

APPENDIX 4

REQUIRED MODIFICATIONS TO SCHEDULE 3

SCHEDULE 3

NBAP Connection

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NBAP CONNECTION

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SCHEDULE 3

NBAP CONNECTION

SCHEDULE 3 – MODIFICATION REQUIRED

IDA Directed Modifications: IDA refers OpenNet to section 10 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modifications to Schedule 3 in the manner specified therein.

IDA refers to section 12 of the Explanatory Memorandum to this Direction, in relation to the Missed Appointments Charges proposed by OpenNet. IDA notes that this Schedule 3 contains references to “Missed Appointment Charge”. Without limitation to section 12 of the Explanatory Memorandum, OpenNet should remove the references to “Missed Appointment Charge” in this Schedule 3 and propose modifications where necessary to meet the requirements set out in section 12 of the Explanatory Memorandum.

Comments were received that OpenNet should specify a provision to the clause 3.1 to allow Requesting Licensees to self-provide the NBAP First Termination Point by accessing the NBAP Connection at OpenNet’s FDF at the Building MDF Room. In such cases, the Requesting Licensees will be responsible for the installation of fibre from the Building MDF Room to the NBAP First Termination Point, and any additional cost imposed by OpenNet for such access should be absolute and standard rated.

After careful consideration, IDA is of the view that there is merit in the suggestion above as it provides for additional flexibility. IDA considers that OpenNet should propose an option to allow Requesting Licensees to self-provide the NBAP First Termination Point by accessing the NBAP Connection at OpenNet’s FTTB Node and/or Building MDF Room. IDA considers that under OpenNet’s proposed option, the Requesting Licensee will be responsible for the installation of the fibre from the FTTB Node and Building MDF Room to the NBAP Termination Point, including securing the necessary access rights and approval. Further, OpenNet may propose the necessary price, terms and conditions for granting Requesting Licensees such an option. Unless OpenNet can

justify otherwise, the SAP and price for this option is not expected to be different from the SAP as well as existing charges relating to the NBAP Connection, less the digging and trenching costs.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to Schedule 3 to incorporate IDA's requirements above.

1. SCOPE

This Schedule 3 sets out the terms and conditions under which OpenNet will provide the Requesting Licensee with a licence for:

(i) Layer 1 Service (a service provided by OpenNet for the use of passive optical fibre cable) from OpenNet's designated Central Office (or "CO") to the Non-Building Address Point Termination Point (**NBAP TP**) ~~or otherwise to the a~~ NBAP Node in a FTTB Node or an MDF room of the Non-Residential Building where OpenNet's Network ends, for the purpose of the Requesting Licensee providing GPON services; or

(ii) Layer 1 Service from OpenNet's designated CO to the NBAP TP ~~or otherwise to thea~~ NBAP Node in a FTTB Node or an MDF room of the Non-Residential Building where OpenNet's Network ends, for the purpose of the Requesting Licensee providing OE services

(**NBAP Connection**).

1.1 This Schedule only applies to Requesting Licensees who are FBOs.

2. SERVICE LEVEL GUARANTEES

2.1 OpenNet will provide the Service Level Guarantees in respect of NBAP Connection as set out in this Schedule. If OpenNet fails to meet any service activation period, Mean Time To Recovery or service level availability (collectively called the **Service Level Guarantees**) applicable to this Schedule and the failure to meet the Service Level Guarantees is solely caused by OpenNet, its contractors and/or suppliers, OpenNet will provide a remedy in the form of a rebate to the Requesting Licensee in accordance with:

(i) clause 6.8 and any terms and conditions contained in this Schedule in respect of request and provisioning timeframes;

- (ii) clause 11.13 and any terms and conditions contained in this Schedule in respect of fault rectification timeframes; and
- (iii) clause 12.1 and any terms and conditions contained in this Schedule in respect of service level availability.

CLAUSE 2.2 – MODIFICATION REQUIRED

2.2 A claim by the Requesting Licensee shall be made in writing within thirty (30) Calendar Days of the completion of the relevant calendar month on which the Service Level Guarantees are measured. The amount in respect of any claim shall be paid to the Requesting Licensee in the form of a rebate. The Requesting Licensee acknowledges that a failure to make a claim within the specified timeframes under this paragraph means that the Requesting Licensee waives any entitlement to the Service Level Guarantee payment in respect of that claim. OpenNet will respond within (30) Calendar Days from date of claim stating if submission by Requesting Licensee is valid for rebates or additional information is required to be provided by the Requesting Licensee where OpenNet assessed the Requesting Licensee's submission included invalid claims. For valid claims submitted within the timeframe, OpenNet shall provide the corresponding rebate in its next Invoice.

IDA Directed Modifications: Comments were received from industry respondents that OpenNet should process all claims within a-30 day period, following which any claims that remain unresolved should be automatically deemed to be approved.

IDA considers that it is reasonable for the industry to expect OpenNet to process claims in a timely manner. However, IDA also recognises that OpenNet may face difficulties in complying with a 30-day timeframe, as there are a number of Requesting Licensees who may submit claims to OpenNet at any time. In consideration of the above, IDA is prepared to allow OpenNet to propose a timeframe to process the submitted claim. OpenNet is required to provide satisfactory justification to IDA as to the reasonableness of the timeframe.

IDA is also of the view that in the interest of clarity, OpenNet should clarify whether the rebate will be credited into Requesting Licensee's account in the bill immediately after OpenNet had processed the claim.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 2.2 to address the above. JON 11 Apr 12 : Amended as per IDA's Direction.

~~2.2.3~~ If the Requesting Licensee is entitled to a rebate pursuant to the claim made hereunder, then the amount of the rebate will be credited into the Requesting Licensee's account after it has been processed by OpenNet and will be reflected in OpenNet's bill to the Requesting Licensee in accordance with OpenNet's billing cycle.

~~2.3.4~~ The guarantee and rebates provided by OpenNet are:

- (i) of an ex-gratia nature and personal to the Requesting Licensee and are non-transferable; and
- (ii) subject to this Schedule.

~~2.4.5~~ Despite anything to the contrary in this section, if the Requesting Licensee qualifies for any claim, OpenNet shall honour its obligations in respect of that claim but in the event of a dispute as to whether the Requesting Licensee qualifies for a claim or as to the quantum of the claim payable to the Requesting Licensee, the dispute shall be resolved in accordance with the Dispute Resolution Procedures in Schedule 17 of the ICO Agreement, or in the case of a Billing Dispute, in accordance with Schedule 16 of the ICO Agreement.

