

Case Reference	R/E/I/118
Title	NetLink Trust's Failure to Comply with IDA's Quality of Service Standards on Service Provisioning Timeframe for Residential End-User Connections from July to December 2014
Date of IDA's Decision	8 September 2015
Licensee	CityNet Infrastructure Management Pte Ltd (as Trustee-Manager of the NetLink Trust) (" NetLink Trust ")
Case Summary	<p>For the period July to December 2014, NetLink Trust failed to meet the Quality of Service ("QoS") standard of 98% and 100% respectively for the following indicators:-</p> <p>a) "Percentage of Residential End-User Connection service orders provisioned within (i) three business days of the date of service order or (ii) by Request for Activation ("RFA")¹ date"; and</p> <p>b) "Percentage of Residential End-User Connection service orders provisioned within (i) seven business days of the date of service order or (ii) by RFA date + 4 business days".</p> <p>For the period July to December 2014, NetLink Trust's performance for the two QoS indicators ranged between 88.46% to 92.21% and between 90.28% and 94.52% respectively.</p>
IDA's Determination	<p>For failing to comply with the residential QoS standards for the period July to December 2014, NetLink Trust is liable for a financial penalty under the QoS framework. In determining the appropriate enforcement action against NetLink Trust, IDA took into consideration the measures that NetLink Trust had committed to undertake to manage delays, such as measures arising from end-users' transition from one retail service provider to another.</p> <p>Having considered all factors, IDA has decided to impose a financial penalty of \$50,000 on NetLink Trust.</p>

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