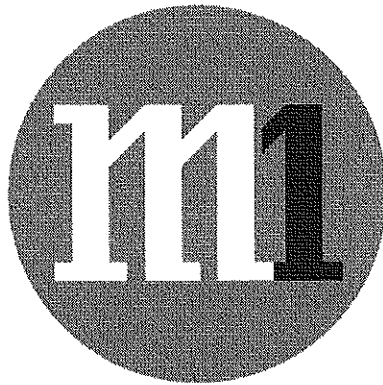


**M1'S RESPONSE TO IDA'S CONSULTATION PAPER ON
PROPOSED PLATFORM CONNECTION SERVICE ("PCS
SCHEDULE")**



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ANNEX 1: M1'S RESPONSE TO IDA'S CONSULTATION PAPER ON PROPOSED PLATFORM CONNECTION SERVICE ("PCS SCHEDULE")

Section/ Paragraph Number	Description	Views/Comments
4.2(a)	"Under this option, ... the Authorised Users will be able to access the Platform using secured two-factor login at the RSP Portal"	Nucleus Connect should include in the PCS Schedule the specific two-factor login procedure so that QPs can have a better understanding of the login process requirement(s) which would be useful for decisions on the appropriate type of user account to be furnished, briefing users on the basic information/equipment they need to have in place prior to log-in etc.
4.3(a)(ii)	"create one (1) user account with user administrative rights to manage and maintain all of the Contracting QP's user accounts; and"	<p>M1 propose to include the flexibility of providing more than one (1) user account with user administrative right for each QP, for back-up purposes (e.g. in the absence of specific user with administrative rights).</p> <p>The functionality of multiple users with administrative rights over the different sub-groups of QP's user accounts is also useful in providing an efficient and effective way of managing/maintaining the different sub-groups of QP's user accounts e.g. finance/payment sub-group, technical sub-group, ordering sub-group, etc.</p>
4.4	"Upon the successful setup of the Platform Connection Service, the Authorised Users will be able to access the Platform and utilise its services, which shall include the following functions and/or services: ..."	<p>M1 strongly recommend to include the following functionalities in the Platform Connection Service, which are critical in tackling on-going End-Users' service experience issues for "end-to-end" provisioning:</p> <p>1) Functions and/or services for both WEB and B2B Options should include Request Quota checks to enable QPs to query on the remaining availability of the Request Quota on a given day. This will help to greatly streamline the End-User Connection ("EUC") order fulfilment process and provide realistic service provisioning status/capability which is important in managing End Users' expectation/demands; and</p>

		<p>2) Functions and/or services for both WEB and B2B Options should also provide a real-time field resource availability status on a given day for Termination Point ("TP") and Optical Network Terminal ("ONT") on-site installations. This will enable QPs to schedule a secure appointment with End-User, which will avoid the gross inefficiencies, disruptions and/or inconveniences to End-Users in subsequent rescheduling or multiple rescheduling due to insufficient field resources. This is the cause of many on-going service provisioning issues where End-Users' work/leave plans were disrupted as QPs has no visibility of the available dates for site installations and hence, unable to confirm appointment dates with End-Users. In fact, the lack of "end-to-end real-time" visibility of available resources has also resulted in confirmed appointment being rescheduled multiple times. The problem is further compounded by the limitation in handling capacity.</p>
4.4(a)	"where the Contracting QP has submitted an Order to take up the Platform Connection Service under WEB Option, the functions/services available are: ..."	M1 propose that the PCS Schedule provides multiple access levels for different operational roles under WEB Option. Minimally, for each user account, QPs should be able to grant access permissions to each of the key functions separately. QPs should also be able to configure "read-only" access and/or full access for each of the key functions/sub-groups for all user accounts.
4.4(b)	"where the Contracting QP has submitted an Order to take up the Platform Connection Service under B2B Option, the functions/services available are:"	Under B2B Option, PCS Schedule should also provide a secured File Transfer Protocol ("FTP") access to monthly bills and reports.
4.6	"The Platform will be available for the Contracting QP's use on a daily basis from 8:00 am to 23:00 pm. Nucleus Connect will inform the Contracting QP in advance in the event that planned maintenance needs to be conducted during the said operating hours."	<p>The Platform has to be available 24/7, at least for trouble ticketing function under WEB Option and all functions under B2B Option. This is essential to enable QPs to provide consistent customer/technical support to End-Users regardless of the time of the day as QPs provide 24/7 service support to our end-users.</p> <p>We also propose Nucleus Connect to inform Contracting QPs five (5)</p>

