all incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs and/or expenses to be recovered on a Cost-Oriented Basis.

**2.17 Cancellation Charge of Fault Reported**

2.17.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

**2.18 Cancellation Charge for “Address Not Found”**

2.18.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

2.18.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

**2.19 Service Activation Charge**

2.19.1 The Requesting Licensee shall be liable to pay a one-time Service Activation Charge for each Non-Residential End-User Connection, at the rate listed below.

DESCRIPTION	CHARGES (\$)
Service Activation Charge per Non-Residential End-User Connection	\$56

2.19.2 The Service Activation Charge will cover works relating to patching at the Building MDF Room as well as subsequent corresponding un-patching arising from order deactivation, termination or service relocation of Non-Residential End-User Connection to another address. For avoidance of doubt, the Service Activation Charge is not applicable for service relocation within the same Non-Residential Premise.

### 3. NBAP CONNECTION

#### 3.1 General

3.1.1 Detailed information on the service offerings for the NBAP Connection can be found in Schedule 3 of this ICO Agreement.

3.1.2 The Charges listed below are the prices payable for the NBAP Connection applicable to both GPON with splitter and OE with the Requesting Licensee's active equipment.

#### 3.2 Monthly Recurring Charge Per NBAP Connection

	CHARGES (S\$) FOR EACH TERM OF	
DESCRIPTION	1 month	12 months
1: 16 split ratio	\$211.50 /month	\$70.50 /month

#### 3.3 Installation Charges

3.3.1 As part of the Project Study, NetLink Trust will conduct site survey(s) to determine the appropriate fibre routing plan as well as assess the suitability of potential locations for the fibre termination box, fibre distribution unit and/or NBAP TP. There shall be a one-time Site Survey Charge per site survey.

DESCRIPTION	CHARGES (S\$)
Site Survey Charge	\$85 per site survey

For the avoidance of doubt, a one-time Site Survey Charge per site survey shall apply where the Requesting Licensee opts to self-provide the NBAP TP and the Requesting Licensee requests a site survey to be carried out by NetLink Trust.

3.3.2 The Requesting Licensee shall be liable to pay a one-time Service Activation Charge for each NBAP Connection at the rate listed in clause 3.3.3 below. The Service Activation Charge will cover the cost of works relating to patching at the Building MDF Room as well as subsequent corresponding un-patching works arising from order deactivation and termination.

3.3.3 There will also be a one-time Charge payable for digging/trenching work done in order to lay or install the ducts/fibre. This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Service Activation Charge	\$56 per connection
Digging/Trenching Work	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope

3.3.4 Where Requesting Licensee opts to self-provide NBAP TP and connect to NetLink Trust's FTTB Node where NetLink Trust's Network ends, the following Charge shall apply:

DESCRIPTION	CHARGES (\$\$)
Service Activation Charge	\$56 per connection

The one-time Service Activation Charge will cover works relating to patching at the Building MDF Room as well as subsequent corresponding un-patching arising from order deactivation and termination.

3.3.5 In the event that NetLink Trust has to incur any additional cost (e.g. special trunking and scaffolding) to carry out the installation work arising from the need for specialised equipment not typically required for NBAP deployment, NetLink Trust shall recover the same on a Cost-Oriented Basis.

### 3.4 Patching Charge

3.4.1 An additional Patching Charge in addition to the Installation Charge will be imposed if patching is required at NetLink Trust's FDF in the Central Office. This Patching Service will be performed automatically if required. Requesting Licensees will not be required to Request separately for this Service. This will be charged on a per Patch Cable basis, irrespective of whether there are one (1) or two (2) patch points per Patch Cable.

DESCRIPTION	CHARGES (\$\$)
Per Patch Cable	\$3

### 3.5 Onsite Charges

3.5.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 3.6 Cancellation Charges

3.6.1 In the event that the Requesting Licensee cancels a Request for NBAP Connection prior to the commencement of the site survey or fails to provide its acceptance of the service activation period and/or agreement to pay the one-time Installation Charge in accordance with clause 5.11 of Schedule 3, the Requesting Licensee shall be liable to pay the Charges as listed below.

DESCRIPTION	CHARGES (\$\$)
Cancellation charges before commencement of site survey	\$0
Cancellation charges after commencement of site survey	\$85 per site survey (Site Survey Charge)

3.6.2 In the event that the Requesting Licensee decides to cancel its Request before the RFS date but after its acceptance of the service activation period and agreement to pay the one-time Installation Charge, the Requesting Licensee shall be liable to pay Cancellation Charges which shall include the Site Survey Charge, Service Activation Charge, the Charge payable for digging/trenching work and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

### 3.7 Pre-mature Termination Charge

3.7.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total

aggregate Charges which would have been payable during the remainder of the minimum contract term.

**3.8 Fault Identification Charge**

3.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

3.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.

3.8.3 There will be a minimum Charge per visit up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

3.8.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

3.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the 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).

3.8.6 Trouble Report generation (at Requesting Licensee’s request) will be charged as listed below per report.

DESCRIPTION	CHARGES (\$\$)
Trouble Report Charge	\$10

### 3.9 Joint Investigation Charge

3.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 3.10 Redundancy Service Charges

3.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

### 3.11 Termination Point Removal

3.11.1 The Requesting Licensee is required to pay for each Request for removal of Termination Points and/or fibre cables according to the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Request for Removal of Termination Point and/or fibre cables.	Cost-Oriented Charges

### 3.12 Cancellation Charge of Fault Reported

3.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

#### 4. CO TO CO CONNECTION

##### 4.1 General

4.1.1 Detailed information on the service offerings for the CO to CO Connection can be found in Schedule 4 of this ICO Agreement.

4.1.2 The Charges listed below are the Charges payable per segment of CO to CO Connection.

##### 4.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per segment fibre	\$2,889.60 /month

##### 4.3 Standard Installation Charge

4.3.1 The one-time Standard Installation Charge payable includes Charges for Patching Service at the CO and onsite manpower.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$6 per segment

##### 4.4 Onsite Charges

4.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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**4.5 Cancellation Charge**

- 4.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 4.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

**4.6 Pre-mature Termination Charge**

- 4.6.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

**4.7 Fault Identification Charge**

- 4.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 4.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.
- 4.7.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

4.7.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

4.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the 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).

**4.8 Joint Investigation Charge**

4.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**4.9 Redundancy Service Charges**

4.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**4.10 Optical Power Readings Request**

4.10.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

**4.11 Cancellation Charge of Fault Reported**

4.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 5. CO TO BUILDING MDF ROOM CONNECTION

### 5.1 General

5.1.1 Detailed information on the service offerings for the CO to Building MDF Room Connection can be found in Schedule 5 of this ICO Agreement.

