

Case Reference	R/E/I/121
Title	NetLink Trust's Failure to Comply with IMDA's Quality of Service Standards on Service Provisioning Timeframe for Residential End-User Connections from January 2015 to June 2016
Date of IDA's Decision	30 September 2016
Licensee	CityNet Infrastructure Management Pte Ltd (as Trustee-Manager of the NetLink Trust) (" NetLink Trust ")
Case Summary	<p>For the period January 2015 to June 2016, NetLink Trust failed to meet the Quality of Service ("QoS") standards of 98% and 100% respectively for the following indicators:-</p> <ul style="list-style-type: none"> a) "Percentage of Residential End-User Connection service orders provisioned within (i) three business days of the date of service order or (ii) by Request for Activation ("RFA")¹ date"; and b) "Percentage of Residential End-User Connection service orders provisioned within (i) seven business days of the date of service order or (ii) by RFA date + 4 business days". <p>For the period January 2015 to June 2016, NetLink Trust's performance for the two QoS indicators ranged between 87.15% to 93.19% and between 89.95% to 94.08% respectively.</p>
IDA's Determination	<p>For failing to comply with the residential QoS standards for the period January 2015 to June 2016, NetLink Trust is liable for a financial penalty under the QoS framework. In determining the appropriate enforcement action against NetLink Trust, IDA took into consideration NetLink Trust's previous QoS failures, and the operational improvements made by NetLink Trust to raise its performance. IDA also noted that a number of delayed residential service orders were churn orders² or second fibre orders³. These necessitated the use of a second optical fibre, or handing over of fibre between service providers.</p> <p>Having considered all factors, IDA has decided to impose a financial penalty of \$200,000 on NetLink Trust.</p>

¹ The RFA date refers to the date requested by Requesting Licensees beyond the service provisioning timeframes stated in the QoS framework despite activation slots being available within the said period.

² Churn orders refer to orders where end-users have completed their 24-month contract and are seeking to switch broadband service providers

³ Second fibre is used when end-users switch service providers, or when they have contracted fibre-based services from two or more broadband service providers.