

**LICENCE TO PROVIDE  
FACILITIES-BASED OPERATIONS GRANTED BY  
THE INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY  
TO  
AGORA COMMUNICATIONS PTE LTD  
UNDER SECTION 5 OF THE  
TELECOMMUNICATIONS ACT (CHAPTER 323)**

**ISSUED ON 24 MAY 2018**

## **TABLE OF CONTENTS**

### **PART I: THE LICENCE**

- 1. Period of Licence**
- 2. Payment of Licence Fee**
- 3. Licence is not Transferable**
- 4. Description of Systems and Services**
- 5. Licence Application Proposals**
- 6. Performance Bond**

### **PART II: BASIC OBLIGATIONS OF LICENSEE**

- 7. Public Emergency Call Services**
- 8. Public Maritime Emergency Services**
- 9. Co-operation with Civil/Public Bodies**
- 10. Provision of Directory Enquiry Services**
- 11. Provision of Integrated Directories**
- 12. Integrated Directories and Directory Enquiry Services**

### **PART III: TECHNICAL OBLIGATIONS**

- 13. Use of Telecommunication Equipment in the Systems**
- 14. Operation of Radio-communication Stations**
- 15. Use of Radio Frequencies**
- 16. Assignment of Numbers**

### **PART IV: ACCESS AND INTERCONNECTION OBLIGATIONS**

- 17. Requirement to Provide Access**
- 18. Connection to Other Systems**
- 19. Arrangements for Connection to Systems**
- 20. Changes to Systems**
- 21. Infrastructure Sharing and Deployment**

**Issued on 24 May 2018**

## **PART V: SERVICE OBLIGATIONS**

- 22. Price Control/Tariffing Arrangements/Quality of Service Standards**
- 23. Publication of Charges, Terms and Conditions and Other Information**
- 24. Confidentiality of Subscriber Information**

## **PART VI: OTHER OBLIGATIONS**

- 25. Codes of Practice and Advisory Guidelines**
- 26. Number Portability**
- 27. Accounting Separation**
- 28. Restriction on Undue Preference and Undue Discrimination**
- 29. Restriction Against Anti-Competitive Arrangements**
- 30. Restriction on Exclusive Arrangement for International Services**
- 31. Contracts with Third Parties to Operate or Provide Licensed Systems or Services**
- 32. Board Directorships and Management Appointments**
- 33. Direction by the Authority**
- 34. Dispute Resolution**
- 35. Provision of Information to the Authority**
- 36. Participation in Emergency Activities**
- 37. International Obligations**

## **PART VII: SUSPENSION, VARIATION AND TERMINATION**

- 38. Penalty Framework for Breach of Licence Conditions**
- 39. Variation of Terms of Licence**
- 40. Suspension/Cancellation**
- 41. Termination of Licence**
- 42. Rights upon Termination, Suspension or Cancellation**
- 43. Exceptions and Limitations on Obligations**
- 44. Compliance with the Law**
- 45. Governing Law**
- 46. Service of Notices**
- 47. Severability**

**SCHEDULE OF INTERPRETATION**

**SCHEDULE A - DESCRIPTION OF THE TELECOMMUNICATION SYSTEMS TO BE ESTABLISHED BY AGORA COMMUNICATIONS PTE LTD**

**SCHEDULE B - DESCRIPTION OF THE TELECOMMUNICATION SERVICES TO BE PROVIDED BY AGORA COMMUNICATIONS PTE LTD**

**SCHEDULE C - SPECIFIC TERMS AND CONDITIONS**

**SCHEDULE D - PERFORMANCE BOND**

**LICENCE TO PROVIDE  
FACILITIES-BASED OPERATIONS GRANTED BY  
THE INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY  
TO AGORA COMMUNICATIONS PTE LTD  
UNDER SECTION 5 OF THE  
TELECOMMUNICATIONS ACT (CHAPTER 323)**

**PART I: THE LICENCE**

Info-communications Media Development Authority (hereinafter referred to as the “Authority”), in exercise of the powers conferred on it under Section 5 of the Telecommunications Act (Cap. 323) (hereinafter referred to as “the Act”) hereby grants to Agora Communications Pte Ltd (hereinafter referred to as “the Licensee”) a licence (hereinafter referred to as “the Licence”) to establish, install and maintain the telecommunication systems and to operate and provide the telecommunication services as specified in the Licence. For the avoidance of doubt, all terms and conditions herein and in the Schedules annexed hereto, shall be collectively referred to and taken by all parties concerned as the Licence.

**1 Period of Licence**

- 1.1 The Licence shall enter into force on the date hereof and shall be valid for a period of fifteen (15) years, unless suspended or cancelled by the Authority in accordance with Condition 40 or terminated by the Licensee in accordance with Condition 41 of this Licence.
- 1.2 The Licence may be further renewed for such period as the Authority thinks fit and subject to such terms and conditions as may be specified by the Authority under Section 5 of the Act.

**2 Payment of Licence Fee**

- 2.1 The Licensee shall pay to the Authority an annual fee which is based on the audited annual gross turnover (“AGTO”) for the provision of the services during the Licensee’s financial year. The annual fee payable shall be the total of –

**Issued on 24 May 2018**

- (a) a minimum sum of \$80,000;
  - (b) 0.8% of such amount of the Licensee's audited AGTO for the provision of the services during the Licensee's financial year that is more than \$50 million up to \$100 million; and
  - (c) 1% of such amount of the Licensee's audited AGTO for the provision of the services during the Licensee's financial year that is more than \$100 million.
- 2.2 The licence fees payable under Condition 2.1 shall be forfeited if the Licence is terminated or cancelled at any time during the term of the Licence.
- 2.3 For the first year of operation, the minimum annual licence fee of \$80,000 shall be payable by the Licensee within two (2) weeks of the grant of the Licence and shall be adjusted at the end of the Licensee's financial year based on the Licensee's audited AGTO submitted to the Authority.
- 2.4 For the subsequent years, the annual licence fee based on the last available audited AGTO, shall be paid in advance on the first day of the Licensee's financial year, subject to the minimum fee of \$80,000 and subject to adjustment when more recent audited AGTO are available.
- 2.5 In the event of a default by the Licensee in the payment of any fee when due under the Licence, the Licensee shall pay to the Authority interest on the amount from time to time outstanding in respect of the overdue sum for the period beginning on (and including) its due date and ending on (and excluding) the date of its receipt in full by the Authority, which interest shall accrue from day to day and shall be calculated on the basis of the actual number of days elapsed and a three hundred and sixty-five (365) day year. The applicable rate of interest shall be the average of the prevailing prime lending rates of the banks and finance companies quoted and published by the Monetary Authority of Singapore. For the avoidance of doubt, the Licensee shall continue to be subject to its obligations under the Licence and shall not be released from such obligations by reason of any late payment of licence fee.

2.6 The Licensee shall submit to the Authority an audited AGTO statement, not later than six (6) months after the end of each financial year.

2.7 In the event that the Licensee fails to submit its audited AGTO statement within the timeframe stipulated in Condition 2.6, the Licensee shall be under a continuing obligation to submit the same immediately notwithstanding any penalties imposed by the Authority for breach of Condition 2.6 or this Condition 2.7.

