

NetLink Trust's Fibre Connection Service QoS Performance for Q2 2020

Quality of Service (QoS) Standards for NetLink Trust's
Fibre Connection Services for the Apr - Jun 2020 Quarter

NetLink Trust's QoS Performance for Installation-Related Service Levels

1. Percentage of Residential End-User Connections Delivered to NetLink Trust's Requesting Licensees in Working Condition

IMDA had suspended the QoS standards on NetLink Trust's installation-related service levels from April to June 2020. IMDA took into consideration that NetLink Trust faced shortage of manpower due to restrictions such as Stay-Home Notices placed on its workers, as a result of COVID-19 pandemic measures in Singapore.

2. Percentage of Non-Residential End-User Connections Delivered to NetLink Trust's Requesting Licensees in Working Condition

IMDA had suspended the QoS standards on NetLink Trust's installation-related service levels from April to June 2020. IMDA took into consideration that NetLink Trust faced shortage of manpower due to restrictions such as Stay-Home Notices placed on its workers, as a result of COVID-19 pandemic measures in Singapore.

NetLink Trust's QoS Performance for Timeframe in the Provisioning of End-User Connection Services

1. Percentage of Residential Service Orders Fulfilled within (i) Three Business Days of the Date of the Service Order or (ii) by Request For Activation ("RFA") Date for First Fibre Orders

IMDA had suspended the QoS standards on NetLink Trust's service provisioning timeframes from April to June 2020. IMDA took into consideration that NetLink Trust faced shortage of manpower due to restrictions such as Stay-Home Notices placed on its workers, as a result of COVID-19 pandemic measures in Singapore.

2. Percentage of Non-Residential Service Orders Fulfilled within Four Calendar Weeks from the Date of the Service Order

IMDA had suspended the QoS standards on NetLink Trust's service provisioning timeframes from April to June 2020. IMDA took into consideration that NetLink Trust faced shortage of manpower due to

restrictions such as Stay-Home Notices placed on its workers, as a result of COVID-19 pandemic measures in Singapore.