~~2.5.6~~ In addition to the specific terms and conditions of the Service Level Guarantees, the Service Level Guarantees shall not apply in any of the following circumstances:

- (a) the NBAP Connection is disconnected and/or reconnected by reason of it being suspended under the terms and conditions of this Schedule or ICO Agreement, except where the suspension is due to OpenNet's fault;
- (b) fault due to any equipment, wiring and/or cabling owned or operated by the Requesting Licensee or on behalf of the Requesting Licensee;
- (c) provision or restoration of the NBAP Connection where any site-coordination meeting, Joint Investigation Meeting or fault identification coordination meeting is involved, except where (a) the fault was caused by OpenNet; and (b) the Requesting Licensee has not contributed to any delay in setting up the

meeting. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by OpenNet, the time taken from the start of arranging any site-coordination meeting, Joint Investigation Meeting or fault identification coordination meeting up to the end of the meeting, shall always be excluded;

CLAUSE 2.6(d) – MODIFICATION REQUIRED

(d) where OpenNet ~~shall~~had used its best endeavours ~~needs~~ to obtain expeditiously or maintain any licence or permission necessary to the provision or restoration of the NBAP Connection. Notwithstanding the above, in determining whether the Service Level Guarantees have been met by OpenNet, the time taken by OpenNet to obtain or maintain any licence or permission necessary to the provision or restoration of the NBAP Connection shall always be excluded. In the event the Requesting Licensee raise a dispute questioning OpenNet's effort in remedying the obstruction, OpenNet will provide such necessary evidence as may be available of its best endeavours;

IDA Directed Modifications: Comments were received that clause 2.6(d) should be subject to two requirements: (a) OpenNet must have used its best endeavours to obtain any licence or permission expeditiously; and (b) OpenNet must provide Requesting Licensees with evidence of such licence/permission, the steps taken to obtain it expeditiously and why OpenNet cannot obtain the licence/permission.

After careful consideration, IDA agrees that OpenNet should be required to use its best endeavours to obtain expeditiously the necessary licences or permission mentioned in clause 2.6(d). However, IDA is of the view that it is not necessary to require OpenNet to furnish evidence of this in every case. Instead, it would be more efficient if OpenNet were required to furnish evidence only in the event that a challenge or dispute is raised by Requesting Licensees as to whether OpenNet has used its best endeavours in the manner described above.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 2.6(d) to incorporate the above requirements.

CLAUSE 2.6(e) – MODIFICATION REQUIRED

(e) OpenNet has difficulty accessing the NBAP TP location despite its best endeavours in obtaining permission or license required. In the event the Requesting Licensee raise a dispute questioning OpenNet's effort in remedying the obstruction, OpenNet will provide such necessary evidence as may be available of its best endeavours;

IDA Directed Modifications: Comments were received that clause 2.6(e) should be subject to two requirements: (a) OpenNet must use its best endeavours to remedy any access difficulty expeditiously, and (b) OpenNet must provide Requesting Licensees with evidence of such difficulty, the steps taken to remedy it expeditiously and why OpenNet cannot remedy the difficulty.

After careful consideration, IDA agrees that OpenNet should be required to use its best endeavours to remedy expeditiously the access difficulties. However, IDA is of the view that it is not necessary to require OpenNet to furnish evidence of this in every case. Instead, it would be more efficient if OpenNet were required to furnish evidence only in the event that a challenge or dispute is raised by Requesting Licensees as to whether OpenNet has used its best endeavours to expeditiously remedy the building access difficulties.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 2.6(e) to incorporate the above requirements.

[ON 11 Apr 12 : Amended as per IDA's Direction.]

CLAUSE 2.6(f) – MODIFICATION REQUIRED

(f) delay in the provision or restoration of the NBAP Connection caused by events beyond the reasonable control of OpenNet and/or its suppliers and contractors.~~'s reasonable contro;~~

IDA Directed Modifications: Comments were received that clause 2.6(f) should be amended to state that OpenNet must be responsible for the acts and omissions of its suppliers and contractors. IDA notes that OpenNet is already liable in the case where the delay is caused by the acts or omission of OpenNet's suppliers and contractors. This is because it would be open to OpenNet to take appropriate measures against its suppliers and contractors. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 2.6(f) to clarify that nothing shall preclude OpenNet from being responsible for the acts

and omissions of its contractors and suppliers. [ON 11 Apr 12 : Amended as per IDA's Direction.]

(g) OpenNet network outages for which the Requesting Licensee has not reported a fault;

(h) fault is reported by the Requesting Licensee but no fault is found or confirmed after due and careful investigation, and verification by OpenNet;

(i) OpenNet is required to carry out scheduled service interruption and the Requesting Licensee has been informed in accordance with clause 9.5; or

(j) OpenNet is required to carry out fibre diversion at the request of the Government Agencies, private developers or other relevant parties and the Requesting Licensee has been informed in accordance with clause 9.5.

CLAUSE 2.6(k) – MODIFICATION REQUIRED

~~(k) any NBAP Connection with a contract term of 1 month.~~

IDA Directed Modifications: Comments were received that there is no valid reason to exclude those connections with a one-month contract term from the Service Level Guarantees, which are intended to cover such matters as fault restoration. The inclusion of clause 2.6(k) effectively means that there is no obligation on OpenNet to restore faults on connections with one-month contract terms, and undermine the take-up of such connections, given that there would not be certainty as regards the reliability of the service. IDA considers that there is no good reason why appropriate Service Level Guarantees should be excluded for short term connections and agrees that it would undermine the take-up of such services. Accordingly, IDA directs OpenNet to delete clause 2.6(k) and propose, for IDA's approval, modifications to set out appropriate Service Level Guarantees for connections with a one-month contract term in Schedule 3 of the ICO. [ON 11 Apr 12 : Amended as per IDA's Direction.]

2.62.7 If the Requesting Licensee disputes OpenNet's reason for rejection, its records and/or the amount of rebate, the Requesting Licensee shall not be entitled to be credited with any rebate until and unless the dispute has been resolved.

~~2.72.8~~ A failure by OpenNet to meet any Service Level Guarantee does not constitute a breach of the ICO Agreement or this Schedule.

~~2.82.9~~ The Requesting Licensee acknowledges that the relevant remedy provided under clause 2.1 is a genuine pre-estimate of the Requesting Licensee's loss and will be the sole and exclusive remedy available to the Requesting Licensee for such failure to meet the relevant Service Level Guarantees for the NBAP Connection and shall be OpenNet's sole and exclusive liability to the Requesting Licensee for such failure.

3. SERVICE DESCRIPTION AND ACCESS POINTS

3.1 (A) Where the Requesting Licensee requests for NBAP Connection for the purpose of providing GPON services, OpenNet will provide a licence for NBAP Connection of 1:16 Split Ratio to the Requesting Licensee with the following:

- (a) one (1) fibre strand from OpenNet's Fibre Distribution Frame (**FDF**) at the Central Office designated by OpenNet to OpenNet's splitter at the Building MDF Room for each group of sixteen (16) NBAP TPs (or portion thereof);
- (b) one (1) dedicated fibre strand from the splitter to the NBAP TP;

CLAUSE 3.1(A)(c) – MODIFICATION REQUIRED

- (c) one (1) Patching Service at OpenNet's FDF at the Building MDF ~~Room and the Requesting Licensee shall pay a Patching Charge in accordance with Schedule 15 (Charges);~~ and

IDA Directed Modifications: IDA refers OpenNet to section 2 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 3.1(A)(c) in the manner specified therein. JON 11 Apr 12 : Amended as per IDA's Direction.