### **3 Licence is not Transferable**

3.1 The Licensee shall not assign, transfer, sublet or otherwise dispose of its rights, duties, liabilities, obligations and privileges under this Licence to any person or persons except with the prior approval of the Authority.

3.2 Any such approval shall be given subject to terms and conditions, which the Authority at its discretion may impose.

### **4 Description of Systems and Services**

4.1 The Licensee shall maintain and operate the systems as described in Schedule A (herein referred to as the “Systems”), for the provision of the services as described in Schedule B (herein referred to as the “Services”), subject to the specific terms and conditions set out in Schedule C. The Licensee shall not operate or provide any system or service not described in Schedules A and B except with the prior approval of the Authority.

4.2 Where the Licensee wishes to introduce a new system and/or service or makes changes to any system and/or service, the Licensee shall provide the Authority such technical and/or non-technical information as may be required by the Authority within such period as may be specified by the Authority.

### **5 Licence Application Proposals**

5.1 Without prejudice to any of the Licensee’s obligations under this Licence, the Licensee shall abide with its proposals on network rollout, range of services, quality of service standards, pricing and service provisioning schemes, and any other commitments as submitted to the Authority in its licence application.

## **6 Performance Bond**

- 6.1 The Licensee shall within twenty-eight (28) days following the award of the Licence, provide the Authority with a performance bond to secure the obligations of the Licensee under Schedule D in the form of a Banker's Guarantee made in favour of the Authority. The Authority will specify in detail the terms and conditions of the performance bond for the Licensee based on the Licensee's application commitments and any additional terms and conditions deemed necessary by the Authority.
- 6.2 The Licensee shall not be released from any of its obligations under the Licence by any breach or forfeiture of the performance bond.



## **PART II: BASIC OBLIGATIONS OF LICENSEE**

### **7 Public Emergency Call Services**

7.1 The Licensee shall ensure that

- (a) any person through customer premises equipment; and
- (b) any person through its public payphones

may at any time and without charge, contact the relevant police service (namely 999 or its substitute number), the fire and ambulance services (namely 995 or its substitute number) and any other national emergency services which the Minister may from time to time designate, for the purpose of notifying them of any emergency.

### **8 Public Maritime Emergency Services**

8.1 The Authority reserves the right to require the Licensee to ensure that it is possible for any person to contact at any time and without charge, distress, urgency and safety services for shipping for the purpose of notifying them of an emergency and shall, subject to fair and proper payment by the relevant Government ministry, department, statutory board or official agency, provide the necessary facilities for distress, urgency and safety services in accordance with the Radio Regulations of the International Telecommunications Union.

### **9 Co-operation with Civil/Public Bodies**

9.1 The Licensee shall co-operate with the relevant Government ministries, departments, statutory boards or official agencies in all possible ways to support national security, public safety and security.

### **10 Provision of Directory Enquiry Services**

10.1 The Licensee shall provide, on request, to any person to whom it provides telecommunication services, directory enquiry services based on an integrated customer database. The Authority reserves the right to require the Licensee to obtain the Authority's prior written approval on any charges it

intends to levy for the provision of the directory enquiry services and the Licensee shall comply with such requirement imposed.

- 10.2 The Authority reserves the right to require the Licensee to provide directory enquiry services for subscribers of other licensees.

## **11 Provision of Integrated Directories**

- 11.1 The Authority reserves the right to require the Licensee to provide integrated directories for all subscribers at no charge (except with the approval of the Authority) and at annual intervals or any other intervals to be agreed with the Authority.

- 11.2 The Licensee shall, if necessary, and subject to charges, terms and conditions to be agreed with other licensees, provide integrated directories for their subscribers. In the event that agreement cannot be reached, the matter shall be determined by the Authority, whose decision is final.

## **12 Integrated Directories and Directory Enquiry Services**

- 12.1 The Licensee shall exchange all relevant customer data with other licensees free-of-charge for the purpose of providing integrated directories and providing integrated directory enquiry services.

### **PART III: TECHNICAL OBLIGATIONS**

#### **13 Use of Telecommunication Equipment in the Systems**

- 13.1 Prior to the operation of the Systems, the Licensee shall in accordance with Section 9 of the Act, submit for the Authority's approval all telecommunication infrastructure, technology and any telecommunication equipment which is part of the Systems or which is to be connected to the Systems.
- 13.2 The Licensee shall seek the Authority's prior approval from time to time for any other telecommunication equipment to be used in the operation of the Systems for which the approval has not been granted under Section 9 of the Act, whether such other equipment is in addition to or intended to replace the existing equipment or part thereof.

#### **14 Operation of Radio-communication Stations**

- 14.1 The Licensee shall apply for all necessary licences under the Telecommunications (Radio-communication) Regulations for the operation of any radio-communication stations comprised in the Systems and shall abide by any conditions imposed thereunder, including the payment of station licence fees and frequency fees for the allocation and management of frequencies by the Authority.
- 14.2 Any change to the location, equipment, frequencies, emissions, power, polarisation, aerial characteristics and other technical parameters of any radio-communication station comprised in the Systems shall be submitted in writing for the Authority's prior approval.
- 14.3 The Licensee shall comply, at its own cost, with any requirements and guidelines established by the Authority and the relevant authorities on the height of the antenna of any radio-communication station comprised in the Systems.

## **15 Use of Radio Frequencies**

- 15.1 The Licensee shall, in its application to the Authority, justify the use of radio frequencies and shall, subject to payment of the required frequency fees, be provided with the necessary frequencies to enable the effective and efficient operation of the Systems and the provision of the Services by the Licensee.
- 15.2 The Licensee shall take all necessary steps to ensure that the use of its Systems is safe and does not cause interference to other existing radio-communication networks operating in the same band or in other bands. The Licensee shall also take appropriate measures to ensure that its Systems are adequately protected from interference that may be caused by networks operating in the same band or in other bands.

## **16 Assignment of Numbers**

- 16.1 The Licensee shall comply with the Authority's National Numbering Plan and the Authority's framework and guidelines on the usage, allocation and assignment of numbers. The Licensee shall, in its submission to the Authority, justify the use of numbers and shall, subject to payment of the required fees for Golden Numbers, be provided with the necessary numbers to enable the effective and efficient operation of the Systems and provision of the Services. The Licensee shall take all necessary steps to ensure that the numbers allocated are efficiently utilised.
- 16.2 Any number(s) assigned to the Licensee is the property of the Authority and the Licensee shall have no proprietary right to the number(s) assigned. The Licensee shall take the necessary steps to ensure that the number(s) allocated is efficiently utilised.
- 16.3 The Authority reserves the right to alter and/or reallocate any number(s) given to the Licensee at any time, upon written notice, without being liable for any loss or inconvenience directly or indirectly attributable to the alteration or reallocation of such number(s).

