

Title	OpenNet's Failure to Comply with IDA's Quality of Service Standards on OpenNet's Installation-Related Service Levels for Residential and Non-Residential End-User Connections in October 2012
Date of IDA's Decision	21 May 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 October 2012, 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. OpenNet achieved a performance of 98.14% for this indicator.</p> <p>OpenNet submitted that the key causes of faults in Non-Residential End-User Connections were faulty component and high loss in fibre. There were also a case of No Fault Found¹ which contributed to the percentage of faults. It further submitted that if IDA had allowed the case of No Fault Found to be excluded from the computation of OpenNet's performance, OpenNet's performance would improve from 98.14% to 98.41% in October 2012. OpenNet also requested IDA to take into consideration that it was beyond OpenNet's reasonable control to fully eliminate faulty components as a cause of fault; and that its base of Non-Residential End-User Connection installations in October 2012 was relatively small and a small increase in faults would amplify OpenNet's performance.</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</p>

¹ No Fault Found cases are cases where OpenNet determines that no fault is found or the fault is not with OpenNet's network or equipment.

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	<p>provided by OpenNet to support its request to exclude the No Fault Found case from the computation of its QoS performance in October 2012, IDA agreed to exclude the No Fault Found case from the computation of its QoS performance. Nonetheless, OpenNet's QoS performance, which improved to 98.41%, still did not meet the 99% standard in October 2012.</p> <p>Notwithstanding the above, IDA took into consideration the fact that the extent of non-compliance in October 2012 was small, and that this was OpenNet's first breach of the QoS standard for Non-Residential End-User Connections since the implementation of the QoS framework in September 2011. IDA decided to exercise its discretion to waive the penalty for OpenNet's non-compliance with the QoS framework in October 2012. OpenNet was warned to take steps to improve its performance, or it will face financial penalties if it fails again to meet the QoS standards.</p>
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