- (d) where necessary, one (1) Patching Service at OpenNet's FDF in the Central Office will be provided and the Requesting Licensee shall pay a Patching Charge in accordance with Schedule 15 (Charges).

CLAUSE 3.1(A) – MODIFICATION REQUIRED

Unless reasonably considered necessary by OpenNet, OpenNet shall utilise at least 90% of the connections in each splitter assigned to the Requesting Licensee in each of the FDF in the MDF room before an additional splitter is provisioned for the Requesting Licensee in that MDF Room. Where it is obvious to OpenNet that there is a projected (i) increased demand by the Requesting Licensee for a particular locality is above normal eg. Where the Requesting Licensee has notified OpenNet of the Requesting Licensee's intention to carry out a promotion at a particular locality in advance such that OpenNet can provision the resources required or (ii) increase in consumer demand or (iii) delay in supply from the splitter's vendor. To facilitate OpenNet's consideration, Requesting Licensee shall provide to OpenNet its forecast in advance such that OpenNet can provision the resources required in time. OpenNet shall not be responsible for any delays in provisioning of service due to lack of splitters in the event the Requesting Licensee failed to provide its forecast in advance or provides inaccurate requirements.

IDA Directed Modifications: Comments were received that OpenNet should spell out the situations in which it will provision an additional splitter. To avoid dispute, in the interest of clarity and to ensure an efficient implementation of the ICO, IDA agrees that it would be reasonable to require OpenNet to do so. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 3.1(A) to clarify the conditions that would have to be fulfilled before OpenNet will consider it reasonably necessary to provision an additional splitter even though it has not utilised at least 90% of the existing splitter. JON 11 Apr 12 : Amended as per IDA's Direction.

(B) Where the Requesting Licensee requests for NBAP Connection for the purpose of providing OE services, OpenNet will provide a licence for a NBAP Connection of 1:16 Split Ratio to the Requesting Licensee with the following:

- (a) two (2) fibre strands from OpenNet's FDF at the Central Office designated by OpenNet to OpenNet's FDF at the Building MDF Room for each group of sixteen (16) NBAP TPs (or portion thereof);
- (b) one (1) dedicated fibre strand from OpenNet's FDF at the Building MDF Room to the NBAP TP;
- (c) where necessary, up to three (3) Patching Services at OpenNet's FDF in the Building MDF Room; and

- (d) where necessary, two (2) Patching Services at OpenNet's FDF in the Central Office will be provided and the Requesting Licensee shall pay a Patching Charge in accordance with Schedule 15 (Charges).
- 3.2 (A) Where the Requesting Licensee requests for a NBAP Connection for the purpose of providing GPON services, the Requesting Licensee shall access the NBAP Connection at OpenNet's FDF at the Central Office designated by OpenNet or the Requesting Licensee's FDF at the Central Office designated by OpenNet and at the NBAP TP.
- 3.2 (B) Where the Requesting Licensee requests for a NBAP Connection for the purpose of providing OE services, the Requesting Licensee shall access the NBAP Connection at OpenNet's FDF at the Central Office designated by OpenNet or the Requesting Licensee's FDF at the Central Office designated by OpenNet, at OpenNet's FDF at the Building MDF Room and at the NBAP TP.
- 3.3. Where the Requesting Licensee elects to self-provide the NBAP Termination Point by accessing the NBAP Connection at the NBAP Node at the FTTB Node or Building MDF Room, in addition to those already provided in clause 3.1 or 3.2 (as the case may be), the Requesting Licensee shall access the NBAP Connection at OpenNet's NBAP Node at the FTTB Node or Building MDF Room designated by OpenNet. The Requesting Licensees will be responsible for the installation of fibre from the NBAP Node in FTTB Node or Building MDF Room to the NBAP Termination Point, including securing the necessary access rights and approval. For the avoidance of doubt, it shall be Requesting Licensee's sole responsibility to obtain permission from the building owner/management to allow install fibre from the FTTB Node or Building MDF Room to the NBAP Termination Point. The Requesting Licensee shall furnish a report as per Annex 3C, to OpenNet upon completion of the work and also notify OpenNet of any subsequent change to the location of the NBAP Termination Point. The Requesting Licensee is required to furnish a half-yearly report to OpenNet as per Annex 3D. The detailed process to be adopted shall be as described in Annex 3E.
- 3.4 Where the Requesting Licensee wishes to acquire subsequent fibre connection from CO to Building MDF Room, the Requesting Licensee shall acquire such fibre connection pursuant to Schedule 5 (CO to Building MDF Room Connection).
- 3.5 Where the Requesting Licensee acquires a NBAP Connection for the purpose of providing OE services, the Requesting Licensee shall ensure the NBAP Connection is connected to active Optical Ethernet equipment.

4. ORDERING AND PROVISIONING PROCEDURE

CLAUSE 4.1 – MODIFICATION REQUIRED

- 4.1 ~~The Requesting Licensee shall, prior to submitting its request for NBAP Connection, confirm that the requested location is a NBAP (and not a Non-Residential Premise). The Requesting Licensee shall first refer to the classification guidelines which are published on the Service Portal before submitting its clarification request to OpenNet.~~

IDA Directed Modifications: For clarity, IDA considers that the term “Service Portal” should be defined and set out in Schedule 18 of the ICO.

IDA is of the view that Requesting Licensee should only need to confirm that the requested location is a NBAP (and not a Non-Residential Premise) only if it is in doubt and not for every request. In this regard, OpenNet should amend its clause to reflect the above.

Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modifications to the ICO to incorporate IDA’s requirements. ON 11 Apr 12 : ON proposed to delete clauses 4.1 and 4.2 entirely. The proposed modifications as directed by IDA would be addressed under new clause 4.1.1

CLAUSE 4.2 – MODIFICATION REQUIRED

- ~~4.2 The Requesting Licensee may submit its clarification request to OpenNet by email to nbapenquiry@opennet.com.sg if it is not able to ascertain the classification of a particular location. The Requesting Licensee shall submit photographs of the location and termination point’s proposed location together with its clarification request. OpenNet will respond to the Requesting Licensee within two (2) Business Days of receipt of such request.~~

- 4.1 Some locations within a Non-Residential building is classified by OpenNet as an NBAP instead of a Non-Residential End User Premise. If in doubt whether a requested location is eligible for a NBAP Connection request, the Requesting Licensee can refer to the classification guidelines which are published on OpenNet’s Public Website. If there are further doubts, Requesting Licensee may submit its query to OpenNet via the OpenNet Public Website →NBAP enquiry tool with photographs of the location and Termination Point’s proposed location. OpenNet will respond to

the Requesting Licensee the classification of a particular location within two (2) Business Days of receipt of such query subject to a maximum of 10 queries daily from all Requesting Licensees. If Requesting Licensee disputes OpenNet's decision on classification of the location, the Requesting Licensee may raise a dispute in accordance to the Dispute Resolution process as set out in Schedule 17.