## **PART IV: ACCESS AND INTERCONNECTION OBLIGATIONS**

### **17 Requirement to Provide Access**

- 17.1 The Licensee shall provide to any person licensed by the Authority to provide telecommunication services in Singapore, means of access to the Systems.
- 17.2 The Licensee may, with the prior approval of the Authority, impose an access charge upon any person licensed by the Authority to provide telecommunication services in Singapore through or with the use of the Systems.
- 17.3 The Licensee shall comply with the Authority's interconnection & access framework, arrangements and requirements, including all relevant codes of practice, directions and notifications which the Authority may issue from time to time.

### **18 Connection to Other Systems**

- 18.1 The Licensee shall connect to the Systems on request and at appropriate connection points, which it shall provide for this purpose:
- (a) any equipment approved or exempted from approval by the Authority for connection to the Systems; and
  - (b) any public or private telecommunication systems approved or licensed by the Authority which systems also meet any other requirements, which the Authority may impose from time to time.
- 18.2 Notwithstanding Condition 18.1, the Licensee shall cease to connect or refuse to connect to the Systems any equipment or system that:
- (a) has not been approved, licensed or exempted from approval or licensing by the Authority; or
  - (b) no longer meets the requirements for approval or licensing by the Authority, in respect of which the Authority has issued a notice to that effect to the person who has under his control such equipment or system.

18.3 The terms and conditions for the connection of equipment or systems to the Systems of the Licensee shall be determined by agreement between the Licensee and the owner or operator of the equipment or system except in so far as the conditions are prescribed in the Act or in this Licence. In the event that the parties cannot reach an agreement, the matter shall be determined by the Authority, whose decision shall be final.

## **19 Arrangements for Connection to Systems**

19.1 The Licensee shall not impose technical or other conditions or employ any arrangements for the connection of equipment or systems to the Systems other than those set by the Authority. In particular, the Licensee shall not, except where the Authority is satisfied that it is reasonable, exercise any Intellectual Property Rights which it owns or is licensed to use in a manner which prevents or inhibits the connection of approved equipment or systems to the Systems.

19.2 In this Condition, “Intellectual Property Rights” means, without prejudice to its generality, the rights to patents, trademarks, designs, know-how and copyright.

19.3 The Licensee is required to comply with the following technical requirements and safeguards:

- (a) The Licensee shall not manipulate the Calling Line Identity of the original calling party and the original calling party Calling Line Identity shall be passed on in the conveyance of a call accordingly;
- (b) The Licensee shall not, in the handling of outgoing traffic, manipulate the access code dialled by the calling party; and
- (c) The A-bit of the Forward Call Indicator of the Initial Access Message on the ITU-T Signalling System Number 7 ISDN User Part signalling should be set to the value “1” to identify an international incoming call for systems inter-working. Where the Licensee operates a system which does not support ITU-T Signalling System Number 7 signalling, then the Licensee shall route such international incoming calls on specified circuits.

## **20 Changes to Systems**

- 20.1 The Licensee shall give notice in writing to the Authority and shall notify all parties affected of any changes it intends to implement in the specification or performance of the Systems which would require changes to any equipment or systems connected to the Systems or which would have the effect of making such connections inoperable. The period of notice given shall be appropriate to the likely impact on the parties affected and on connected equipment or systems and shall be decided in consultation with the Authority.
- 20.2 Where the Authority considers that a change in the Systems referred to in Condition 20.1 would cause another person licensed to provide telecommunication services in Singapore to make major changes to its own systems in order to connect its systems to the Systems, and notifies the Licensee thereof, the Licensee shall obtain the prior approval of the Authority before implementing such a change.

## **21 Infrastructure Sharing and Deployment**

- 21.1 The Licensee shall comply with the Authority's framework for facilities sharing and deployment, including all relevant codes of practice, directions and notifications which the Authority may issue from time to time.
- 21.2 Where the Authority considers it necessary for the Licensee to share infrastructure with other licensees in designated areas in the national and/or public interest or otherwise, the Authority shall inform the licensees accordingly so that licensees can make the necessary arrangements before submitting their infrastructure sharing plans to the Authority for approval. The Licensee shall share infrastructure whenever and wherever mandated by the Authority in accordance with the framework for facilities sharing and deployment, including codes of practice.

## **PART V: SERVICE OBLIGATIONS**

### **22 Price Control/Tariffing Arrangements/Quality of Service Standards**

- 22.1 The Authority reserves the right to establish price control arrangements and Quality of Service Standards for the Services provided by the Licensee with which the Licensee shall comply.
- 22.2 The Authority reserves the right to require the Licensee to maintain separate financial data and accounts for the Services and shall submit on request these data and accounts to the Authority for inspection.
- 22.3 The Authority reserves the right to require the Licensee to file its schemes of service, including non-price terms and conditions for the provisioning of Services and price schemes with the Authority before commercial launch or announcement of such Services.

### **23 Publication of Charges, Terms and Conditions and Other Information**

- 23.1 The Licensee shall publish information about the Services it provides, covering inter alia, descriptions and pricing of the Services available, the terms and conditions thereof, and the provision of fault repair and any other commercial and technical services, and such other information as the Authority may require the Licensee to publish in relation to the Services.

### **24 Confidentiality of Subscriber Information**

- 24.1 The Licensee shall ensure the confidentiality of subscriber information, especially for ex-directory numbers, and comply with any codes of practice or guidelines issued by the Authority in relation to the use of subscriber information.
- 24.2 Notwithstanding Condition 24.1, the Licensee shall disclose subscriber information where deemed necessary by the Authority or any relevant law enforcement or security agencies in the exercise of their functions and duties.



## **PART VI: OTHER OBLIGATIONS**

### **25 Codes of Practice and Advisory Guidelines**

25.1 The Licensee shall comply with the codes of practice issued by the Authority as well as any additional or supplemental guidelines, which the Authority may issue from time to time.

### **26 Number Portability**

26.1 The Licensee shall implement number portability from commencement of service subject to the Authority's number portability requirements and charging principles.

26.2 The Licensee shall comply, at its own cost, with any requirements and guidelines established by the Authority on number portability to be implemented by the Licensee.

### **27 Accounting Separation**

27.1 The Licensee shall comply with the practices, principles and requirements set out in the Accounting Separation Guidelines established by the Authority, and any additional or supplemental guidelines issued by the Authority from time to time.

### **28 Restriction on Undue Preference and Undue Discrimination**

28.1 The Licensee shall not show undue preference towards, or exercise undue discrimination against any person or class of persons in, inter alia, the price and performance characteristics of the Services provided or the terms and conditions under which the Services are provided. In particular, the Licensee shall not give any undue preference to, or receive an unfair advantage from, a business carried on by it or an associated or affiliated company, service or person, if the Authority is of the opinion that the Licensee's competitor could be placed at a significant competitive disadvantage or that competition would be prevented or substantially restricted.

**29            Restriction Against Anti-Competitive Arrangements**

29.1        The Licensee shall not enter into any agreement or arrangement, whether legally enforceable or not, which shall in any way prevent or restrict competition in relation to the operation of the Systems or provision of the Services by the Licensee or any other telecommunication system and/or services licensed by the Authority.

**30            Restriction on Exclusive Arrangement for International Services**

30.1        The Licensee shall not enter into any agreement or arrangement with a person running an Authorised Overseas System on terms or conditions which unfairly preclude or restrict, to the detriment of the national and/or public interest, the provision of any international telecommunication services by any person licensed by the Authority to provide those services.

