

Case Reference	R/E/I/130
Title	NetLink Trust's Failure to Comply with IMDA's Quality of Service Standards on Service Provisioning Timeframe for Residential End-User Connections from July 2016 to June 2017 and Non-Residential End-User Connections from January 2016 to March 2017
Date of IMDA's Decision	12 December 2017
Licensee	NetLink NBN Management Pte. Ltd. (in its capacity as trustee-manager of NetLink NBN Trust) NetLink Management Pte. Ltd. (in its capacity as trustee of NetLink Trust) (Collectively known as " NetLink Trust ")
Case Summary	<p><i>Residential End-User Connections</i></p> <p>For the period July 2016 to June 2017, NetLink Trust failed to meet the residential Quality of Service ("QoS") standards of 98% and 100% respectively for the following indicators:-</p> <ol 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 July 2016 to June 2017, NetLink Trust's performance for the two QoS indicators ranged between 91.54% to 94.83% and between 92.75% to 96.14% respectively.</p> <p><i>Non-Residential End-User Connections</i></p> <p>For the period January 2016 to March 2017, with the exception of the 10 month period from June 2016 to March 2017 for the first indicator, NetLink Trust failed to meet the non-residential QoS standards of 80% and 100% respectively for the following indicators:-</p> <ol style="list-style-type: none"> 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

¹ The RFA date refers to the date requested by Requesting Licensees beyond the service provisioning

	<p>RFA date”; and</p> <p>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”.</p> <p>For the period January 2016 to March 2017, NetLink Trust’s performance for the two QoS indicators ranged between 72.06% to 97.54% and between 88.74% to 99.80% respectively.</p>
<p>IMDA’s Determination</p>	<p>For failing to comply with the QoS standards for residential end-user connections for the period July 2016 to June 2017 and non-residential end-user connections for the period January 2016 to March 2017, with the exception of NetLink Trust’s “T+4 Calendar Weeks” performance from June 2016 to March 2017, NetLink Trust is liable for a financial penalty under the QoS frameworks. In deciding the financial penalty quantum for NetLink Trust’s non-compliance for both the residential and non-residential QoS standards, IMDA has considered the efforts by NetLink Trust to provision services on time, the improvements shown, and the nature of end user demands. IMDA also took into consideration delays outside of NetLink Trust’s control despite NetLink Trust’s best efforts, such as the time taken by building owners to allow site access into buildings.</p> <p>IMDA also noted that the residential broadband landscape has evolved to one with high adoption of fibre broadband services amongst households. The competitive fibre broadband service plans for customers in the market have resulted in an increasing number of households switching between service providers to take advantage of plans that offer more value. As the existing fibre broadband service is delivered through an optical fibre, to provision service to these households, either a second optical fibre, or handing over of this first optical fibre between service providers, is required. While NetLink Trust has provisioned first fibre orders relating to a household’s initial broadband service in a timely manner, it has taken a longer time to provision some orders that require switching between service providers.</p> <p>Having considered all factors, IMDA has decided to impose a financial penalty of \$100,000 on NetLink Trust for not</p>

timeframes stated in the QoS framework despite activation slots being available within the said period.

	meeting the residential QoS standards and \$50,000 for not meeting the non-residential QoS standards.
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