5.1.2 The Charges listed below are the prices payable per segment of CO to Building MDF Room Connection.

### 5.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per segment fibre	\$99.30 /month

### 5.3 Standard Installation Charge

5.3.1 The Standard Installation Charge includes Charges for Patching Service at the CO and at the Building MDF Room, and onsite manpower.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$61 per segment

### 5.4 Onsite Charges

5.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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**5.5 Cancellation Charge**

- 5.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 5.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

**5.6 Pre-mature Termination Charge**

- 5.6.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

**5.7 Fault Identification Charge**

- 5.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 5.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.
- 5.7.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

5.7.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

5.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault was not evidently caused by the 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).

**5.8 Joint Investigation Charge**

5.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**5.9 Redundancy Service Charges**

5.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**5.10 Optical Power Readings Request**

5.10.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

**5.11 Cancellation Charge of Fault Reported**

5.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 6. BUILDING MDF ROOM TO FTTB NODE CONNECTION

### 6.1 General

6.1.1 Detailed information on the service offerings for the Building MDF Room to FTTB Node Connection can be found in Schedule 6 of this ICO Agreement.

6.1.2 The Charges listed below are the prices payable per segment of Building MDF Room to FTTB Node Connection.

### 6.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per segment fibre	\$60.60 /month

### 6.3 Standard Installation Charge

6.3.1 The Standard Installation Charge includes Charges for Patching Service at the Building MDF Room and at the FTTB Node and onsite manpower Charges.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$59 per segment

### 6.4 Onsite Charges

6.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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**6.5 Cancellation Charge**

- 6.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 6.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

**6.6 Pre-mature Termination Charge**

- 6.6.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

**6.7 Fault Identification Charge**

- 6.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.
- 6.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.
- 6.7.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30

Sundays and Public Holidays	12.00am to 9.00am the next day	\$40
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For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

6.7.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

6.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault was not evidently caused by the 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).

## 6.8 Joint Investigation Charge

6.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 6.9 Redundancy Service Charges

6.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**6.10 Optical Power Readings Request**

6.10.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$)
Optical Power Reading Charge	\$10

**6.11 Cancellation Charge of Fault Reported**

6.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$)
Cancellation Charge of fault reported	\$10

## 7. FTTB NODE TO DP CONNECTION

### 7.1 General

7.1.1 Detailed information on the service offerings for the FTTB to DP Connection can be found in Schedule 7 of this ICO Agreement.

7.1.2 The Charges listed below are the prices payable per segment of FTTB Node to DP Connection.

### 7.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre (Residential)	\$7.50/month
Per Segment Fibre (Non-Residential)	\$30/month

### 7.3 Installation Charges

7.3.1 The Standard Installation Charge will include Patching Service at the FTTB Node and at the DP, onsite manpower and patch cable Charges.

7.3.2 Where NetLink Trust has not rolled out its Network to the DP for the Non-Residential Building, the Installation of Network Charge is applicable for the installation of vertical fibre/in-building cabling, ducting, enclosure and/or cable tray from the FTTB Node to the DP. This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge (Residential)	\$58 per segment
Standard Installation Charge (Non-Residential)	\$142 per segment
Installation of Network Charge	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope

### 7.4 Onsite Charges

7.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 7.5 Cancellation Charge

7.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

7.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

## 7.6 Rejection Charge

7.6.1 The Rejection Charge shall be as listed below.

DESCRIPTION	CHARGES (\$\$)
Rejection Charge	\$85

## 7.7 Pre-mature Termination Charge

7.7.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

## 7.8 Fault Identification Charge

7.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

7.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.

7.8.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

7.8.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

7.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the 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).

## 7.9 Joint Investigation Charge

7.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**7.10 Redundancy Service Charges**

7.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**7.11 Optical Power Readings Request**

7.11.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

**7.12 Cancellation Charge of Fault Reported**

7.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## **8. BUILDING MDF ROOM TO RESIDENTIAL PREMISE CONNECTION**

### **8.1 General**

8.1.1 Detailed information on the service offerings for the Building MDF Room to Residential Premise Connection can be found in Schedule 8 of this ICO Agreement.

8.1.2 The Charges listed below are the rates payable per segment of Building MDF Room to Residential Premise Connection.

### **8.2 Monthly Recurring Charge Per Segment Connection**

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre	\$63.80 /month

### **8.3 Installation Charge**

8.3.1 The Installation Charge is waived unless the home owner refused entry to NetLink Trust's staff or agent the first time. The Installation Charges below apply per connection where the homes were passed.

8.3.2 The Installation Charge includes onsite manpower and cable drop from DP to 1<sup>st</sup> TP.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$167 per premise
Landed Residential Premise	\$306 per premise

### **8.4 Installation of Internal Cabling Charge**

8.4.1 NetLink Trust may levy a Charge for installation of internal cabling that exceeds fifteen (15) metres at the rate as listed below.

DESCRIPTION	CHARGES (\$\$)
Internal Cabling Charge per five (5) metres	\$1

## 8.5 Onsite Charges

- 8.5.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (S\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (S\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 8.6 Cancellation Charge

- 8.6.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.
- 8.6.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service and, where applicable, the Charge for installation of internal cabling exceeding fifteen (15) metres (where applicable) for the Requested Service.

## 8.7 Pre-mature Termination Charge

- 8.7.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

## 8.8 Fault Identification Charge

- 8.8.1 There will be a Fault Identification Charge levied upon completion of a fault investigation carried out by NetLink Trust.

8.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.

8.8.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (S\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (S\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

8.8.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

8.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault was not evidently caused by the 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).

## 8.9 Joint Investigation Charge

8.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

### 8.10 Redundancy Service Charges

8.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

### 8.11 Optical Power Readings Request

8.11.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

### 8.12 Cancellation Charge of Fault Reported

8.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

### 8.13 Service Activation Charge

8.13.1 The Requesting Licensee shall be liable to pay a one-time Service Activation Charge for each Residential End-User Connection, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Service Activation Charge per Residential End-User Connection	\$56

8.13.2 The Service Activation Charge will cover works relating to patching at the Building MDF Room as well as subsequent corresponding un-patching arising from order deactivation, termination or service relocation.

**8.14 Termination Point Relocation, Repair and Replacement, and Removal Charge**

8.14.1 The Requesting Licensee shall be liable to pay for each Request for relocation, repair and replacement or removal of Termination Points and/or fibre cables within the same premise according to the rates listed below.

DESCRIPTION	CHARGES (\$\$)
High-Rise Residential Building/Non-Residential Building	\$169 per connection
Landed Residential Premise	\$309 per connection
Installation of fibre cable beyond the first fifteen (15) metres, measured from the point of entry to the Residential Premise to the First Termination Point, Second Termination Point or Third Termination Point, whichever applies (Applicable for Relocation, repair and replacement)	\$1 per additional five (5) metres block

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point.

8.14.2 For the avoidance of doubt, no charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

**9. BUILDING MDF ROOM TO NON-RESIDENTIAL PREMISE CONNECTION**

**9.1 General**

9.1.1 Detailed information on the service offerings for the Building MDF Room to Non-Residential Premise Connection can be found in Schedule 9 of this ICO Agreement.