30.2        In this Condition, “Authorised Overseas System” means a system, which is recognised by the Government or any competent authority of a foreign country as authorised to provide telecommunication services by or through that system.

30.3        The Licensee shall comply with the Authority’s requirements on the international settlement regime and seek the Authority’s endorsement and/or approval to the arrangements reached with other licensees, before implementation

**31            Contracts with Third Parties to Operate or Provide Licensed Systems or Services**

31.1        Where the Licensee intends to enter into any joint venture, association, contract or arrangement with a third party, the effect or purported effect of which would be to permit a person who is not originally a party to this Licence to share in the benefits of, or otherwise gain any rights or privileges under this Licence, or which would otherwise result in a breach or circumvention of Condition 3.1, the Licensee shall seek the Authority’s approval for the joint venture, association, contract or arrangement in question.

- 31.2 The Authority may direct at any time the Licensee to effect any changes it deems necessary in the terms and conditions of the joint venture, association, contract or arrangement referred to above.
- 31.3 If the Licensee fails to effect the necessary changes referred to in Condition 31.2, the Authority may direct the Licensee to terminate any such joint venture, association, contract or arrangement.
- 31.4 Nothing in Condition 31.1 shall be construed as requiring the Licensee to obtain the approval of the Authority for the appointment of agents or for the employment of independent contractors or sub-contractors to carry out any works or provide any services which enable the Licensee to discharge its duties and obligations under this Licence provided that the Licensee shall be liable to the Authority for any act, omission, default, neglect or otherwise of the agents and independent contractors or sub-contractors in carrying out any such works or providing any such services.

## **32 Board Directorship and Management Appointments**

- 32.1 The Licensee shall seek the Authority's written approval at least one (1) month in advance of any change in the appointment of its Chairman, Board of Directors or Chief Executive Officer and shall for this purpose provide the Authority with the details of any such change and any further information requested by the Authority.

## **33 Direction by the Authority**

- 33.1 The Licensee shall strictly and without any undue delay comply with any directions, which the Authority may from time to time issue in exercise of its powers, functions or duties under the Act, or in this Licence.
- 33.2 The Authority may, by notice in writing to the Licensee amend, vary or revoke wholly or in part any directions given by it pursuant to Condition 33.1.
- 33.3 Unless otherwise expressly specified, the Licensee shall safeguard the secrecy of all directions given by the Authority. The Licensee shall not during the currency and after the expiry, termination or cancellation of the Licence disclose or permit the disclosure of any of the said directions to any person not

authorised to receive the same without the prior written consent of the Chief Executive of the Authority. The Licensee shall further take all reasonable precautions in dealing with the said directions so as to prevent any unauthorised person from having access to the same.

#### **34 Dispute Resolution**

34.1 In the event that the Licensee fails to reach an agreement with other licensees on matters relating to the requirements of this Licence or the Act, the matter shall be determined by the Authority whose decision shall be binding on all parties concerned.

34.2 The Authority reserves the right to levy a fee for work undertaken in this respect.

#### **35 Provision of Information to the Authority**

35.1 The Licensee shall provide the Authority with any document and information within its knowledge, custody or control, which the Authority may, by notice or direction require. The Licensee undertakes to the Authority that any such document and information provided to the Authority shall be true, accurate and complete.

35.2 For the purposes of ensuring the Licensee's compliance with the conditions of the Licence, the Authority may from time to time require the Licensee to arrange at its own expense, for a separate and independent audit of its activities. The Licensee shall, at the Authority's request, submit the audited accounts and reports prepared under this Condition 35.2 to the Authority for inspection and verification.

35.3 The Licensee shall keep in strict confidence any document and information furnished to or so required by the Authority pursuant to Condition 35.1, as well as the fact that the Authority has requested for such document and/or information.

35.4 The Authority may use and disclose any such document or information provided to the Authority pursuant to Condition 35.1 as the Authority deems fit. Where the Authority proposes to disclose any document or information

obtained pursuant to Condition 35.1 and the Authority considers that the disclosure would result in the release of information concerning the business, commercial or financial affairs of the Licensee or which disclosure would or could reasonably be expected to adversely affect the Licensee's lawful business, commercial or financial affairs, the Authority will give the Licensee a reasonable opportunity to make representations on the proposed disclosure before the Authority makes a final decision on whether to disclose the information.

### **36 Participation in Emergency Activities**

36.1 The Licensee shall, where directed by the Authority, participate in any emergency activities or preparations thereof in collaboration with other relevant agencies, organisations and Government ministries and departments, in accordance with the written law in Singapore.

36.2 The Licensee shall, unless expressly notified, keep in strict confidence any information or document pertaining to Condition 36.1 as well as the fact that the Authority has requested the Licensee to participate in such emergency activities and preparations.

36.3 The Authority, may from time to time, require the Licensee to submit to the Authority for approval any changes to any telecommunication system, installation or plant and any service plans, together with such technical and non-technical information as may be required by the Authority, at least one (1) month before such change is intended to be implemented.

### **37 International Obligations**

37.1 The Licensee shall exercise its rights and powers and perform its duties and obligations under this Licence in a manner, which is consistent with the Government's obligations under any convention, agreement, arrangement or treaty to which Singapore is or shall become a party.

37.2 The Authority shall notify the Licensee from time to time of any such convention, agreement, arrangement or treaty to which Condition 37.1 applies for its compliance.

## **PART VII: SUSPENSION, VARIATION AND TERMINATION**

### **38 Penalty Framework for Breach of Licence Conditions**

38.1 Where the Licensee breaches any licence condition, the Authority may impose a financial penalty on the Licensee in accordance with Section 8 of the Act. The Authority may also forfeit any monies payable under the performance bond as stated in Condition 6.

### **39 Variation of Terms of Licence**

39.1 Pursuant to Section 7(1) of the Act, the Authority may vary or amend any of the terms of this Licence by giving the Licensee at least one (1) month's notice in writing.

### **40 Suspension/Cancellation**

40.1 The Authority may, in any of the events specified in Section 8 of the Act, by notice in writing given to the Licensee, suspend or cancel the Licence in whole or in part, or impose a financial penalty in such amounts the Authority thinks fit.

### **41 Termination of Licence**

41.1 In the event that the Licensee desires to terminate its Licence, or cease its operation of the Systems or the provision of any of the Services, the Licensee shall seek the Authority's approval in writing at least six (6) months in advance.

41.2 No termination shall take effect until the Authority's approval has been obtained under Condition 41.1.

### **42 Rights upon Termination, Suspension or Cancellation**

42.1 Any termination, suspension or cancellation of the Licence shall be without prejudice to the rights and remedies which may accrue to the Licensee or the Authority under the Licence or any written law as at the date of termination, except that the Licensee shall not have the right to seek a refund of the licence fee or any other fee paid in advance.

