

<b>Case Reference</b>	R/E/099
<b>Title</b>	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
<b>Case Opened</b>	4 May 2012
<b>Case Closed</b>	28 May 2012
<b>Complainant</b>	IDA initiated this proceeding pursuant to the Quality of Service ("QoS") Framework on OpenNet's Installation-Related Service Levels for Residential and Non-Residential End-User Connections
<b>Respondent</b>	OpenNet Pte Ltd (" <b>OpenNet</b> ")
<b>Case Summary</b>	<p>In September 2011 and October 2011, OpenNet failed to meet the QoS standard of 98% for the "Percentage of Residential End-User Connections Delivered to OpenNet's Requesting Licensees in Working Condition" indicator. OpenNet achieved 97.62% and 97.90% for this indicator respectively.</p> <p>OpenNet submitted that if IDA allowed the following categories of faults to be excluded from the computation of OpenNet's performance, OpenNet would have met the QoS standard of 98%:-</p> <ol style="list-style-type: none"> <li>a. <i>No Fault Found cases (i.e. cases where OpenNet determines that no fault is found or the fault is not with OpenNet's network or equipment)</i></li> <li>b. <i>Faults that were not attributable to OpenNet, e.g., damage by third party</i></li> <li>c. <i>Cases requiring further investigation to determine cause of fault, e.g. requires appointment/fault identification with end-users and/or the Requesting Licensees</i></li> </ol>
<b>IDA's Determination</b>	<p>On 30 August 2011, OpenNet submitted an appeal to the Minister for Information, Communications and the Arts on IDA's decision to impose the said QoS framework. On 21 September 2012, the Minister issued his decision to uphold IDA's decision.</p> <p>OpenNet is thus required to comply with IDA's QoS standards on OpenNet's Installation-Related Service Levels for Residential and Non-Residential End-User Connections. If OpenNet is non-compliant with an indicator under the said QoS framework, a financial penalty of S\$10,000 may be imposed on OpenNet.</p> <p>IDA has reviewed the evidence and/or justification provided by OpenNet to support its request to exclude faults belonging to the abovementioned fault categories from the computation of its QoS performance in September 2011 and October 2011.</p>

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	<p>After excluding cases where OpenNet had provided clear reasons or probative evidence supporting why a fault should be excluded in the computation of its QoS performance, OpenNet's QoS performance still did not achieve 98% in the said two months.</p> <p>In considering that the extent of non-compliance in September 2011 and October 2011 was small and that the breaches occurred in the initial months of the implementation of the QoS framework, IDA exercised its discretion not to impose a financial penalty on OpenNet. IDA had instead warned OpenNet for the non-compliance and that it should take steps to improve its performance in this regard.</p>
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