9.1.2 The Charges listed below are the rates payable per segment of Building MDF Room to Non-Residential Premise Connection.

9.1.3 For the avoidance of doubt, all Charges in this Section 9 apply on a per connection basis.

**9.2 Monthly Recurring Charge Per Segment Connection**

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre	\$68.10/month

**9.3 Installation Charges**

9.3.1 There shall be a one-time Installation of Network Charge payable per Non-Residential End-User Connection.

9.3.2 The Installation of Network Charge includes installation of vertical fibre / in-building cabling, ducting, enclosure and/or cable tray from the Building MDF Room to the 1<sup>st</sup> TP of the Non-Residential Premise.

9.3.3 The Installation of Network Charge for Non-Residential End-User Connection from the CO to the Termination Point inside the Non-Residential Premise will also cover third-party works necessary for the provisioning of such a connection, including creation and reinstatement of access openings in ceilings and/or deployment of scissor lifts or any other suitable means of accessing cable trays.

DESCRIPTION	CHARGES (\$\$)
Installation of Network Charge (Non-Residential End-User Connection from Building MDF Room to Termination Point inside the Non-Residential Premise)	\$574 per connection

9.3.4 In the event that the owner of a Non-Residential Premise requires the use of non-standard installation materials or non-standard deployment techniques to be provided by NetLink Trust, NetLink Trust shall inform the Requesting Licensee and such additional costs associated to the use of such non-standard installation materials or non-standard deployment technique shall be recovered on a Cost-Oriented Basis from the Requesting Licensee.

**9.4 Onsite Charges**

9.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust’s staff. There will be a minimum Charge of S\$130 per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (S\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (S\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**9.5 Cancellation Charge**

9.5.1 NetLink Trust will charge for cancellation of any Request submitted by the Requesting Licensee before the RFS date.

9.5.2 The Cancellation Charge shall be at the same rate as the respective Installation Charge for the Requested Service.

**9.6 Rejection Charge**

9.6.1 The Rejection Charge shall be listed below.

DESCRIPTION	CHARGES (S\$)
Rejection Charge	\$44

## 9.7 Pre-mature Termination Charge

9.7.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

## 9.8 Fault Identification Charge

9.8.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

9.8.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.

9.8.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

9.8.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

9.8.5 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the 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).

**9.9 Joint Investigation Charge**

9.9.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**9.10 Redundancy Service Charges**

9.10.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**9.11 Optical Power Readings Request**

9.11.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

**9.12 Cancellation Charge of Fault Reported**

9.12.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

**9.13 Service Activation Charge**

9.13.1 The Requesting Licensee shall be liable to pay a one-time Service Activation Charge for each Non-Residential End-User Connection, at the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Service Activation Charge per Non-Residential End-User Connection	\$56

9.13.2 The Service Activation Charge will cover works relating to patching at the Building MDF Room as well as subsequent corresponding un-patching arising from order deactivation, termination or service relocation.

**9.14 Termination Point Relocation, Repair and Replacement, and Removal Charge**

9.14.1 The Requesting Licensee shall be liable to pay for each Request for relocation, repair and replacement or removal of Termination Points and/or fibre cables all within the same premise for the same End-User according to the rate listed below.

DESCRIPTION	CHARGES (\$\$)
Request for i. Relocation; ii. Repair and replacement; or iii. Removal of Termination Point and/or fibre cables.	\$574 per connection for a Non-Residential End-User Connection from CO to Termination Point inside the Non-Residential Premise

For the avoidance of doubt, NetLink Trust shall remove the existing Termination Point including the associated fibre and shall reinstall the Termination Point (or replacing it where applicable) including the associated fibre for relocation, repair and replacement of Termination Point.

9.14.2 For the avoidance of doubt, no Charges will be payable by the Requesting Licensee where repair and replacement is necessary to rectify any defect or fault solely caused by NetLink Trust.

## 10. CO TO NBAP DP CONNECTION

### 10.1 General

10.1.1 Detailed information on the service offerings for the CO to NBAP DP Connection can be found in Schedule 10 of this ICO Agreement.

10.1.1 The charges listed below are the rates payable per segment of CO to NBAP DP Connection.

### 10.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (\$\$)
Per Segment Fibre	\$206.80 /month

### 10.3 Installation Charges

10.3.1 The one-time Standard Installation Charge includes Patching Services at the CO and NBAP DP and onsite manpower.

10.3.2 There will also be a one-time Charge payable for digging/trenching work done in order to lay the ducts. This charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

DESCRIPTION	CHARGES (\$\$)
Standard Installation Charge	\$220 per segment
Digging/Trenching Work	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope

10.3.3 In the event that NetLink Trust has to incur any additional cost (e.g. special trunking and scaffolding) to carry out the installation work arising from the need for specialised equipment not typically required for typical NBAP deployment, NetLink Trust shall recover the same on a Cost-Oriented Basis.

### 10.4 Onsite Charges

10.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust's staff. There will be a minimum charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

## 10.5 Cancellation Charges

10.5.1 In the event that the Requesting Licensee fails to provide its acceptance of the service activation period and/or agreement to pay the one-time Installation Charge in accordance with clause 5.11 of Schedule 10, the Requesting Licensee shall be liable to Cancellation Charges which shall include the Standard Installation Charge and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

10.5.2 In the event that the Requesting Licensee decides to cancel its Request before the RFS date but after its acceptance of the service activation period and agreement to pay the one-time Installation Charge, the Requesting Licensee shall be liable for Cancellation Charges which shall include the Standard Installation Charge, the Charge payable for digging/trenching work and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

## 10.6 Pre-mature Termination Charge

10.6.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

## 10.7 Fault Identification Charge

10.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

10.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust's Network or equipment.

10.7.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (S\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (S\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

10.7.5 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

10.7.6 NetLink Trust shall not impose any Fault Identification Charge where the fault is not evidently caused by the 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).

10.7.7 Trouble Report generation (at Requesting Licensee’s request) will be charged per report.

DESCRIPTION	CHARGES (\$\$)
Trouble Report Charge	\$10

**10.8 Joint Investigation Charge**

10.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**10.9 Redundancy Service Charges**

10.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**10.10 Optical Power Readings Request**

10.10.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

**10.11 Cancellation Charge of Fault Reported**

10.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$)
Cancellation Charge of fault reported	\$10

## 11 NBAP DP TO NBAP TP CONNECTION

### 11.1 General

11.1.1 Detailed information on the service offerings for the NBAP DP to NBAP TP Connection can be found in Schedule 11 of this ICO Agreement.

11.1.2 The Charges listed below are the rates payable per segment of NBAP DP to NBAP TP Connection.

### 11.2 Monthly Recurring Charge Per Segment Connection

DESCRIPTION	CHARGES (S\$)
Per Segment Fibre	\$40.20 /month

### 11.3 Installation Charges

11.3.1 As part of the Project Study, NetLink Trust will conduct site survey(s) to determine the appropriate fibre routing plan as well as assess the suitability of potential locations for the fibre termination box, fibre distribution unit and/or NBAP TP. There shall be a one-time Site Survey Charge per site survey.