### **43 Exceptions and Limitations on Obligations**

43.1 The Licensee shall not be held to have failed to comply with its obligations in this Licence if and to the extent that the Authority is satisfied that it is prevented from complying with those obligations for the following reasons:-

- (a) malfunction or failure of any equipment where the Authority determines that reasonable measures were taken beforehand;
- (b) the act or omission of any national authority, local authority or international organisation; or
- (c) any other factor, which, in the opinion of the Authority is beyond the Licensee's reasonable control and which notwithstanding the exercise by it of reasonable diligence and foresight, the Licensee was unable to prevent or overcome.

Provided that the Licensee shall use all reasonable endeavours to resolve with all reasonable speed the factor(s) preventing the carrying out of its obligations and shall resume the performance of its obligations as soon as the factor(s) which prevented the performance thereof is resolved.

### **44 Compliance with the Law**

44.1 The Licensee shall observe and comply with all local laws, including but not limited to the Act, the Telecommunications (Radio-communication) Regulations, the International Telecommunication Convention and any other treaty or convention to which Singapore is a party.

44.2 Nothing in this Licence shall be taken as discharging the Licensee from its obligations to obtain any other licences, permits or approvals that may be required under any written law in force in Singapore.

**45        Governing Law**

45.1        This Licence shall be governed by and construed according to the law of Singapore.

**46        Service of Notices**

46.1        All notices under this Licence shall be in writing and shall be deemed to have been given if sent by hand or pre-paid post or by facsimile to the Licensee's registered address as lodged with the Accounting and Corporate Regulatory Authority.

**47        Severability**

47.1        Every condition and part thereof shall be construed as a separate and severable provision so that if any condition and part thereof is held invalid, unenforceable or illegal for any reason, the remainder of the Licence shall remain in full force in every respect.

**Issued on 24 May 2018**



**Director-General (Telecoms & Post)  
Deputy CE (Policy, Regulation & Competition Development)  
Info-communications Media Development Authority**

**Issued on 24 May 2018**



## **SCHEDULE OF INTERPRETATION**

In this Licence, unless the context otherwise requires:

- (a) Words importing the singular or plural shall be deemed to include the plural or singular respectively;
- (b) The titles to the provisions of this Licence are for convenience of reference only and are not part of this Licence and shall not in any way affect the interpretation thereof;
- (c) Any word or expression used in this Licence shall have the same meaning as it has in the Act;
- (d) Any reference in this Licence to the Act shall include any regulations made thereunder;
- (e) Any reference in this Licence to any regulations made under the Act shall include any regulations made under the Act until such regulations are revoked or repealed by subsidiary legislation made under the Act;
- (f) Any reference in this Licence to a person shall be deemed to include natural and legal persons;
- (g) Any reference to monetary amounts in this Licence shall be deemed to be denominated in Singapore Dollars; and
- (h) Any reference to any guidelines, codes of practice or framework or other rules or documents promulgated by the Authority shall be read as reference to such as may be amended from time to time.

## **SCHEDULE A**

### **DESCRIPTION OF THE TELECOMMUNICATION SYSTEMS TO BE ESTABLISHED BY AGORA COMMUNICATIONS PTE LTD**

[Licensee specific details have been removed]

**SCHEDULE B**

**DESCRIPTION OF THE TELECOMMUNICATION SERVICES TO BE  
PROVIDED BY AGORA COMMUNICATIONS PTE LTD**

[Licensee specific details have been removed]

**SCHEDULE C**  
(Where applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
INTERNATIONAL SIMPLE RESALE**

**1 Metering**

1.1 The Licensee shall take all reasonable steps to ensure that any metering equipment used in connection with the International Simple Resale (“ISR”) services operated under the Licence is accurate and reliable.

1.2 Upon the written request of the Authority, the Licensee shall conduct tests on metering equipment to assess its accuracy, reliability and conformity to the technical standards, if any, as specified by the Authority. The Licensee shall submit the test results to the Authority within fourteen (14) days after the date of the test or within such other period as may be specified by the Authority.

**2 Short Access Code**

2.1 The Licensee may apply for a 4-digit access code that allow callers to gain access to the ISR services. The allocation of the access code will be subject to the availability of such codes and consideration for other usage. The Licensee shall ensure that the access code allocated is used efficiently and effectively.

**3 Quality of Service**

3.1 The Licensee shall comply with the following minimum Quality of Services (“QoS”) standards for the international voice and/or data services provided:

- (a) At least 95% of calls should not have a post dialling delay of more than 25 seconds; and

(b) At least 90% of calls made are able to seize a circuit.

3.2 The Authority reserves the right to modify the above-mentioned standards from time to time, and the Licensee shall comply with such modified standards accordingly.

#### **4 Registration of Subscribers**

4.1 The Licensee shall provide procedures for service application or registration before any service activation to ensure that subscribers are properly signed up for the international call services and that the right parties are being billed. For the avoidance of doubt, this Condition 4.1 does not apply to prepaid card services.

4.2 The Licensee shall maintain a register containing records of its subscribers; and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscribers:

- (a) name, address, and as applicable, NRIC number, FIN, passport number of the subscriber and Unique Entity Number of the company for corporate customer;
- (b) billing /service address;
- (c) contact information: phone (Fixed/Mobile) and email;
- (d) date of activation of the subscriber's account;
- (e) types of services provided e.g. circuit capacity and destinations;  
and
- (f) assigned User ID/User Name where applicable.

## **5 Call Barring Facilities**

- 5.1 The Licensee shall provide international call barring facilities to any consumer who wishes to bar the Licensee's international call services, regardless of whether the consumer is a subscriber of any service provided by the Licensee, to further prevent any unauthorised or fraudulent activation of international call service.

**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
RESALE OF LEASED CIRCUIT SERVICES**

**1 Declaration of Usage**

- 1.1 The Licensee shall ensure that the customers declare, in writing, the usage of the leased circuit and their compliance with all licensing and regulatory conditions and requirements of the Authority. The Licensee shall terminate its agreement with the customers if such customers are found to infringe any term and condition of the Licence or any provision of the Act.

**2 Registration of the Subscribers**

- 2.1 The Licensee shall maintain a register containing records of its subscribers; and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscriber:

- (a) name, address, and as applicable, NRIC number, FIN, passport number of the subscriber and Unique Entity Number of the company for corporate customer;
- (b) billing /service address;
- (c) contact information: phone (Fixed/Mobile) and email;
- (d) date of activation of the subscriber's account;
- (e) types of services provided e.g. circuit capacity and destinations;  
and
- (f) assigned User ID/User Name where applicable.

2.2 The register shall be kept by the Licensee for a period of not less than twelve (12) calendar months from the date of termination of the Services to the subscriber.

### **3 Marketing**

3.1 The Licensee shall state clearly in all marketing and promotional communications that the Licensee is a leased circuit reseller.



**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
PUBLIC INTERNET ACCESS SERVICES**

**1 Electronic-mail Address Portability**

1.1 The Licensee shall comply, at its own cost, with any guidelines established by the Authority, on electronic-mail address portability.

**2 Content**

2.1 The Licensee shall comply with any term and condition as may be imposed by the Authority for the content that is transmitted through the Systems.

**3 Publication of Information in Relation to Broadband Internet Access Services**

3.1 The Licensee shall comply with such frameworks as may be established by the Authority for the publication of information pertaining to broadband Internet access services offered by the Licensee, including but not limited to the access speeds, throughput, round-trip latency, webpage loading time and any other information that the Authority may require the Licensee to publish.

