

Case Reference	R/E/I/119
Title	NetLink Trust's Failure to Comply with IDA's Quality of Service Standards on Service Provisioning Timeframe for Non-Residential End-User Connections from April 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 April to December 2014, NetLink Trust failed to meet the Quality of Service ("QoS") standard of 80% and 100% respectively for the following indicators:-</p> <p>a) "Percentage of Non-Residential End-User Connection service orders provisioned within (i) four calendar weeks of the date of service order or (ii) by Request for Activation ("RFA")¹ date"; and</p> <p>b) "Percentage of Non-Residential End-User Connection service orders provisioned within (i) eight calendar weeks of the date of service order or (ii) by RFA date + 4 calendar weeks".</p> <p>For the period July to December 2014, NetLink Trust's performance for the two QoS indicators ranged between 38.27% to 73.75% and between 62.66% and 88.28% respectively.</p>
IDA's Determination	<p>For failing to comply with the non-residential QoS standards for the period April 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 following:</p> <p>(i) The average margins of failure from April to December 2014 were large;</p> <p>(ii) NetLink Trust's QoS performance has fallen from April to December 2014 with a declining percentage of orders completed within the timeframes specified in the QoS framework over the nine (9) months;</p> <p>(iii) NetLink Trust's QoS performance continues to be poor even after the six (6) months rectification period from October 2013 to March 2014; and</p> <p>(iv) The corrective actions that NetLink Trust has been</p>

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

	<p>undertaking, including re-organising its internal processes and clearing more than 90% of backlog orders.</p> <p>Having considered all factors, IDA decided to impose a financial penalty of \$400,000 on NetLink Trust.</p>
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