DESCRIPTION	CHARGES (S\$)
Site Survey Charge	\$85 per site survey

11.3.2 The one-time Standard Installation Charge includes Patching Service at the NBAP DP and onsite manpower.

11.3.3 There will also be a one-time Charge payable for digging/trenching work done in order to lay the ducts. This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

DESCRIPTION	CHARGES (S\$)
Standard Installation Charge	\$56 per segment
Digging/Trenching Work	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope

11.3.4 In the event that NetLink Trust has to incur any additional cost (e.g. special trunking and scaffolding) to carry out the installation work arising from the need for specialised

equipment not typically required for typical NBAP deployment, NetLink Trust shall recover the same on a Cost-Oriented Basis.

#### 11.4 Onsite Charges

11.4.1 NetLink Trust will charge for every onsite visit according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Onsite Visit	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

#### 11.5 Cancellation Charges

11.5.1 In the event that the Requesting Licensee cancels a Request for NBAP DP to NBAP TP Connection prior to the commencement of the site survey or fails to provide its acceptance of the service activation period and/or agreement to pay the one-time Installation Charge in accordance with clause 5.10 of Schedule 11, the Requesting Licensee shall be liable to pay the Charges as listed below.

DESCRIPTION	CHARGES (\$\$)
Cancellation Charges before commencement of site survey	\$0
Cancellation Charges after commencement of site survey	\$85 per site survey (Site Survey Charge)

11.5.2 In the event that the Requesting Licensee decides to cancel its Request before the RFS date but after its acceptance of the service activation period and agreement to pay the one-time Installation Charge, the Requesting Licensee shall be liable for Cancellation Charges which shall include the Site Survey Charge, Standard Installation Charge, the Charge payable for digging/trenching work and any other incidental costs and/or

expenses which are reasonably incurred by NetLink Trust in connection with the cancelled Request, such costs or expenses to be recovered on a Cost-Oriented Basis.

**11.6 Pre-mature Termination Charge**

11.6.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

**11.7 Fault Identification Charge**

11.7.1 There will be a Fault Identification Charge levied upon completion of fault investigation by NetLink Trust.

11.7.2 For avoidance of doubt, NetLink Trust will not levy any Fault Identification Charge for instances whereby the fault is due to NetLink Trust or its contractors or NetLink Trust’s Network or equipment.

11.7.3 There will be a minimum Charge per visit up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge (per visit up to first two (2) hours)	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00 am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

For avoidance of doubt, the maximum quantum for the Fault Identification Charge will be based on the first four (4) hours of fault investigation.

11.7.4 The fault investigation will commence on the next Business Day if the Request by the Requesting Licensee for the said investigation is made on a non-Business Day. The calculation of the total time taken for the investigation to be completed will exclude the

period during which NetLink Trust is not able to obtain permission to access or work in a Building or Residential Premise due to the Building or premise being inaccessible.

11.7.5 NetLink Trust shall not impose any Fault Identification Charge where the fault was not evidently caused by the 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).

**11.8 Joint Investigation Charge**

11.8.1 NetLink Trust will charge for every joint investigation visit where applicable according to the time spent by NetLink Trust’s staff. There will be a minimum Charge per visit per staff up to the first two (2) hours as listed below.

DESCRIPTION	CHARGES (\$\$)
Minimum Charge for Joint Investigation	\$64

Subsequent hourly blocks will be charged according to the rates listed below.

PERIOD	TIME	RATE (\$\$/hr)
Monday to Friday	9.00am to 5.00pm	\$20
Monday to Friday	After 5.00pm to 9.00am the next day	\$30
Saturday	9.00am to 1.00pm	\$20
Saturday	After 1.00pm to 12.00am the next day	\$30
Sundays and Public Holidays	12.00am to 9.00am the next day	\$40

**11.9 Redundancy Service Charges**

11.9.1 NetLink Trust will provide Redundancy Service at the same Monthly Recurring Charge listed above.

**11.10 Optical Power Readings Request**

11.10.1 The Requesting Licensee is required to pay a Charge for requesting NetLink Trust to provide the optical power readings per Connection.

DESCRIPTION	CHARGES (\$\$)
Optical Power Reading Charge	\$10

**11.11 Cancellation Charge of Fault Reported**

11.11.1 There shall be a one-time Cancellation Charge payable per fault reported in the event the Requesting Licensee cancels a fault reported.

DESCRIPTION	CHARGE (\$\$)
Cancellation Charge of fault reported	\$10

## 12. CO-LOCATION SPACE & SERVICE

### 12.1 General

12.1.1 Detailed information on the service offerings for the Co-Location Service can be found in Schedule 12 of this ICO Agreement.

12.1.2 The Charges listed in this section 12 are applicable for Co-Location Service in the Central Office provided by NetLink Trust pursuant to Schedule 12.

### 12.2 Co-location Space

12.2.1 The monthly rate is charged based on the number of rack spaces leased by the Requesting Licensee, provided always that the Requesting Licensee has complied fully with all the requirements contained in Schedule 12. For avoidance of doubt, the Requesting Licensee is still required to pay for the full amount of rack space provided by NetLink Trust under Schedule 12 even if the actual Co-Location Equipment footprint is smaller than the standard rack space provided.

12.2.2 The rate is listed in the table below.

DESCRIPTION	CATEGORY	CHARGES (\$\$)
Per Rack Space (for 2 year term)	Category A	\$917.40/month*
	Category B	\$1,850.00/month*

\* The following basic facilities will be provided at the Co-Location Space (as part of the Co-Location Service):

- Air conditioning system (which provides cooling of up to 5KW per rack);
- Power (redundancy unit);
  - N+N dual feed incoming electricity supply;
  - Standby generator;
  - Underground fuel storage facility (which ensures adequate fuel for 48 hours during emergencies, supplemented by 4-hour urgent diesel supply arrangement that is subject to Government’s fuel rationing policy during emergencies);
- Transmission Tie Cable;
- Gas suppression system (FM200 or similar);
- Security for Central Office (24 hours a day, 7 days a week); and

· Security card access system.

### 12.3 Power Charges

12.3.1 The monthly recurring power Charge payable by Requesting Licensee shall be computed as follow:

A x B x C x D where

A = Circuit breaker size (in Amperes) provided to the Requesting Licensee

B = Supply Voltage (in Volts)

C = Customised conversion factor of 0.80

D = Prevailing electricity tariff for low tension supplies (\$/kWh) published by Singapore Power on a quarterly basis

For the avoidance of doubt, the supply voltage used for computation of single phase AC and DC shall be 230V and 54V respectively.

### 12.4 Ordering Charge

12.4.1 Each Co-Location Request will be charged as listed below. This Charge will be payable even if the order is rejected unless the Request was wrongfully rejected by NetLink Trust.

