

Case Reference	R/E/I/110
Title	OpenNet's Failure to Comply with IDA's Quality of Service Standards on OpenNet's Installation-Related Service Levels for Non-Residential End-User Connection Service in Q4 2013
Date of IDA's Decision	14 March 2014
Licensee	OpenNet Pte Ltd (" OpenNet ")
Case Summary	<p>IDA reviewed the performance of OpenNet in relation to the Quality of Service ("QoS") Framework on OpenNet's Installation-Related Service Levels for Residential and Non-Residential End-User Connections, for the period October to December 2013.</p> <p>In November 2013, OpenNet's QoS performance was 98.75%, which failed to meet the QoS standard of 99% for the "Percentage of Non-Residential End-User Connections Delivered to OpenNet's Requesting Licensees in Working Condition" indicator.</p>
IDA's Determination	<p>Under IDA's QoS standards on OpenNet's Installation-Related Service Levels for Residential and Non-Residential End-User Connections, OpenNet is liable to 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 OpenNet's non-compliance in November 2013, IDA took into consideration the fact that the extent of non-compliance of 0.25% was very small¹. IDA therefore decided to waive the financial penalty. Nonetheless, OpenNet was issued a warning to take steps to improve its performance.</p>

¹ Equivalent to about two faults in the Non-Residential End-User Connection Service.