IDA Directed Modifications: Comments were received that OpenNet has essentially established itself as the party that defines property classifications. One industry respondent commented that OpenNet tends to take a long time in its consideration of such cases, and tends to classify properties such that it results in the highest charges. Therefore, it would be inappropriate for OpenNet to act as arbiter of property classifications. Rather, IDA would be more suitable for this role.

One of IDA's guiding principles is to ensure as efficient a process as possible for both OpenNet and the industry in the implementation of the ICO. In this respect, as the notification of classification of properties is an operational matter, IDA considers that it would be more efficient for OpenNet to perform this task. Should there be any disagreement, the parties have the ability to raise the matter to IDA for resolution. In this regard, OpenNet is not the final arbiter of property classification. In IDA's opinion, such a resolution process should be similar to the resolution process under the ICO but with a shorter timeframe as the item under dispute is not complex.

Comments were also received that OpenNet's obligation under clause 4.2 is limited to responding to the Requesting Licensee within 2 Business Days. Such a response could be simply an acknowledgement of the Requesting Licensee's Request, and as such there are no assurances that OpenNet will address such cases in a timely and responsive manner.

IDA agrees that it would be beneficial to require OpenNet to provide the classification of a particular location to the Requesting Licensee within 2 Business Days from date of receipt of such query.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 4.2 and other clauses in the ICO to: (a) propose a process which should be similar to the resolution process under the ICO but with a shorter timeframe to resolve dispute over classification

between Non-Residential Premise and NBAP; and (b) clarify that OpenNet would provide the classification of a particular location to the Requesting Licensee within 2 Business Days from date of receipt of such query. [ON 11 Apr 12 : ON proposed to delete clauses 4.1 and 4.2 entirely. The proposed modifications as directed by IDA would be addressed under new clause 4.1. ON had not proposed a shorter timeframe for the dispute resolution process as the timeframes for Mediation (to be conducted in accordance to Mediation Rules of the SMC) and Arbitration (to be conducted in accordance to Arbitration rules of SIAC) processes are fixed and cannot be changed. Any unilateral change of the timeframes for Mediation and Arbitration will entitle a party to claim breach of natural justice. Under the proposed new clause 4.1, the dispute in property classification will not arise so long the RL is able to provide the supporting document proof as evidence for change of usage of classification. Nonetheless, ON will use its best endeavours to resolve the dispute with the RL within the current timeframe of within 20 business days under the Inter-Working group.]

CLAUSE 4.3 – MODIFICATION REQUIRED

4.23 The Requesting Licensee shall submit its request for a NBAP Connection (**Request**) to OpenNet on a Business Day in the form of Annex 3A stating, but not limited to the following information:

- (a) the Customer’s name and telephone number for the NBAP Connection;
- (b) the NBAP TP address and a map demonstrating the location of the NBAP TP;

CLAUSE 4.3(c) – MODIFICATION REQUIRED

- (c) the Global Positioning System (GPS) coordinates, height (in metres, relative to ground level), and a broad description of the NBAP TP location; ~~and~~

IDA Directed Modifications: IDA notes that there is a typographical error in clause 4.3(c). The word “and” at the end of line 2 of clause 4.3(c) should be deleted. Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modifications to clause 4.3(c) to correct the typographical error. [ON 11 Apr 12 : Amended as per IDA’s Direction,]

CLAUSE 4.3(d) – MODIFICATION REQUIRED

- (d) whether the request is for the purpose of providing GPON or OE services;
and.

IDA Directed Modifications: IDA notes that there is a typographical error in clause 4.3(d). The “.” after the phrase “OE services” should be replaced by “; and” Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modifications to clause 4.3(d) to correct the typographical error. [ON 11 Apr 12 : Amended as per IDA’s Direction,]

- (e) the term of the licence required, either one (1) month or twelve (12) months.

IDA Directed Modification: IDA refers OpenNet to section 10 of the Explanatory Memorandum to this Direction. Without limitation to the requirements therein, OpenNet should update its ICO to reflect that it has launched its Platform and commenced B2B transactions, and orders are processed through such means.

In addition, IDA requires OpenNet to clarify that it would allow Requesting Licensees to update the contact details of customers that have been submitted in the Request.

Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modifications to clause 4.3 to comply with the above requirements. [ON 11 Apr 12 : Amended as per IDA’s Direction,]

4.3 The Requesting Licensee shall submit its request for NBAP Connection (Request) to OpenNet via the OpenNet Platform stating, but not limited to the following information.

- (a) the Customer’s name and telephone number for the NBAP Connection;
- (b) the NBAP TP address and a map demonstrating the location of the NBAP TP;
- (c) the Global Positioning System (GPS) coordinates, height (in metres, relative to ground level), and a broad description of the NBAP TP location;
- (d) whether the request is for the purpose of providing GPON or OE services;

(e) the term of the licence required, either one (1) month or twelve (12) months, when available-

For Request submitted via the Service Portal, the Requesting Licensee shall submit a feasibility check by providing the Global Positioning System (GPS) coordinates of the NBAP location, Coordinate System System (WGS and SV21 formats only) and other required details to verify the coverage status. Subsequently, the Requesting Licensee shall select an available date and appointment time for OpenNet to arrange a Site Survey Appointment. Upon successful submission of the Request via the Service Portal, it will provide a Request acknowledgement.

For Request submission via the OpenNet Platform APIs, the Requesting Licensee shall perform the feasibility check by providing the Global Positioning System (GPS) coordinates of the NBAP location, Coordinates System (WGS and SV21 formats only) and other required details needed to verify the coverage status. The Requesting Licensee shall also query the available time slots. The Requesting Licensee shall use the details returned by OpenNet and the Site Survey Appointment related to the status of the feasibility check for submission of order. Upon successful submission of the Request via the OpenNet Platform APIs, it will provide a Request acknowledgement.

For orders submitted via the OpenNet Platform, when available, the Requesting Licensee is able to modify the contact details of End-User subject that the date of modification is within three (3) Business Days from the date of submission of Request. The OpenNet Platform will notify the Requesting Licensee if the contact details have been successfully modified.

4.4 Relocation of the NBAP Connection is not allowed. In the event that the NBAP TP has relocated, the Requesting Licensee shall submit a request for termination of the existing NBAP Connection and request for a new NBAP Connection at the new NBAP TP location in accordance with this Schedule.

