Case Reference	R/E/I/122
Title	NetLink Trust's Failure to Comply with IMDA's Quality of Service Standards on Service Provisioning Timeframe for Non-Residential End-User Connections from January to December 2015
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	For the period January to December 2015, NetLink Trust failed to meet the Quality of Service ("**QoS**") standards of 80% and 100% respectively for the following indicators:-
	a) "Percentage of Non-Residential End-User Connection service orders provisioned within (i) four calendar weeks of the date of service order or (ii) by Request for Activation ("**RFA**")[1] date"; and
	b) "Percentage of Non-Residential End-User Connection service orders provisioned within (i) eight calendar weeks of the date of service order or (ii) by RFA date + 4 calendar weeks".
	For the period January to December 2015, NetLink Trust's performance for the two QoS indicators ranged between 29.28% to 82.68% and between 45.06% to 90.72% respectively. NetLink Trust however did comply with the T+4 standard in December 2015.
IDA's Determination	For failing to comply with the non-residential QoS standards for the period January to December 2015, 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 the improving trend in NetLink Trust's non-residential QoS performance in 2H 2015, with NetLink Trust meeting the T+4 standard in December 2015 after the weak performance in 1H 2015.
	Having considered all factors, IDA decided to impose a financial penalty of $300,000 on NetLink Trust.

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[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.