DESCRIPTION	CHARGES (\$\$)
Per Order	\$10

### 12.5 Project Study

12.5.1 Project Study Charges will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

### 12.6 Site Preparation & Installation Charge

12.6.1 Site Preparation & Installation will include site preparation work (M&E works) and Charges for acquiring permits (where necessary) from the Fire Safety Bureau and Building & Construction Authority.

12.6.2 This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

## 12.7 Onsite Charges

12.7.1 NetLink Trust will provide supervision of onsite work and escort services. This Service will be charged according to the time spent by NetLink Trust's staff. The detailed break-down of the rates are listed in the table below.

PERIOD	CHARGE (\$\$)
During Office Hours (Monday to Friday 9.00am to 5.00pm)	\$14/hr (min of 2hrs)
After Office Hours (Monday to Friday after 5.00pm to 9.00am the next weekday, or Friday after 5.00pm to Saturday 12.00am)	\$22/hr (min of 2hrs)
Saturday	\$22/hr (min of 4hrs)
Sunday to 9.00am the next day (requiring less than 4 hrs)	\$86 (per activation)
Sunday to 9.00am the next day (requiring more than 4 hrs)	\$172 (per activation)
Public Holidays to 9.00am the next day	\$172 (per activation)

For avoidance of doubt, a Requesting Licensee shall only be liable to pay one set of Onsite Charges as indicated in this section where the Requesting Licensee had submitted one Request for Physical Access to Co-Location Space indicating clearly their need to access both Category A Co-Location Room and Category B Co-Location Room under Schedule 12 of the same Central Office on the same day and for a continuous time period.

12.7.2 Where such supervision/Services extend beyond the original requested timing solely due to NetLink Trust being late for the appointment and/or other reasons attributable to NetLink Trust, NetLink Trust will only impose Charges based on the original requested timing.

12.7.3 In addition to the Charges stated above, the Requesting Licensee will have to reimburse NetLink Trust for the transport claims of its staff.

## 12.8 Physical Access/ Emergency Physical Access Charge

12.8.1 This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

## 12.9 Updating Access List Charge

DESCRIPTION	CHARGES (\$\$)
Per Update	\$15

## **12.10 Co-location Equipment Modification Charges**

12.10.1 This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

## **12.11 Termination Charges**

12.11.1 Termination of the Co-Location Service involves:

- (i) Reinstatement of the Co-Location Space;
- (ii) Removal of Patching Service;
- (iii) Recovery of equipment (including the Transmission Tie Cable from the Co-Location Space)

12.11.2 This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

## **12.12 Pre-mature Termination Charge**

12.12.1 In the event of the termination of a Connection or Mandated Service before the expiry of the minimum contract term, the Requesting Licensee will be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

## **12.13 Reconnection Charge**

12.13.1 The Reconnection Charge will be applicable in the event of the lifting of suspension of the ICO Agreement or Schedule 12 (unless NetLink Trust was responsible for the said suspension), and will be charged on a per Request per Central Office basis.

12.13.2 This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

## **12.14 Bridging Tie Cable Charge for Bridging Connection Between Co-Location Room**

12.14.1 Subsequent bridging tie cable for the purpose of bridging connection between (i) Category A Co-Location Room and Category B Co-Location Room, and (ii) between two Category B Co-Location Rooms as listed in Schedule 12 (Co-Location Space and

Service) will be provided to the Requesting Licensee on a case-by-case and Cost-Orientated Basis depending on the necessary work scope.

**12.15 Fibre Splicing Charge**

12.15.1 The Fibre Splicing Charge is applicable for termination of the Transmission Tie Cable at the Requesting Licensee’s FDF in its Co-Location Space.

DESCRIPTION	CHARGES (\$\$) Exclude materials
Fibre Splicing at the Requesting Licensee’s FDF	\$12 per splice

**12A. RL TO RL INTERCONNECTION SERVICE**

**12A.1 General**

12A.1.1 Detailed information on the service offerings for the RL to RL Interconnection Service can be found in Schedule 12A of this ICO Agreement.

12A.1.2 The Charges listed below are applicable for the RL to RL Interconnection Service.

**12A.2 Request Charge**

12A.2.1 Each RL to RL Interconnection Request will be charged as listed below. This charge will be payable even if the order is rejected.

DESCRIPTION	CHARGES (\$\$)
Per Request	\$10

**12A.3 Project Study**

12A.3.1 Project Study Charges will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

**12A.4 Site Preparation & Installation Charge**

12A.4.1 Site Preparation & Installation will include site preparation work (M&E works); setting up direct connections between two Requesting Licensees and charges for acquiring permits (where necessary) from the Fire Safety Bureau and Building & Construction Authority.

12A.4.2 This Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

**12A.5 Onsite Charges**

12A.5.1 NetLink Trust will provide supervision of onsite work and escort services. This Service will be charged according to the time spend by NetLink Trust’s staff. The detailed break-down of the rates are listed in the table below.

PERIOD	CHARGE (\$\$)
During Office Hours (Monday to Friday 9.00am to 5.00pm)	\$14/hr (min of 2hrs)

After Office Hours (Monday to Friday after 5.00pm to 9.00am the next weekdays, or Friday after 5.00pm to Saturday 12.00am)	\$22/hr (min of 2hrs)
Saturday	\$22/hr (min of 4hrs)
Sunday to 9.00 am the next day (requiring less than 4 hrs)	\$86 (per activation)
Sunday to 9.00 am the next day (requiring more than 4 hrs)	\$172 (per activation)
Public Holidays to 9.00 am the next day	\$172 (per activation)

12A.5.2 Where such supervision/Services extend beyond the original requested timing solely due to NetLink Trust being late for the appointment and/or other reasons attributable to NetLink Trust, NetLink Trust will only impose Charges based on the original requested timing.

12A.5.3 In addition to the Charges stated above, the Requesting Licensee will have to reimburse NetLink Trust for the transport claims of its staff.

### 13 PATCHING SERVICE

#### 13.1 General

13.1.1 Detailed information on the service offerings for the Patching Service can be found in Schedule 13 of this ICO Agreement.

#### 13.2 Ordering Charge

13.2.1 The Ordering Charge is applicable per PSAR Form or PSDR Form submitted to NetLink Trust.

DESCRIPTION	CHARGES (\$\$)
Per Order	\$10

#### 13.3 Patching Charge

13.3.1 The Patching Service provided by NetLink Trust will be charged by per Patch Cable, irrespective of whether there are one (1) or two (2) patch points per Patch Cable. The amount payable will depend on the Patching Location.

DESCRIPTION	CHARGES (\$\$)
CO	\$3 per cable
MDF Room	\$28 per cable
FTTB Node	\$28 per cable
NBAP DP	\$28 per cable

#### 13.4 Termination Charge

13.4.1 The deactivation of the Patching Service and the removal of the relevant Patch Cable will be charged per Patch Cable, irrespective of whether there are one (1) or two (2) patch points per Patch Cable. The amount payable will depend on the Patching Location.