4.5 For the avoidance of doubt, ~~switching change-of-use~~ from GPON to OE or from OE to GPON is allowed via the OpenNet Platform subject to the Requesting Licensee paying the applicable charges for Patching Service in accordance to Schedule 15 (Charges) OpenNet will provide an unique reference number or a similar form of identification in the notification upon successful submission of a GPON to OE or from OE to GPON Request.

For the switching from GPON to OE or from OE to GPON, the Requesting Licensee shall perform a check order status by providing, but not limiting to the unique

reference number provided by OpenNet for the existing connection, before submitting its request for the switch. For avoidance of doubt, switching from GPON to OE or vice versa is only applicable for connections that are active.

Information of the estimated timeframe for the switch will be provided to the Requesting Licensee through OpenNet's platform during the switch.

The Requesting Licensee may approach OpenNet for specific requirements to the switching process, which will be on a Cost-Oriented Basis.

CLAUSE 4.6 – MODIFICATION REQUIRED

- 4.6 OpenNet shall at its sole discretion determine the serving CO and Building MDF Room which the NBAP Connection will be provided from. Subject to clause 4.7, the Requesting Licensee is able to query the OpenNet Platform at no cost for the serving CO and Building MDF by providing the postal code for the End-User address.

IDA Directed Modifications: Comments were received that OpenNet should provide the Mandated Services information for the serving CO and Building MDF Room. After careful consideration, IDA agrees with the above suggestions. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to this Schedule to provide for a process for Requesting Licensees to request for the above information. As such information will be necessary for OE deployment, IDA's position is that such information should be readily made available and at no cost. [ON 11 Apr 12 : Amended as per IDA's Direction,]

CLAUSE 4.7 – MODIFICATION REQUIRED

4.7 ~~Initially, i~~Information relating to the Mandated Services will be available on OpenNet's ~~Platform website~~, for access by the Requesting Licensee through secured means. The secured access to OpenNet's ~~Service Portal website~~ will require the payment of a Per User Account Charge (specified in clause 14 of Schedule 15 (Charges)) for each user account created. ~~Initially, i~~Information relating to network outages will be sent to the Requesting Licensee via email ~~or OpenNet Platform~~. The information relating to the Mandated Services and the information relating to network outages ~~is shall be~~ made available on the OpenNet Platform ~~in due course~~. For the avoidance of doubt, such Per User Account Charge shall not be re-imposed when the information relating to Mandated Services is made available on the OpenNet Platform.

OpenNet shall include the following details in the written notification or via OpenNet Platform APIs to the Requesting Licensee:

(a) Affected location;

(b) Date of occurrence;

(c) Time of occurrence (start & approximate end timings);

(d) Cause of outage;

(e) Steps taken to remedy the outage;

(f) Steps (if any) required by Requesting Licensee to assist with rectification of outage;

(g) Order Request Identifier of the affected orders; and

(h) OpenNet's Network Operations Centre Contact Number.

IDA Directed Modifications: Comments were received that while this clause 4.7 provides that network outage information will be made available on OpenNet's website and Platform, there are no details on the types of information provided. The respondent highlighted that network outage information is critical for Requesting Licensees to monitor and manage their services and networks, and suggested that OpenNet make the following types of information available:

(a) start time of the outage;

(b) length of time for which outage is expected to continue;

(c) services affected by the outage;

(d) steps taken to remedy the outage; and

(e) steps (if any) Requesting Licensee may be required to take to assist with rectification of outage.

After careful consideration, IDA agrees that it would be reasonable to require OpenNet to provide, at a minimum, the information enumerated

above to Requesting Licensees in relation to network outages. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to incorporate the above requirement.

IDA also refers OpenNet to section 10 of the Explanatory Memorandum to this Direction. IDA directs OpenNet to propose, for IDA's approval, modifications to clause 4.7 as specified therein. Without limitation to the foregoing, OpenNet should update clause 4.7 to reflect that OpenNet has launched its Platform, commenced B2B transactions and that orders are processed through such means. OpenNet should also reflect that Mandated Services information shall be provided over the Platform and via B2B transactions. JON 11 Apr 12 : Amended as per IDA's Direction.

5.(E) NBAP CONNECTION REQUEST

5.1 OpenNet shall process all Requests received for NBAP Connection on a 'first come, first served' basis.

CLAUSE 5.2 – MODIFICATION REQUIRED

5.2 For each Business Day, OpenNet shall process a combined total of no more than 500480 Requests for Basic Mandated Services and Layer 1 Redundancy Services (**Maximum Quota**) from all Requesting Licensees, ~~and in any single week, OpenNet will not process more than 2,400 Requests for Basic Mandated Services and Layer 1 Redundancy Services from all Requesting Licensees.~~ For avoidance of doubt, Requesting Licensee is able to select such dates made available from the OpenNet Platform and for which the Request is to be fulfilled except such Business Day where the Maximum Quota has been reached. OpenNet will process all Requests on a 'first come, first served' basis. The Maximum Quota is not applicable to requests for deactivation of any Connection.

(i) If OpenNet finds that more than 95% of the quota has been used consistently over a period of twelve (12) weeks preceding the review month (namely January, April, July and September), OpenNet shall increase its daily quota for the quarter in which the review month occurs. If OpenNet finds that less than 80% of the quota has been used consistently over a period of twelve (12) weeks preceding the review month (namely January, April, July and September), OpenNet shall decrease its daily quota for the quarter in which the review month occurs. The review mechanism will be revised regularly subjected to the Authority's approval. To ensure better capacity planning, the Requesting Licensee will be required to provide within the first week of the

current quarter, a 4-quarter rolling forecast with monthly breakdown for the coming quarter. E.g The Requesting Licensee will provide in 1st week of January 2013 the forecast for April to June 2013.

(ii) For seasonal increase in demand during quarterly major fairs (namely IT Show in March, PC Show in June, Comex Show in September and SITEX in November), the Maximum Quota shall be supplemented by Seasonal Slots (temporary increase of installation slots in excess of the Maximum Quota) and for which a sub-quota for Non-Residential Premise installation will be established. The Seasonal Slots, including the sub-quota, shall be subjected to such terms and conditions stated in the Seasonal Slots Notification.

Version 2 :

5.2 For each Business Day, OpenNet shall process a combined total of no more than 655 Requests for Basic Mandated Services and Layer 1 Redundancy Services (Maximum Quota) from all Requesting Licensees. For avoidance of doubt, Requesting Licensee is able to select such dates made available from the OpenNet Platform and for which the Request is to be fulfilled except such Business Day where the Maximum Quota has been reached. OpenNet will process all Requests on a ‘first come, first served’ basis. The Maximum Quota is not applicable to requests for deactivation of any Connection.