**4. Registration of Subscribers**

4.1 The Licensee shall maintain a register containing records of its subscribers; and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscribers:

- (a) name, address, and as applicable, NRIC number, FIN, passport number of the subscriber and Unique Entity Number of the company for corporate customer;

**Issued on 24 May 2018**

- (b) billing /service address;
- (c) contact information: phone (Fixed/Mobile) and email;
- (d) date of activation of the subscriber's account;
- (e) service types; and
- (f) assigned User ID/User Name.

4.2 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of subscribers.

4.3 Before recording the particulars referred to in Condition 4.1 of this Schedule, the Licensee shall:

- (a) where the subscriber is in Singapore, require the production of the subscriber's identity card issued under the National Registration Act (Cap. 201), passport or Employment Pass and make and keep a photocopy of such evidence of identity; or
- (b) where the subscriber is not in Singapore, the Licensee shall use its best efforts to verify the identity of the subscriber through appropriate documents that are recognised by the authorised establishments in the country of purchase.

4.4 In the case of termination of the Services to a subscriber, the subscriber's records shall be kept by the Licensee for a period of not less than twelve (12) calendar months from the date of termination.

## **5 Registration of Retailers**

5.1 The Licensee shall maintain a register containing records of its retailers and their particulars which shall be made available for inspection by authorised

Singapore government agencies. The records shall contain the following particulars of the retailer:

- (a) name, business address, and as applicable, NRIC number, passport number or business registration number of the retailer in Singapore;
- (b) where the retailer is not based in Singapore, the applicable identification details obtained through appropriate documents that are recognised by the authorised establishments in the country of origin, shall be used instead; and
- (c) contact telephone number(s) of the retailer.

5.2 The Licensee shall ensure that retailers selling its Services obtain the information set out in Conditions 4.1, 4.2 and 4.3 of this Schedule upon the registration of a subscriber and forward such information to the Licensee within two (2) days of the activation of the subscriber's account.

5.3 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of retailers.

5.4 The records in the register shall be kept by the Licensee for a period of not less than twelve (12) calendar months from the date of which the retailer ceases to sell the Services of the Licensee.

**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
VIRTUAL PRIVATE NETWORK SERVICES**

**1 Technical Compatibility**

1.1 The Licensee shall comply with any technical specifications prescribed by the Authority for the purposes of ensuring technical compatibility, avoiding technical harm to the telecommunication network of any Facilities-Based Operator or preventing safety hazards to the personnel in the connection of telecommunication equipment and/or systems to the network.

**2 Metering**

2.1 The Licensee shall take all reasonable steps to ensure that any metering equipment used in connection with the Virtual Private Network (“VPN”) services operated under the Licence is accurate and reliable.

2.2 Upon the written request of the Authority, the Licensee shall conduct tests on metering equipment to assess its accuracy, reliability and conformity to the technical standards, if any, as specified by the Authority. The Licensee shall submit the test results to the Authority within fourteen (14) days after the date of the test or within such other period as may be specified by the Authority.

**3. Registration of Subscribers**

3.1 The Licensee shall maintain a register containing records of its subscribers; and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscribers:

- (a) name, address, and as applicable, NRIC number, FIN, passport number of the subscriber and Unique Entity Number of the company for corporate customer;
- (b) billing /service address;
- (c) contact information: phone (Fixed/Mobile) and email;
- (d) date of activation of the subscriber's account;
- (e) service types; and
- (f) assigned User ID/User Name where applicable.

3.2 The records in the register shall be kept by the Licensee for a period of not less than twelve (12) calendar months from the date of termination of the Services to the subscriber.

**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
MANAGED DATA NETWORK SERVICES**

**1 Technical Compatibility**

- 1.1 The Licensee shall comply with any technical specifications prescribed by the Authority for the purposes of ensuring technical compatibility, avoiding technical harm to the telecommunication network and/or systems of Facilities-Based Operators or preventing safety hazards to personnel in the connection of telecommunication equipment and/or systems to the network.

**2 Metering**

- 2.1 The Licensee shall take all reasonable steps to ensure that any metering equipment used in connection with the Managed Data Network Services (“MDNS”) provided under the Licence is accurate and reliable.
- 2.2 Upon the written request of the Authority, the Licensee shall conduct tests on metering equipment to assess its accuracy, reliability and conformity to the technical standards, if any, as specified by the Authority. The Licensee shall submit the test results to the Authority within fourteen (14) days after the date of the test or within such other period as may be specified by the Authority.

**3. Registration of Subscribers**

- 3.1 The Licensee shall maintain a register containing records of its subscribers; and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscribers:

- (a) name, address, and as applicable, NRIC number, FIN, passport number of the subscriber and Unique Entity Number of the company for corporate customer;
- (b) billing /service address;
- (c) contact information: phone (Fixed/Mobile) and email;
- (d) date of activation of the subscriber's account;
- (e) service types; and
- (f) assigned User ID/User Name where applicable.

3.2 The records in the register shall be kept by the Licensee for a period of not less than twelve (12) calendar months from the date of termination of the Services to the subscriber.

**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
MOBILE VIRTUAL NETWORK OPERATION**

**1 Public Emergency Call Services**

- 1.1 The Licensee shall ensure that any person through functioning mobile terminal equipment may at any time and without charge, contact the relevant police service (namely 999 or its substitute number), the fire and ambulance services (namely 995 or its substitute number) and any other national emergency services which the Minister may from time to time designate, for the purpose of notifying them of any emergency.

**2 Number Portability**

- 2.1 The Licensee shall implement number portability from commencement of provision of the Service.
- 2.2 The Licensee shall comply, at its own cost, with any requirement and guidelines established by the Authority on number portability required to be implemented by the Licensee.

**3 Quality of Service Standards**

- 3.1 The Authority reserves the right to establish minimum quality of service standards for the Services provided by the Licensee with which the Licensee shall comply.

**4 Prepaid SIM Cards**

- 4.1 The Licensee shall comply with the following additional conditions for distribution of prepaid SIM cards for sale to end-users:
- (a) Keep a register of all its retailers and the buyers of the prepaid SIM cards; and



- (b) Control the allocation of prepaid cards to the retailers based on actual sales and activation.

## **5 Registration of Customers of Prepaid SIM Cards**

5.1 The Licensee shall work with the mobile operator whose networks it uses to provide the Services to ensure the maintenance of a register containing records of every customer that purchases the Licensee's prepaid SIM cards which shall be made available for inspection by authorised Singapore government agencies. The register shall contain the following particulars of the customers:

- (a) name, address and as applicable, NRIC number, 11B number, passport number, work permit number, relevant pass number or business registration number (or, where the customer is not located in Singapore, the applicable identification details obtained through appropriate documents that are recognised by the authorised establishments in the country of purchase, shall be used instead);
- (b) mobile cellular number assigned to the customer; and
- (c) date of activation of the customer's account.

5.2 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of customers.