DESCRIPTION	CHARGES (\$\$)
CO	\$0 per cable
MDF Room	\$26 per cable
FTTB Node	\$72 per cable
NBAP DP	\$72 per cable

## 14 OSS/BSS CONNECTION & PROFESSIONAL SERVICE

### 14.1 General

14.1.1 Detailed information on the service offerings for the OSS/BSS Connection & Professional Service can be found in Schedule 14 of this ICO Agreement.

### 14.2 OSS/BSS Standard Services

14.2.1 The Requesting Licensee shall pay the following one-time Charges for the OSS/BSS Standard Services – Connectivity via Service Portal GUI.

DESCRIPTION	CHARGES (\$\$)
Per User Account	\$150 per user account
Connectivity setup for Client-based Public Internet secured VPN access by QP	\$2000 per setup*
Express Firewall Set up Charges (for Emergency Public Internet VPN access)	\$4000 per port
No Fault Found Charges	\$330 per man-day spent in investigations.
Cancellation charges	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis)
Termination Charge	Man-day(s) cost incurred to remove user system access and re-configure Firewall. Cost will be \$2000 per man-day

\* With the implementation of the NetLink Trust Platform, network security and resiliency will be a more important consideration due to the increased network loading and frequency of real-time business transactions. Client-based Public Internet secured VPN access will be necessary to ensure the robustness of the NetLink Trust Platform. NetLink Trust will engage the Requesting Licensee to migrate to the client-based Public Internet secured VPN.

14.2.2 The Requesting Licensee shall pay the following one-time Charges for the OSS/BSS Standard Services – Connectivity via B2B Web Services Interface via Public Internet Secured VPN

DESCRIPTION	CHARGES (\$\$)
Per User Account	\$150 per user account
Connectivity setup for client-based Public Internet secured VPN access by QP	\$2000 per setup
Express Firewall Set up Charges (for Emergency Public Internet VPN access)	\$4000 per port
No Fault Found Charges	\$330 per man-day spent in investigations.
Cancellation Charges	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis)
Termination Charge	Man-day(s) cost incurred to remove user system access and re-configure Firewall. Cost will be \$2000 per man-day

14.2.3 The Requesting Licensee shall pay the following one-time Charges for the OSS/BSS Standard Services – Connectivity via B2B Web Services Interface via Dedicated Leased Connection.

DESCRIPTION	CHARGES (\$\$)
Per User Account	\$150 per user account
Connectivity setup for Dedicated Leased Connection	\$3300 per setup
Each port required for connection to firewall	\$10300 per port
No Fault Found Charges	\$330 per man-day spent in investigations.
Cancellation Charges	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis)
Termination Charge	Man-day(s) cost incurred to remove user system access and re-configure Firewall. Cost will be \$2000 per man-day

**14.3 OSS/BSS Professional Services**

14.3.1 The Requesting Licensee shall pay the following one-time charges for each OSS/BSS Professional Service:

DESCRIPTION	CHARGES (\$\$)
Professional Service Charge	\$2000 per man-day
Project Study Charge	Charge based on the man-day(s) required to perform the Project Study using the per man-day charge
Subject Matter Expert Charge	As agreed in project Terms & Conditions and charges pursuant to Schedule 14 clause 7.10
Software Charges	
Hardware Charges	
Cancellation Charge	Charge based on the amount of work done and any other incidental costs and/or expenses which are reasonably incurred by NetLink Trust in connection with the evaluation of the cancelled Request (to be recovered on a Cost-Oriented Basis).

14.3.2 The Requesting Licensee shall pay the following Monthly Recurring Charge for each OSS/BSS Professional Service:

DESCRIPTION	CHARGES (\$\$)
Maintenance and Support Charge	As agreed in maintenance and support agreement pursuant to Schedule 14 clause 7.10

**15 LICENSING OF BUILDING LEAD-IN DUCT SPACE AND ACCESS TO BUILDING LEAD-IN MANHOLES**

**15.1 General**

15.1.1 Detailed information on the service offerings for Licensing of Building Lead-In Duct Space and Access to Building Lead-In Manholes can be found in Schedule 19 of this ICO Agreement.

15.1.2 The Charges listed below are applicable to the Licensing of Building Lead-in Duct Space and Access to Building Lead-in Manholes.

**15.2 Request Charge**

15.2.1 The Requesting Licensee shall pay the Request Charge for the submission and processing of the Request regardless of the outcome.

DESCRIPTION	CHARGES (\$\$)
Request Charge (excluding site survey)	\$10 per Request
Request Charge where the Request is rejected in accordance with Schedule 19	\$10 per Request

**15.3 Modification Charge**

15.3.1 For modification of underground equipment, this Charge will be on a per Request for access to Building Lead-in Manholes basis. The Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

**15.4 Annual Recurring Charge for Shared use of Building Lead-in Ducts with access to Building Lead-in Manholes**

15.4.1 The Requesting Licensee shall pay the following Annual Recurring Charges for the corresponding Services, subject to clause 2.1A of Schedule 16.

DESCRIPTION	CHARGES (\$\$)
Lead-in Duct – CBD	\$1.40 per Standard Cable Equivalent per metre per year
Lead-in Duct – non-CBD commercial area	\$1.40 per Standard Cable Equivalent per metre per year
Lead-in Duct – non-CBD residential	\$1.40 per Standard Cable Equivalent per metre per year

**15.5 Annual Recurring Charge for Access to Building Lead-in Manholes**

15.5.1 The Requesting Licensee shall pay the following Annual Recurring Charges for the corresponding Services, subject to clause 2.1A of Schedule 16.

DESCRIPTION	CHARGES (\$\$)
Building Lead-in Manholes – CBD	\$35.30 per Connection Duct per year
Building Lead-in Manholes – non-CBD commercial area	\$36.90 per Connection Duct per year
Building Lead-in Manholes – non-CBD residential high rise	\$36.90 per Connection Duct per year
Building Lead-in Manholes – non-CBD residential (landed)	\$36.90 per Connection Duct per year

**15.6 Charge for Construction of Connection Duct**

15.6.1 The Requesting Licensee shall pay the following Charges for the construction of the Connection Duct.

DESCRIPTION	CHARGES (\$\$)
110mm diameter Connection Duct construction	\$2,463 per metre
LTA road work application and other related fees	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope

15.6.2 In the event that NetLink Trust has to incur additional cost for the construction of the Connection Duct, NetLink Trust shall recover the same from the Requesting Licensee on a Cost-Oriented Basis depending on the necessary scope of work.

**15.7 Charge for Joint Site Verification**

15.7.1 The following charges shall apply for each joint site survey or meeting conducted by NetLink Trust’s staff and/or its contractors as listed below.