		working days in advance for any planned maintenance so as to allow affected parties to better manage any pending fault or trouble tickets.
4.9	"Nucleus Connect shall evaluate the Contracting QP's request for Professional Services and reserve the right to reject such requests. ..."	In the event that Nucleus Connect rejects such requests, M1 propose Nucleus Connect to provide the reasons for doing so to the QP.
6.1(d)	"an estimation of Nucleus Connect's charges (based on the Charges set out in paragraph 13) and any third party charges involved;"	Please clarify if there are third party charges if the QP does not submit an Order to take up Professional Services under B2B Option. If there are, please clarify what are the applicable third party charges.
13.1(b)(ii)(II)	"any third party charges which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Cancellation"	If there are no third party charges for not submitting such Order, then Section 6.1(d) and 13.1(b)(ii)(I) should be amended to provide clarity that third party charges may apply only if the QP takes up Professional Services under the B2B Option.
6.1(f)	"(if applicable) such other terms and conditions relating to the provision of the Platform Connection Service as Nucleus Connect may specify."	This clause is not acceptable. Nucleus Connect should not have the liberty to specify new terms and conditions for the B2B Option other than those already stated in this Schedule.
11.1(b)	"it shall be responsible ... such other web browsers as may be approved by Nucleus Connect from time to time"	Nucleus Connect should specify the process and methodology by which how other web browsers may be approved.
11.1(c)	"it shall be responsible for installing VPN client on host computers at its own costs. ..."	Nucleus Connect should specify the system requirements of the host computer for the installation of the VPN client.
11.1(d)	"if it selects B2B Option ... provide (at its own costs) the transmission link to implement the NC-QP Connectivity in accordance with Nucleus Connect's specifications;"	Nucleus Connect's exact specifications for the implementation of the NC-QP Connectivity should be included in this Schedule to provide clarity to QP.
12.6	"The Fault shall be deemed to be rectified when Nucleus Connect has tested and confirmed to the Contracting QP that it has been rectified."	The Fault shall be deemed to be rectified only upon verification by the QP Single Point of Contact ("SPOC").

12.8	"Nucleus Connect retains the right to suspend the access to the Platform temporarily without notice, in the event of Fault, system failure, maintenance or repair or for other reasons beyond the control of Nucleus Connect."	<p>In the event of maintenance or repair where Nucleus Connect is able to inform QPs in advance, Nucleus Connect should not have the right to suspend the access without notice.</p> <p>M1 propose that Nucleus Connect gives at least five (5) working days advance notice for any planned maintenance so as to allow affected parties sufficient time to assess impact or implications at QPs end and manage accordingly. In addition, Nucleus Connect should inform the affected parties for any unplanned outages beyond the control of Nucleus Connect within one (1) hour of the occurrence of incident. This will allow the affected parties to in turn inform or manage their customers accordingly on any pending fault or trouble tickets.</p>
12.9	"Nucleus Connect's response time for responding to a Fault incident (received by it) shall be within the timeframes set out: ..."	It is noted that the Response Time commitment is specified without any remedies to QPs if Nucleus Connect does not meet the timeframes set out. The commitment stated has to be accompanied by the associated remedies so as to provide assurance that Nucleus Connect is committed to these targets.
12.10	"In the event of a Fault occurring within NC-QP Connectivity, the Contracting QP may request Nucleus Connect in writing to setup and configure an emergency public Internet VPN access from its alternative firewall. ..."	Nucleus Connect should provide a committed service activation period for the Express Firewall Setup service to enable QPs to ascertain the benefits for taking up this service in the event of a Fault occurring within NC-QP Connectivity.
13.1(b)(i)(II)	"any third party charges which have been incurred by Nucleus Connect, or which Nucleus Connect has committed to incur, at the time of such Cancellation."	Since there are no third party charges specified in Section 13.1(a), then there should be no such charges to be recovered by Nucleus Connect in the event of a Cancellation. We suggest the removal of this Section.
13.2(a)(8)	"Pre-mature Termination charges imposed by Nucleus Connect's contractors and/or suppliers in connection with the provision of the Professional Services"	Please clarify the definition of "Pre-mature Termination" and "contract value". Any such charges ought to be provided to QP prior to the provision of the Professional Services.