5.3 Before recording the particulars referred to in Condition 5.1 of this Schedule, the Licensee shall:

- (a) where the customer is in Singapore, require the production of the customer's identity card issued under the National Registration Act (Cap. 201), the Singapore Armed Forces Act (Cap. 295), the Police Force Act (Cap 235), the Civil Defence Act (Cap. 42), passport or the following documentations as applicable:
  - (i) S Pass
  - (ii) Employment Pass
  - (iii) EntrePass

- (iv) Training Employment Pass
- (v) Personalised Employment Pass
- (vi) Work Holiday Pass
- (vii) Dependant's Pass
- (viii) Long Term Pass
- (ix) Student's Pass

and make and keep a photocopy of such evidence of identity; or

- (b) where the customer is not in Singapore, the Licensee shall use its best efforts to verify the identity of the customer through appropriate documents that are recognised by the authorised establishments in the country of purchase.

5.4 The records in the register shall be kept by the Licensee for a period of not less than twelve (12) months from the date of termination of the Services to the customer.

## **6 Registration of Retailers of Prepaid SIM Cards**

6.1 The Licensee shall:

- (a) distribute its prepaid SIM cards only to its authorised retailers; and
- (b) allocate its prepaid SIM cards to such retailers based on actual sales and activation.

6.2 The Licensee shall maintain a register containing records of every retailer of its prepaid SIM cards which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the retailer:

- (a) name, business address and as applicable, NRIC number, passport number or business registration number of the retailer in Singapore;
- (b) where the retailer is not based in Singapore, the applicable identification details obtained through appropriate documents that are

recognised by the authorised establishments in the country of origin, shall be used instead;

- (c) contact telephone number(s) of the retailer; and
- (d) prepaid cellular mobile number accounts allocated by the Licensee to the retailer for sale.

6.3 The Licensee shall ensure that the retailers selling its prepaid SIM cards obtain the information and observe the requirements set out in Conditions 5.1, 5.2 and 5.3 of this Schedule. Where the Licensee's retailer conducts in-flight or overseas sales of the Licensee's prepaid SIM cards, the Licensee shall ensure that such retailer forwards the customer's records to the Licensee within seven (7) working days from the date of purchase.

6.4 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of retailers.

6.5 The records in the register shall be kept at the Licensee's premises for a period of not less than twelve (12) months from the date on which the retailer ceases to sell the Licensee's prepaid SIM cards.

## **7 Access to the Registration Information**

7.1 The Licensee shall ensure that all electronic systems (including systems used by its authorised retailers) connected to and used for the purposes of maintaining the registers of customers and retailers of prepaid SIM cards under Conditions 5 and 6 of this Schedule are in compliance with the ISO/IEC 27002:2005 Code of Practice for Information Security Management.

7.2 The Licensee shall maintain records of all access to the registers of customers and retailers of prepaid SIM cards. The records shall include the name, user ID and employer company of any person accessing the registers, the date and time of each incidence of access by such person, and any other information which the Authority may require the Licensee to include from time to time.

- 7.3 The records of access referred to in Condition 7.2 of this Schedule shall be submitted to the Authority and/or authorised Singapore government agencies for audit checks where required by the Authority and/or authorised Singapore government agencies.
- 7.4 The registers of customers and retailers of prepaid SIM cards shall reside in Singapore. The Licensee shall not replicate or allow there to be any replication of the registers of customers and retailers of prepaid SIM cards without the prior written approval of the Authority.
- 7.5 The Authority reserves the right to require the Licensee to comply with any other security requirements as necessary on the registers of customers and retailers of prepaid SIM cards.

## **8 Service Registration for Post-Paid SIM Cards**

- 8.1 The Licensee shall provide procedures for service application or registration before any service activation to ensure that subscribers are properly signed up for the Services provided through post-paid SIM cards and that the right parties are being billed.
- 8.2 The Licensee shall maintain a register containing records of every subscriber which shall be made available for inspection by authorised Singapore government agencies. The register shall contain the following particulars of the subscribers:
- (a) name, date of birth, address and as applicable, NRIC number, 11B number, passport number, work permit number or business registration number;
  - (b) mobile cellular number assigned to the subscriber; and
  - (c) dates of activation and termination of the subscriber's account.
- 8.3 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of subscribers.

8.4 Before recording the particulars referred to in Condition 8.2 of this Schedule, the Licensee shall require the production of the subscriber's identity card issued under the National Registration Act (Cap. 201), the Singapore Armed Forces Act (Cap. 295), the Police Force Act (Cap 235), the Civil Defence Act (Cap. 42), passport or Employment Pass as applicable and make and keep a photocopy of such evidence of identity.

8.5 The records in the register shall be kept by the Licensee for a period of not less than twelve (12) months from the date of termination of the Services to the subscriber.

## **9 Minimum Age of Customers**

9.1 The Licensee shall not provide the Services to any person below the age 15 years.

**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
STORE-AND-FORWARD VALUE-ADDED NETWORK SERVICES**

**1 Establishment of Service Nodes**

- 1.1 The Licensee is required to establish a service node in Singapore and make available the information on the routing table, subscriber database, call traffic statistics and/or other records maintained by the service node for inspection whenever requested. The Licensee without a service node in Singapore may provide Store & Forward Value-Added Network services through a local access node which is connected to the public switched telecommunication networks provided by a Facilities-Based Operator licensed by the Authority.

**2 Transmission of Value-Added Network traffic over the Internet**

- 2.1 The Licensee may choose to carry its Value-Added Network traffic over dedicated leased circuits or switched/permanent virtual circuits such as frame relay circuits. The Licensee may also choose to transmit its VAN traffic through virtual private network links over the Internet.

**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
LIVE AUDIOTEX SERVICES**

- 1 Transmission of the Live Audiotex Services**
- 1.1 The Licensee shall comply with the following transmission standards in the delivery of the announcement or programme:
- (a) There shall be no delay in starting the announcement or programme when a call is connected;
  - (b) Each of the live Audiotex services shall be assigned a different telephone number;
  - (c) There shall be no interruptions during the announcement or programme; and
  - (d) Such other standards as may be specified by the Authority.
- 1.2 The Licensee shall ensure that the number of attempted calls at any time does not significantly exceed the number of call-in lines for the live Audiotex services and shall subscribe for additional lines from licensed Facilities-Based Operators to adequately handle calls for the live Audiotex services and to prevent congestion to other users of the public telecommunication network.
- 1.3 The Licensee shall not, except with the prior arrangement with the licensed Facilities-Based Operator, organise any mass calling event which will generate a high influx of calls to the live Audiotex services.
- 1.4 The Licensee shall not enable callers to communicate amongst themselves directly in real-time.

**Issued on 24 May 2018**

1.5 The Licensee shall ensure that the Value-Added Network and/or the live Audiotex services provided through it are not used for any unlawful purpose.

## **2 Content and Accuracy of Announcements/Programmes**

2.1 The Licensee shall be solely responsible for the content and its accuracy and shall obtain all necessary approvals from the relevant authorities in Singapore.

2.2 The Licensee shall indemnify and keep indemnified at all times the Authority against all claims for libel, slander, infringement of Intellectual Property rights or any other liability whatsoever arising from or in connection with the information transmitted or received through the Value-Added Network.