The Maximum Quota will be allocated in the following manner according to the type of work to be performed,

- (i) Schedule 1 High-rise Residential Premise installation, repair/replacement, removal, re-location (within the same premise and to another premise) and 2nd port activation of 1st TP and 2nd TP i.e 170 installation slots per business day which are distributed across 4 time-slots within the business day
- (ii) Schedule 1 Landed Residential Premise installation, repair/replacement, removal, re-location (within the same premise and to another premise) and 2nd port activation of 1st TP and 2nd TP i.e 15 installation slots per business day which are distributed across 2 time-slots within the business day
- (iii) Schedule 2 Non-Residential Premise installation, repair/replacement, removal, re-location (within the same premise and to another premise) and 2nd port activation of 1st TP and 2nd TP i.e 40 installation slots per business day which are distributed across the time-slots within the business day

(iv) Schedule 3 NBAP installation, removal and 2nd port activation of 1st TP i.e 5 installation slots per business day

(v) Express Service activation i.e. 40 per Business Days

(vi) All unused quota shall be used for Requests that only require patching service in the CO and MDF to activate the connection.

<u>Type of Work</u>	<u>Installation Slots Per Business Day</u>
<u>Schedule 1 High-rise Residential Premise</u>	<u>170</u>
<u>Schedule 1 Landed Residential Premise installation</u>	<u>15</u>
<u>Schedule 2 Non-Residential Premise installation</u>	<u>40</u>
<u>Schedule 3 NBAP</u>	<u>5</u>
<u>Express Service Patching</u>	<u>40</u>
<u>Unused Quota</u>	<u>≤ 655</u>

(i) If OpenNet finds that more than 95% of the quota has been used consistently over a period of twelve (12) weeks preceding the review month (namely January, April, July and September), OpenNet shall increase its daily quota for the quarter in which the review month occurs. If OpenNet finds that less than 80% of the quota has been used consistently over a period of twelve (12) weeks preceding the review month (namely January, April, July and September), OpenNet shall decrease its daily quota within the quarter in which the review month occurs. The review mechanism will be revised regularly subjected to the Authority's approval. To ensure better capacity planning, the Requesting Licensee will be required to provide within the first week of the current quarter, a 4-quarter rolling forecast with monthly breakdown for the coming quarter. E.g The Requesting Licensee will provide in 1st week of January 2013 the forecast for April to June 2013.

(ii) For seasonal increase in demand during quarterly major fairs (namely IT Show in March, PC Show in June, Comex Show in September and SITEX in November), Maximum Quota shall be supplement by Seasonal Slots (temporary increase of installation slots in excess of the Maximum Quota). The Seasonal Slots shall be subjected to the terms and conditions stated in the Seasonal Slots Notification.

IDA Directed Modifications: IDA refers OpenNet to section 1 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 5.2 in the manner specified therein. [ON 11 Apr 12 : ON is proposing 2 versions. Please refer to cover letter for the justifications.]

CLAUSES 5.3(a) – (b) – MODIFICATION REQUIRED

5.3 Within one(1) Business Day of the date on which OpenNet receives the request for NBAP Connection (Request Date) and subject to clause 5.2, OpenNet will notify the Requesting Licensee (and shall provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification) if its Request is rejected for any one of the following reasons:

~~(a)~~1. the Request for NBAP Connection is not in the prescribed form;

2. the Request does not contain all the required information or the information provided is inaccurate or misleading;
and

IDA Directed Modifications: Comments were received that clauses 5.3(a)-(b) should not apply in the case of B2B orders. Instead, the "errors" described in these clauses should be checked in real-time and feedback provided immediately so that corrections can be made on the spot.

After careful consideration, IDA agrees that doing so would result in a more efficient service provisioning. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clauses 5.3(a)-(b) to give effect to the above.

IDA further refers OpenNet to section 10 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs OpenNet to propose, for IDA's approval, the necessary modifications to give effect to the directed modifications set out therein. Without limitation to the foregoing, OpenNet should update clauses 5.3(a)-(b) to reflect that OpenNet has launched its Platform, commenced B2B transactions and that orders are processed through such means. JON Comments 11 Apr 12 : The term "real-time" is a subjective and abstract expression. It serves to confuse and give rise to misunderstanding. Hence, ON's proposed modifications did not include this term.

3. the Requesting Licensee has committed a material breach of the ICO Agreement or this Schedule.

Where OpenNet receives the request for NBAP Connection via the OpenNet Platform, OpenNet will validate and notify the Requesting Licensee, so that the Requesting Licensee is able to make the necessary corrections if the request does not meet any one of the following reasons:

(a) Data entered for the fields does not meet the required format;

(b) the Request does not contain all the required information or the information provided is inaccurate or misleading;

Within one (1) Business Day of the date on which OpenNet receives the request via the OpenNet Platform for NBAP Connection and subject to clause 5.2, OpenNet must notify the Requesting Licensee (and shall provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification) if its Request is rejected for any one of the following reasons:

(c) the information provided is inaccurate or misleading

(d) The Requesting Licensee has committed a material breach of the ICO Agreement or this Schedule; or

(e) where the OpenNet Platform is experiencing technical problems

5.4 Within twenty (20) Business Days of the Request Date and subject to clause 5.2, OpenNet will complete its Project Study (not applicable for clauses 5.4(a)) and notify the Requesting Licensee (and shall provide the Requesting Licensee with a unique reference number or a similar form of identification in the notification)

whether its Request is accepted (and if accepted, the service activation period), or if rejected, for any one of the following reasons:

- (a) _____ the NBAP TP location is deemed to be inaccessible;
- (b) _____ the equipment or services that the Requesting Licensee proposes to use or to provide interfere with, or cause deterioration to services supplied by OpenNet;

CLAUSE 5.4(c) – MODIFICATION REQUIRED

- (c) _____ there is obstruction from building owner, building management, home owner, End-User, property owner or relevant authorities to OpenNet installation or installation schedule including any breach by building owner, building management, home owner or End-User of applicable regulatory requirements including for example COPIF. OpenNet shall use its best endeavours to resolve such obstructions and where applicable, OpenNet shall refer any breaches of regulatory requirements to the Authority for the Authority's action and follow up:

IDA Directed Modifications: IDA received a number of comments on this clause:

(a) An industry respondent commented that it should be for IDA to decide if there is any obstruction or regulatory breach, and that by its proposed amendments, OpenNet is effectively arrogating to itself the power to make a regulatory determination, which cannot be allowed.

(b) Another industry respondent observed that OpenNet's proposed amendments potentially widens OpenNet's ability to delay notifying Requesting Licensees of the order status. This delay will translate into greater uncertainty and prolonged waiting times for customers. The respondent therefore submitted that it is necessary for this clause to be amended so that:

- (i) OpenNet must demonstrate that it has exhausted its efforts in attempting to resolve the obstruction with the building owner / building management / customer before rejecting a request; and**

- (ii) **IDA and not OpenNet should determine whether the building management or customer has breached any regulatory requirements, and should therefore be denied service.**

IDA has considered the comments carefully.

