

**30 December 2011**

Description of Respondent & interest in proceedings: I am residential & potential subscriber of optic-fiber services who purchased a property that has a free-installation offer that lapsed through no fault of mine. So it is not a case of I do not want the installation.

Co-incidentally my in-laws (who are retirees) missed their installation appointment as they thought the installation-offer-document were junk-flyers.

Hence would suggest following provision(s) :-

Special provisions should be given in cases of (residential) household who wanted the installation but somehow due to following factors were unable to get the (free) installation:-

a) did not received proper notifications / communications or not aware of the action to take on the "installation-offer" especially in cases where it involves retirees who are either less tech-savvy or purely ignorant of what the optic-fibre can/will offer,

b) in cases when a new owner purchased a new residence where the previous owner missed the appointment either due to not knowing about what Opennet is all about or again element of ignorance or less tech-savvy and potentially the outgoing owner having less interest to install as they are planning to sell their residence thus likely to place less-priority

Under such situation, the installation charge should be waived though the requester will have to join the queue for the installation. It will not be mutually-beneficial to prospective users of any services using the fiber but find it an impediment to pay for the installation.

**- Chan Hean Loon –**

Hi,

I am currently staying in [REMOVED].

I am really happy that government is helping all the residents of Singapore to get faster internet network by implementing the installation of fiber network to all homes of Singaporean. I strongly believe that this initiative is going to benefit greatly for all Singaporeans and all Singaporeans should benefit from the free installation of the fiber network.

However, I am facing the problem that OpenNet is going to charge me for the installation of the fiber network at my home. I am never told of the installation schedule of my block from OpenNet, as I have never received the appointment letter from OpenNet. I have called up OpenNet customer service and they have insisted that the installation schedule for my block has long over and they will have to charge me. Since I have not receive the letter, I feel injustice that I should be penalized to pay for the installation of the fiber network.

OpenNet customer service has insisted that they have sent me the appointment letter, however, I, being the recipient, would like to hereby insist that I have not received the appointment letter at all.

I sincerely hope IDA will help me to re-look into the matter with OpenNet.  
My contact number is [REMOVED] if you need any further clarification.

**- Tan Lay Hwee –**

Dear Ms Aileen Chia,

I look forward to a timely amendment of the ICO, especially with regard to the definition of "Residential Premises" in Schedule 18. It is perplexing that black and white houses are (apparently) excluded by the current definition, even if they are indisputably used for habitation. I append below the exchange with an OpenNet customer services officer with regard to the difficulty in trying to obtain services from M1 and Starhub. It should be noted that the infrastructure has already laid out on the street - the only remaining obstacle is the classification of these premises. It would be a waste of resources, and contrary to government policy, to make such expense without allowing residents to benefit from it.

On a separate point, it appears that the definition of "Singapore Mediation Centre" in Schedule 18 is incorrect. The 2010 (and I doubt its predecessors) of the SIAC rules does not make any reference to mediation.

**- Kung Kin Cheung –**

I am the owner of [REMOVED] and I had been eagerly awaiting the installation of the fibre optic cable at my home.

However, I did not receive any letter from OpenNet for quite some time. So I did a coverage check on their website. It showed "coming soon". So I continued to wait.

When I finally called OpenNet on 23 November 2010, I was informed by a customer service officer, Mr Fahrudhin, that the initial offer had lapsed as the offer letter had been sent. I was surprised as I did receive any letter from OpenNet. Alas, I understand that the letter was addressed to "Dear Owner".

My family receives vast amounts of junk mail addressed to "Dear Owner" (mostly from property agents) and I believe that my domestic helper had thrown it away together with all such mail. I even emailed photographic evidence of the junk mail to OpenNet.

I was also unaware that cabling works were taking place (if it did) as I leave home at 5.30 a.m. and get back late at night.

As such, I repeatedly request OpenNet for another date to be scheduled for the free installation of the cabling for my home.

Unfortunately, all I received from them was standard rejections and a lame excuse for not acceding to my request. I attach the email chain between OpenNet and me for your persual.

Given the importance and magnitude of this exercise, I believe OpenNet should have exercised some flexibility and offered me another free installation date. Since they have a monopoly on this exercise, there is not very much an end-user like me can do.

It has been more than a year since I first called OpenNet. Todate, they have not done anything to resolve this issue. I hope the IDA will be able to look into this and offer a satisfactory solution.

**- Jason Toh -**