Onsite Charge (applicable for each Joint Site Verification with or without pipe testing):

DESCRIPTION	CHARGES (\$\$)
Onsite Charge (per site survey or meeting)	\$64

Joint Site Verification Charge (without pipe testing):

PERIOD	TIME	CHARGE (\$\$)
Monday to Saturday	8.00am to 8.00pm	\$334
Monday to Saturday	After 8.00pm to 8.00am the next day	\$384

Sundays and Public Holidays	8.00am to 8.00pm	\$334
Sunday and Public Holidays	After 8.00pm to 8.00am the next day	\$384

Joint Site Verification Charge (with pipe testing):

PERIOD	TIME	CHARGE (S\$)
Monday to Saturday	8.00am to 8.00pm	\$557
Monday to Saturday	After 8.00pm to 8.00am the next day	\$640
Sundays and Public Holidays	8.00am to 8.00pm	\$641
Sunday and Public Holidays	After 8.00pm to 8.00am the next day	\$737

15.7.2 For pipe testing in excess of cable length of 100m, an additional charge of \$0.223 per meter will apply.

### 15.8 Physical Access, Emergency Access & Updating of Master List Charges

15.8.1 The Requesting Licensee shall pay the following Charges for the processing and/or administering of the Request for physical access, emergency access and updating of Master List.

DESCRIPTION	CHARGES (S\$)
Physical access and emergency access	\$10 per Request
Administrative fee to update Master List	\$10 per form

### 15.9 Reconnection Charge

15.9.1 The Requesting Licensee shall pay the Reconnection Charge, which will be on a per Request basis. The Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

### 15.10 Termination Charge

15.10.1 The Requesting Licensee shall pay the Termination Charge, which will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

DESCRIPTION	CHARGES (S\$)
Termination (including recovery of Underground Equipment and repair work where relevant)	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope (upon termination of Request or expiry of Licence)

**15.11 Administrative Charge**

15.11.1 The Requesting Licensee shall pay the Administrative Charge for processing the withdrawal of any request before the installation of Underground Equipment.

DESCRIPTION	CHARGES (S\$)
Administrative Charge	\$10 per cancellation

**15.12 Charge for the Removal of Underground Equipment**

15.12.1 The Requesting Licensee shall pay all costs reasonably incurred by NetLink Trust for the removal of Underground Equipment that is arising from a withdrawal request, unauthorised installation of Underground Equipment or upon expiry or termination of a Licence.

**15.13 Other Charges**

15.13.1 The Requesting Licensee shall pay all costs reasonably incurred by NetLink Trust for works that are described and/or performed by NetLink Trust under Schedule 19.

## 16 LICENSING OF ACCESS TO MANDATED LICENSEE INTERCONNECTION SERVICES

### 16.1 General

16.1.1 Detailed information on the service offerings for the Licensing of Access to Mandated Licensee Interconnection Services can be found in Schedule 20 of this ICO Agreement.

16.1.2 The Charges listed below are applicable to the Licensing of Access to Mandated Licensee Interconnection Services.

### 16.2 Request Charge

16.2.1 The Requesting Licensee shall pay the following Request Charge for the submission and processing of the Request regardless of the outcome.

DESCRIPTION	CHARGES (S\$)
Request Charge	\$10 per Request
Request Charge where the Request is rejected in accordance with Schedule 20	\$10 per Request

### 16.3 Project Study

16.3.1 Project Study Charges will be on a per Request for Access to Mandated Licensee Interconnection Services basis. The Charge will be on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

### 16.4 Annual Recurring Charge for Shared use of Central Office Lead-in Ducts without access to Central Office Lead-in Manholes

16.4.1 The Requesting Licensee shall pay the following Annual Recurring Charges for the corresponding Services, subject to clause 2.1A of Schedule 16.

DESCRIPTION	CHARGES (S\$)
Lead-in Duct – CBD	\$1.20 per cable metre per year
Lead-in Duct – Non-CBD	\$ 0.60 per cable metre per year

**16.5 Charge for Access to Central Office Lead-in Manholes**

16.5.1 The Requesting Licensee shall pay the following Annual Recurring Charges for the corresponding Services, subject to clause 2.1A of Schedule 16.

DESCRIPTION	CHARGES (S\$)
Lead-in Manholes – CBD	\$46.40 per duct bore per year
Lead-in Manholes – Non-CBD	\$42.50 per duct bore per year

**16.6 Site Preparation & Installation Charge**

16.6.1 Site preparation and installation will include site preparation work (M&E work etc.) and charges for acquiring permits (where applicable) from the Fire Safety Bureau and Building & Construction Authority.

16.6.2 Site preparation and installation Charge will be on a per application basis. This Charge will be on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

**16.7 Physical Access, Emergency Access & Updating of Master List Charges**

16.7.1 The Requesting Licensee shall pay the following Charges for the processing and/or administering of the Request for physical access, emergency access and updating of Master List.

DESCRIPTION	CHARGES (S\$)
Physical access and emergency access	\$10 per Request
Administrative fee to update Master List	\$10 per form

**16.8 Termination Charge**

16.8.1 The Requesting Licensee shall pay the Termination Charge, which will be on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

DESCRIPTION	CHARGES (S\$)
Termination (including recovery of equipment, cable trays, M&E work (where applicable))	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope (upon termination of Request or expiry of Licence)

**17 LICENSING OF COMMON SERVICE DUCTS OR DUCT SPACE AND/OR ACCESS TO ASSOCIATED TELECOM MANHOLES**

**17.1 General**

17.1.1 Detailed information on the service offerings for licensing of Common Service Ducts or duct space and/or access to associated Telecom Manholes can be found in Schedule 21 of this ICO Agreement.

17.1.2 The Charges listed below are applicable to the Licensing of Long-term Licence and Short-term Licence.

17.1.3 The Charges listed below are applicable to all Requesting Licensees, unless otherwise specified.

**17.2 IRU Charge (Applicable to Requesting Licensee who operates with Long-term Licence only)**

17.2.1 The Requesting Licensee with Long-term Licence shall pay the First IRU Charge upon receipt of a written notification by NetLink Trust of the finalised design of the Common Service Duct Network within the relevant Development, and the projected costs.

17.2.2 The Requesting Licensee with Long-term Licence shall pay the Second IRU Charge, which is the remaining payment to be collected from Requesting Licensee based on the actual costs incurred in the installation of the said Common Service Ducts, and taking into account the First IRU Charge already paid by the Requesting Licensee, upon the completion of Common Service Duct Network within the relevant Development.

DESCRIPTION	CHARGES (S\$)
First IRU Charge	Case-by-case basis
Second IRU Charge	Case-by-case basis

17.2.3 For the avoidance of doubt, the Requesting Licensee with Long-term Licence shall remain liable for the payment of all relevant charges indicated herein, including but not limited to the Request Charge and Annual Recurring Charge for the operation and maintenance of Common Service Ducts and Telecom Manholes.