In respect of (a), IDA considers that OpenNet's proposed amendments should be removed as any breaches of regulatory requirements should be left to IDA to enforce, and should not be used as a reason for rejection.

In respect of (b), IDA considers that it would be reasonable to require OpenNet to use its best endeavours to resolve the issue with the relevant party before declaring that there is an obstruction.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 5.4(c) to give effect to the above. ION's Comments 11 Apr 12 : ON should be entitled to rely on regulatory breaches as an obstruction as otherwise would render such regulatory requirements nugatory. To remove reference to regulatory breaches leaves ON with an impossible situation of complying with its obligations when the other relevant parties do not perform their obligations under the law. However, ON recognise IDA's concerns and will, where applicable (ie. In cases of breaches of regulatory requirements) refer such cases to IDA for its action and followup.

~~(b)4.~~ the Transmission Tie Cable (installed pursuant to Co-location Service in Schedule 12) for connection to the NBAP Connection is yet to be operational at the point in time of OpenNet's provisioning of the NBAP Connection;

CLAUSE 5.4(e) – MODIFICATION REQUIRED

~~(e)5.~~ OpenNet has not rolled out its Network to the designated Building MDF Room and as at the date such Request is received, OpenNet was not required to roll out

its Network to such location under the terms of OpenNet's FBO License; or; or

IDA Directed Modifications: An industry respondent commented that OpenNet should not be allowed to reject a Request if it failed to roll out its Network due to its own default.

After careful consideration, IDA agrees that the suggestion above is reasonable as the Requesting Licensee should not be penalised for OpenNet's default. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to incorporate this suggestion. For example, to satisfy this requirement, the following line could be added immediately at the end of clause 5.4(e): "and as at the date such Request is processed, OpenNet was not required to roll out its Network to such location under the terms of OpenNet's FBO Licence." [ON 11 Apr 12 : Amended as per IDA's Direction.]

~~(d)~~6. there are security and confidentiality requirements or restrictions imposed on OpenNet by Government Agencies.

- 5.5 Where the NBAP TP location is initially deemed to be inaccessible, OpenNet and the Requesting Licensee shall conduct a joint site survey on a mutually agreed date to select an alternative NBAP TP location. For the avoidance of doubt, the Requesting Licensee will be required to pay Onsite Charges for this joint site survey and all subsequent joint site surveys.
- 5.6 Without prejudice to clause 5.4, the Requesting Licensee shall pay OpenNet the applicable Installation Charge and Patching Charge specified in Schedule 15 (Charges) for the provisioning of the NBAP Connection.
- 5.7 In addition to the Installation Charge and Patching Charge, the Requesting Licensee shall be liable to pay a one-time charge for installation of the OpenNet Network from the designated Building MDF Room to the NBAP TP which will include ducting and/or trenching in order to reach the NBAP TP.
- 5.8 Where OpenNet considers it reasonably necessary to conduct site visit(s) to assess the NBAP Connection Request from the Requesting Licensee, OpenNet shall provide reasons for the site visit(s), and the Requesting Licensee shall be liable to pay all applicable Onsite Charges for such site visit(s).

CLAUSE 5.9 – MODIFICATION REQUIRED

5.9 Where OpenNet rejects the Request for NBAP Connection, OpenNet shall provide reasons explaining the basis for rejection promptly.

IDA Directed Modifications: Comments were received that the timeframe for accepting or rejecting a Request is inappropriate and overly lengthy.

IDA has considered the issue carefully and agrees that it would be reasonable to require OpenNet to promptly notify the Requesting Licensees of any rejection and explain the basis of such rejection. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 5.9 to incorporate the above requirements. JON 11 Apr 12 : Amended as per IDA's Direction.

CLAUSE 5.10 – MODIFICATION REQUIRED

5.10 Where OpenNet informs the Requesting Licensee that the Request is accepted, OpenNet will inform the Requesting Licensee of the one-time charge payable for the installation of the OpenNet Network from the designated Building MDF Room to the NBAP TP (which will include ducting / trenching to reach the NBAP TP) and the service activation period for the NBAP Connection. The service activation period will be reasonably determined upon completion of the Project Study and, excluding any unforeseen circumstances, should not exceed ninety (90) Business Days. OpenNet shall provide a reasonable breakdown of the charge components for this one-time charge.

IDA Directed Modifications: The industry commented that the service activation period must be reasonably determined by OpenNet and OpenNet cannot be simply be left to determine the service activation period at its discretion. IDA has reviewed the comment and agrees that any service action period proposed by OpenNet should be subject to the test of reasonableness. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 5.10 to comply with the above.

5.11 The Requesting Licensee must provide its acceptance of the service activation period and agreement to pay the one-time installation charge to OpenNet within:

(a) twenty (20) Business Days (the Initial Period); or

- (b) (upon OpenNet's receipt of the Requesting Licensee's written request no later than five (5) Business Days before the expiry of the Initial Period) within a further period of ten (10) Business Days in addition to the Initial Period,

failing which, the Request shall be deemed cancelled and the Requesting Licensee shall be liable for Cancellation Charges in accordance with Schedule 15 (Charges).

For Request submitted via the Service Portal, the Requesting Licensee shall submit the signed copy of the quotation; accept the service activation period and agreement to pay the one-time installation charge to OpenNet. Upon successful acceptance, the OpenNet Platform will provide a Request acknowledgement.

For order submitted via the OpenNet Platform APIs, the Requesting Licensee shall submit the signed copy of the quotation to OpenNet's Platform. Subsequently, the Requesting Licensee shall perform a Quotation Acceptance API to indicate the acceptance of the quotation, the service activation period and payment of the one-time installation charge to OpenNet. Upon successful acceptance, the OpenNet Platform APIs will provide a Request acknowledgement.

- 5.12 Where the Requesting Licensee provides its acceptance of the service activation period and agreement to pay the one-time installation charge, the service activation period shall be deemed to commence on the next Business Day from the date the acceptance is received by OpenNet.

CLAUSE 6 – MODIFICATION REQUIRED

6.(F) DELIVERY

IDA Directed Modifications: IDA refers to section 9 of the Explanatory Memorandum to this Direction, in relation to the timely status updates of any delays. Accordingly, IDA directs OpenNet to propose, for IDA's consideration, modifications to clause 6 to comply with the above.

- 6.1** OpenNet shall provide the NBAP Connection by the end of the service activation period.

