

Case Reference	R/E/I/114
Title	The NetLink Trust's Failure to Comply with IDA's Quality of Service Standards on the NetLink Trust's Installation-Related Service Levels for Non-Residential End-User Connection Service in January to March 2014
Date of IDA's Decision	13 October 2014
Licensee	CityNet Infrastructure Management Pte Ltd (as Trustee-Manager of the NetLink Trust) (the " NetLink Trust ")
Case Summary	<p>The NetLink Trust completed its acquisition of OpenNet Pte Ltd's ("OpenNet") business and assets on 1 October 2014. In this regard, the NetLink Trust has taken over the systems and services previously undertaken by OpenNet under the OpenNet's Facilities-Based Operations licence. OpenNet will henceforth be referred to as the NetLink Trust.</p> <p>IDA reviewed the performance of the NetLink Trust in relation to the Quality of Service ("QoS") Framework on the NetLink Trust's Installation-Related Service Levels for Residential and Non-Residential End-User Connections, for the period January to March 2014. The QoS standard for "Percentage of Non-Residential End-User Connections Delivered to the NetLink Trust's Requesting Licensees in Working Condition" is 99%.</p> <p>In January and February 2014, the NetLink Trust's QoS performance were 98.95% and 98.97%, which fell short of the QoS standard of 99% by 0.05% and 0.03% respectively. The NetLink Trust met the QoS requirement for March 2014, with 99.09%.</p>
IDA's Determination	<p>Under IDA's QoS standards on the NetLink Trust's Installation-Related Service Levels for Residential and Non-Residential End-User Connections, the NetLink Trust is liable for a financial penalty of S\$10,000 or more for each instance of non-compliance under the QoS framework.</p> <p>In deciding on the appropriate enforcement action to take for the NetLink Trust's non-compliance in January and February 2014, IDA took into consideration the fact that the extent of non-compliance of 0.05% and 0.03% were very small¹. IDA therefore decided to waive the financial penalty for the two instances of non-compliance. Nonetheless, the NetLink Trust was issued a warning to take steps to improve its performance.</p>

¹ Equivalent to less than one fault in the Non-Residential End-User Connection Service.