17.2.4 In the event that the Requesting Licensee cancels the Request for Long-term Licence at any time prior to the Completion Date of the Common Service Ducts or Common Service Duct Network, or decides to reduce its duct requirements after the design of the Common Service Duct Network in the Development is finalised, the Requesting Licensee will be required to indemnify NetLink Trust for all reasonable costs incurred

by NetLink Trust in respect of all works related to the construction and installation of the Common Service Ducts and associated Telecom Manholes that the Requesting Licensee no longer wishes to lease, as of the date on which such decision is communicated to NetLink Trust in writing.

**17.3 Request Charge**

17.3.1 The Requesting Licensee shall pay the Request Charge for the submission and processing of the Request for Short-term Licence, Telecoms Manhole Access Request, Request for Connection Duct and Request to Replace Underground Equipment regardless of the outcome of the request.

DESCRIPTION	CHARGES (\$\$)
Request Charge (excluding site survey)	\$10 per Request
Request Charge where the Request is rejected in accordance with Schedule 21	\$10 per Request

**17.4 Charge for Joint Site Verification (Applicable to Requesting Licensee who operates with Short-term Licence only)**

17.4.1 The following charges shall apply for each joint site survey or meeting conducted by NetLink Trust’s staff and/or its contractors as listed below.

Onsite Charge (applicable for each Joint Site Verification with or without pipe testing):

DESCRIPTION	CHARGES (\$\$)
Onsite Charge (per site survey or meeting)	\$64

Joint Site Verification Charge (without pipe testing):

PERIOD	TIME	CHARGE (\$\$)
Monday to Saturday	8.00am to 8.00pm	\$334
Monday to Saturday	After 8.00pm to 8.00am the next day	\$384
Sundays and Public Holidays	8.00am to 8.00pm	\$334
Sunday and Public Holidays	After 8.00pm to 8.00am the next day	\$384

Joint Site Verification Charge (with pipe testing):

PERIOD	TIME	CHARGE (S\$)
Monday to Saturday	8.00am to 8.00pm	\$557
Monday to Saturday	After 8.00pm to 8.00am the next day	\$640
Sundays and Public Holidays	8.00am to 8.00pm	\$641
Sunday and Public Holidays	After 8.00pm to 8.00am the next day	\$737

17.4.2 For pipe testing in excess of cable length of 100m, an additional charge of \$0.223 per meter will apply.

### 17.5 Charge for Construction of Connection Duct

17.5.1 The Requesting Licensee shall pay the following Charges for the construction of the Connection Duct.

DESCRIPTION	CHARGES (S\$)
110mm diameter Connection Duct construction	\$2,463 per metre
LTA road work application and other related fees	on a case-by-case and Cost-Oriented Basis depending on the necessary work scope

17.5.2 In the event that NetLink Trust has to incur additional cost for the construction of the Connection Duct, NetLink Trust shall recover the same from the Requesting Licensee on a Cost-Oriented Basis depending on the necessary scope of work.

### 17.6 Administrative Charge

17.6.1 The Requesting Licensee shall pay the Administrative Charge for processing the withdrawal of any request before the installation of Underground Equipment and cancellation of a Request for Connection Duct.

DESCRIPTION	CHARGES (S\$)
Administrative Charge	\$10 per cancellation

**17.7 Annual Recurring Charge for Shared use of Common Service Duct space and access to relevant Telecom Manholes within the Common Service Duct Network on Short-term Basis (Applicable to Requesting Licensee who operates with Short-term Licence only)**

17.7.1 The Requesting Licensee shall pay the following Annual Recurring Charge, subject to clause 2.1A of Schedule 16.

DESCRIPTION	CHARGES (\$\$)
Annual Recurring Charge	\$0.35 per Standard Cable Equivalent per metre per year

**17.8 Annual Recurring Charge for Access to Telecom Manholes (Applicable to Requesting Licensee who operates with Long-term Licence only)**

17.8.1 The Requesting Licensee shall pay the following Annual Recurring Charge, subject to clause 2.1A of Schedule 16.

DESCRIPTION	CHARGES (\$\$)
Annual Recurring Charge	\$0.61 per duct meter per year

**17.9 Annual Recurring Charge for Operation and Maintenance (“O&M”) of Common Service Duct Network (Applicable to Requesting Licensee who operates with Long-term Licence only)**

17.9.1 The Requesting Licensee shall pay the following O&M Charge.

DESCRIPTION	CHARGES (\$\$)
O&M Charge	\$0.34 per duct meter per year

The scope of work covered under the O&M Charge includes, but is not limited to, duct repair, clearance of pipe blockage, replacement of manhole cover, clearance of sludge, oil and mud in manhole, lifting or repositioning of manhole, recovery of third-party cost, inspection of manhole, and such other works relevant to the operation and maintenance of Common Service Duct Network.

## **17.10 Modification Charge**

17.10.1 For modification of underground equipment, this Charge will be on a per Request basis for access to Telecom Manholes. The Charge will be calculated on a case-by-case and Cost-Oriented Basis depending on the necessary work scope.

## **17.11 Charge for the Removal of Underground Equipment**

17.11.1 The Requesting Licensee shall pay all costs reasonably incurred by NetLink Trust for the removal of Underground Equipment that is arising from a withdrawal request, unauthorised installation of Underground Equipment or upon expiry or termination of a Licence.

## **17.12 Pre-mature Termination Charge**

17.12.1 In the event of the termination of a Licence on Short-term Basis under Schedule 21 before the expiry of the minimum contract term, the Requesting Licensee shall be liable for the total aggregate Charges which would have been payable during the remainder of the minimum contract term.

17.12.2 In the event of the termination of a Licence on Long-term Basis under Schedule 21 before the expiry of the minimum contract term, the Requesting Licensee shall be liable for all reasonable costs incurred by NetLink Trust in respect of all works related to the construction and installation of the Common Service Duct and associated Telecom Manholes that the Requesting Licensee no longer wishes to lease. For the avoidance of doubt, this includes the Annual Recurring Charge for Access to Telecom Manholes that the Requesting Licensee is required to pay NetLink Trust for the period up to the effective date of termination of Long-term Licence.

## **17.13 Termination Charge (Applicable to Requesting Licensee who operates with Long-term Licence or Short-term Licence only)**

17.13.1 The Requesting Licensee shall pay the Termination Charge, which will be derived on a Cost-Oriented Basis depending on the necessary work scope, including but not limited to the recovery of Underground Equipment, cable trays and M&E work (where relevant).

**17.14 Physical Access, Emergency Access & Updating of Master List Charges**

17.14.1 The Requesting Licensee shall pay the following Charges for the processing and/or administering of the Request for physical access, emergency access and updating of Master List.

DESCRIPTION	CHARGES (\$\$)
Physical access and emergency access	\$10 per Request
Administrative fee to update Master List	\$10 per form

**17.15 Other Charges**

17.15.1 The Requesting Licensee shall pay all costs reasonably incurred by NetLink Trust for works that are described and/or performed by NetLink Trust under Schedule 21.