## **3 Announcement of Call Charges**

3.1 The Licensee shall ensure that its current call charges are published in all advertisements for the live Audiotex services.

3.2 The Licensee shall, in addition, announce the current call charges for the live Audiotex services at the beginning of the call. The Licensee shall provide a grace period during which calls are not charged for:

- (a) the first 6 seconds of a call where the charge announcement lasts 4 seconds; or
- (b) the first 12 seconds of a call where the charge announcement lasts 10 seconds.



**SCHEDULE C**  
(Where Applicable)

**SPECIFIC TERMS AND CONDITIONS FOR  
IP TELEPHONY SERVICES**

**1 Scope of Services**

1.1 The Licence enables the Licensee to provide IP Telephony services using E.164 telephone numbers<sup>1</sup> for such services and assigning such numbers to the Licensee's customer (referred to in this Schedule as an "IP telephony number"). Such services allow customers to make and receive voice, data and/or video calls using the same telephone number from any domestic or overseas location where broadband Internet access is available.

**2 Public Emergency Call Services**

2.1 The Licensee shall disclose in advance to its customers whether the IP Telephony services it provides may be used to contact the police emergency service (namely 999 or its substitute number), the fire and ambulance services (namely 995 or its substitute number) and any other national emergency services which the Minister may from time to time designate, for the purpose of notifying such services of any emergency.

2.2 The Licensee shall not charge its customers for any use of the IP Telephony services to contact the emergency services referred to in Condition 1.1 of this Schedule.

2.3 The Authority reserves the right to require the Licensee to comply with additional safety and security safeguards to enhance security measures for public and national safety.

---

<sup>1</sup> An International Telecommunications Union Telecommunication Standardization Sector ("ITU-T") standard network addressing format for telephone numbers. The E.164 addresses are 15 decimal digits long and include a country code, area or city code, and a local number.

### **3 Number Portability**

- 3.1 The Licensee shall comply, at its own cost, with any requirement and guidelines established by the Authority on number portability required to be implemented by the Licensee.

### **4 Registration of Subscribers**

- 4.1 The Licensee shall maintain a register containing records of its subscribers and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the subscribers:

- (a) name, address, and as applicable, NRIC number, FIN, passport number of the subscriber and Unique Entity Number of the company for corporate customer (or, where the subscriber is not located in Singapore, the applicable identification details obtained through appropriate documents that are recognised by the authorised establishments in the country of purchase shall be used instead);
- (b) billing /service address;
- (c) contact information: phone (Fixed/Mobile) and email;
- (d) date of activation of the subscriber's account;
- (e) service types;
- (f) assigned User ID/User Name where applicable; and
- (g) Media Access Control ("MAC") / Internet Protocol ("IP") address where applicable; and
- (h) IP telephony number assigned to the subscriber.

- 4.2 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of subscribers.

**Issued on 24 May 2018**

- 4.3 Before recording the particulars referred to in Condition 4.1 of this Schedule, the Licensee shall:
- (a) where the subscriber is in Singapore, require the production of the subscriber's identity card issued under the National Registration Act (Cap. 201), passport or Employment Pass and make and keep a photocopy of such evidence of identity; or
  - (b) where the subscriber is not in Singapore, the Licensee shall use its best efforts to verify the identity of the subscriber through appropriate documents that are recognised by the authorised establishments in the country of purchase.
- 4.4 In the case of termination of the IP Telephony service to a subscriber, the subscriber's records shall be kept by the Licensee for a period of not less than twelve (12) calendar months from the date of termination.
- 4.5 The Licensee shall maintain Call Detail Records ("CDRs") of all calls made and received through the Licensee's IP Telephony Services which are operated and/or provided in Singapore.
- 4.6 All CDRs shall be kept by the Licensee in Singapore for a period of not less than twelve (12) calendar months.

## **5 Registration of Retailers**

- 5.1 The Licensee shall maintain a register containing records of its retailers and their particulars which shall be made available for inspection by authorised Singapore government agencies. The records shall contain the following particulars of the retailer:
- (d) Name, business address and, as applicable, NRIC number, passport number or business registration number of the retailer in Singapore (or, where the retailer is not based in Singapore, the applicable identification details obtained through appropriate documents that are

recognised by the authorised establishments in the country of origin, shall be used instead.);

- (e) Contact telephone number(s) of the retailer; and
- (f) IP telephony number accounts allocated by the Licensee to the retailer for sale.

5.2 The Licensee shall ensure that retailers selling its Services obtain the information set out in Conditions 4.1, 4.2 and 4.3 of this Schedule upon the registration of a subscriber and forward such information to the Licensee within two (2) days of the activation of the subscriber's account.

5.3 The Authority reserves the right to require the Licensee to record any other details as necessary in its register of retailers.

5.4 The records in the register shall be kept by the Licensee for a period of not less than twelve (12) months from the date of which the retailer ceases to sell the Services of the Licensee.

## **6 Additional Conditions for Provision of IP Telephony Services Utilising Level "6" Telephone Numbers**

6.1 Where the Licensee provides any of the Services utilising a level "6" telephone number, it shall comply with Conditions 6.2 to 6.8 in respect of such services (hereinafter referred to as "Level "6" Services"). For the purposes of these Conditions, "Fixed Network Telecommunication Services" means fixed line basic telephony services associated with number level "6".

6.2 The Licensee shall ensure that subscribers of its Level "6" Services must be able to receive and make voice calls from/to subscribers on any public telecommunication network, public mobile network or public digital voice network in Singapore.

- 6.3 The Licensee shall ensure that:
- (a) any person through customer premises equipment that enable the use of its Level “6” Services; and
  - (b) any person through its public payphones that enables the use of its Level “6” Services, may at any time and without charge, contact the relevant police emergency service (namely 999 or its substitute number), the fire and ambulance services (namely 995 or its substitute number) and any other national emergency services which the Minister may from time to time designate to be provided by operators of Fixed Network Telecommunication Services, for the purpose of notifying them of any emergency.
- 6.4 The Licensee shall ensure that its Level “6” Services are only provided to domestic customers (within Singapore) with a Singapore registered and billing address.
- 6.5 The Licensee shall ensure that its Level “6” Services comply with the same standards and requirements for number portability as may be established by the Authority from time to time for Fixed Network Telecommunication Services.
- 6.6 The Licensee shall:
- (a) provide directory enquiry services based on an integrated customer database upon request to any person to whom the Licensee provides its Level “6” Services; and
  - (b) provide directory enquiry services for subscribers of other licensees in relation to all persons to whom the Licensee provides its Level “6” Services.
- 6.7 The Licensee shall:
- (a) provide integrated directories to subscribers of its Level “6” Services in accordance with such requirements as may be established by the Authority; and

- (b) exchange all relevant customer data of subscribers of its Level “6” Services with other licensees free-of-charge for the purpose of providing integrated directories and providing integrated directory enquiry services.

6.8 The Licensee shall, if necessary, and subject to charges, terms and conditions to be agreed with other licensees, provide integrated directories for their subscribers. In the event that agreement cannot be reached, the matter shall be determined by the Authority, whose decision shall be final.

**SCHEDULE D**

**PERFORMANCE BOND**

[Licensee specific details have been removed]