

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 Connections in February and March 2013
Date of IDA's Decision	20 August 2013
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.</p> <p>In February and March 2013, OpenNet 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> <p>OpenNet requested IDA to take into account those faults which did not lie with OpenNet's network and/or were not due to OpenNet's fault in its assessment of OpenNet's non-compliance.</p>
IDA's Determination	<p>IDA's QoS standards on OpenNet's Installation-Related Service Levels for Residential and Non-Residential End-User Connections took effect from 1 September 2011. 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>After reviewing the evidence and justification provided by OpenNet, IDA assessed that OpenNet's QoS performance in February and March 2013 were 98.52% and 98.72% respectively, which still did not meet the QoS standard of 99%.</p> <p>Notwithstanding the above, IDA took into consideration the fact that the extent of non-compliance in February and March 2013 (0.48% and 0.28% respectively) was small¹ and decided to exercise its discretion to waive the penalty for OpenNet's non-compliance with the QoS framework in February 2013 and March 2013. OpenNet was warned to take steps to improve its performance or it will face financial penalties, which may be determined taking into consideration OpenNet's past failures notwithstanding that IDA had exercised its discretion to waive the financial penalties for these failures in consideration of small failure margins, if it fails the QoS standards again.</p>

¹ Equivalent to one to two faults in the non-residential end-user connection service.