- 6.2** Unless otherwise stated, OpenNet shall retain the responsibility for working at OpenNet's FDF at the Central Office and Building MDF Room, and the NBAP TP, including Patching Service at OpenNet's FDF at the Central Office and Building MDF Room in accordance with Schedule 13 on Patching Services. The Requesting Licensee shall bear the Charges for such work carried out by OpenNet.

6.3 Where the Requesting Licensee requests for a NBAP Connection for the purpose of providing OE services, OpenNet will provide the necessary Patching Service at OpenNet's FDF in the Building MDF Room using Patch Cable of not exceeding ten (10) metres in length. The Requesting Licensee shall provide its own patch cable if it requires a longer patch cable. For the avoidance of doubt, where the Requesting Licensee provides its own patch cable, OpenNet will not offer and Requesting Licensee shall not request for any rebate or discount over the Patching Service or the NBAP Connection.

6.4 OpenNet will use optical fibre cable based on the ITU-T G.652D standard for outdoor installations and the ITU-T G.657A standard for in-building installations (where applicable) deliver the NBAP Connection.

6.5 OpenNet will test the optical fibre cable from OpenNet's FDF at its designated Central Office or the Requesting Licensee's FDF at the Central Office designated by OpenNet to the NBAP TP to ensure that the NBAP Connection falls within the specified optical performance. Testing will be conducted at wavelengths of 1310nm, 1490nm and 1550nm.

6.6 OpenNet shall ensure that the optical power loss:

(a) of any NBAP Connection for the purpose of provision of GPON services does not exceed -28dB; and

(b) of any NBAP Connection for the purpose of provision of OE services does not exceed -20 dB from OpenNet's FDF at its designated Central Office or the Requesting Licensee's FDF at the Central Office designated by OpenNet to OpenNet's FDF in the Building MDF Room, and does not exceed -20dB from OpenNet's FDF in the Building MDF Room to the NBAP TP.

6.7 OpenNet shall promptly notify the Requesting Licensee upon the completion of the NBAP Connection.

6.7.6.8 Subject to clause 6.9 and only applicable to a Service Request with twelve (12) months minimum contract term, in the event OpenNet fails to meet the applicable service activation period for a Request, OpenNet shall compensate the Requesting Licensee an amount equal to the number of days of delay multiplied by the weekly recurring charge for the NBAP Connection, subject to a maximum of 30 times the weekly recurring charge for the NBAP Connection (**Weekly Recurring Charge**), where:

Weekly Recurring Charge = Monthly recurring charge x 7 / 30

Subject to clause 6.9 and only applicable to a Service Request with one (1) month minimum contract term, in the event OpenNet fails to meet the applicable service activation period for the Request, OpenNet shall compensate the Requesting Licensee an amount equal to the number of days of delay multiplied by the daily recurring charge for the NBAP Connection, subject to a maximum of 50% of the monthly recurring charge for the NBAP Connection, where

Daily Recurring Charge = Monthly Recurring Charge (1 month contract) / 30

CLAUSE 6.9 – MODIFICATION REQUIRED

~~6.8~~6.9 OpenNet shall not be required to compensate the Requesting Licensee under any of the following circumstances:

(a) Delay in the granting of permission from or permission is not granted to install the required Network to the NBAP TP. In the event the Requesting Licensee raise a dispute questioning OpenNet’s effort in remedying the obstruction, OpenNet will provide such evidence as may be available of its best endeavours;

~~(a)~~(b) The Requesting Licensee requests the deferment of the service activation date; or

~~(b)~~(c) The designated Building MDF Room which was initially under network coverage is demolished and/or reconstructed.

For the avoidance of doubt, where the service activation date has been revised pursuant to any of the circumstances contemplated in this clause 6.9 or elsewhere in the ICO Agreement (unless otherwise stated), OpenNet shall nevertheless be required to compensate the Requesting Licensee if it fails to meet the revised implementation timeline.

IDA Directed Modifications: Clause 6.9 sets out several circumstances under which OpenNet would not be required to compensate Requesting Licensees.

IDA received a number of comments concerning this clause. In particular, it was suggested that clause 6.9(a) should be subject to two

requirements: (a) OpenNet must have used its best endeavours to obtain any licence or permission expeditiously; and (b) OpenNet must provide Requesting Licensees with evidence of such licence/permission, the steps taken to obtain it expeditiously and why OpenNet cannot obtain the licence/permission.

After careful consideration, IDA agrees that OpenNet should be required to use its best endeavours to obtain expeditiously the necessary licences or permission mentioned in clause 6.9(a). However, IDA is of the view that it is not necessary to require OpenNet to furnish evidence of this in every case. Instead, it would be more efficient if OpenNet were required to furnish evidence only in the event that a challenge or dispute is raised by Requesting Licensees as to whether OpenNet has used its best endeavours in the manner described above.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 6.9(a) to incorporate the above requirements.

[ON 11 Apr 12 : Amended as per IDA's Direction.]

7. RESPONSIBILITY AT OPENNET FDF

7.2 The Requesting Licensee shall not, and shall ensure that its employees, agents and contractors do not, at any time access OpenNet's FDF at the Central Office and Building MDF Room, and the NBAP TP.

7.3 Where the Requesting Licensee wishes to change the existing patching connection at OpenNet's FDF at the Central Office or Building MDF Room, the Requesting Licensee shall submit an application for termination of the existing Patching Service and order for a new Patching Service at the Central Office or Building MDF Room in accordance with Schedule 13 (Patching Service).

8. DEACTIVATION

CLAUSE 8.1 – APPROVED

8.1 Subject to the minimum contract term, the Requesting Licensee may deactivate the NBAP Connection by giving OpenNet not less than one (1) month prior written notice.

- 8.2 If the NBAP Connection is terminated by the Requesting Licensee pursuant to clause 8.1 before the expiry date of the minimum contract term, the Requesting Licensee must pay OpenNet one hundred percent (100%) of the Monthly Recurring Charge for the remainder of the minimum contract term.
- 8.3 Where any Patching Service is no longer required as a result of the termination of the NBAP Connection, OpenNet shall remove the Patching Service at all the relevant access points and the Requesting Licensee shall be liable for the termination charges for removing the Patching Service at the Central Office designated by OpenNet in accordance with Schedule 15 (Charges). Notwithstanding the above, the Requesting Licensee shall not be liable to pay any Charges for the removal of Patching Service related to or in connection with the termination of the NBAP Connection, if such termination is the result of OpenNet's fault.

9. STANDARD TERMS AND CONDITIONS

CLAUSE 9.1 – MODIFICATION REQUIRED

- 9.1 OpenNet shall at its sole discretion determine its network deployment, including but not limited to the access points, fibre cable routing and location of the Central Office and Building MDF Room from which the NBAP Connection is provided. Prior to installation of the Termination Point, OpenNet will assess the location's suitability for the deployment of active equipment, with adequate ventilation and power. Notwithstanding, OpenNet's assessment and recommendation on location of the Termination Point, OpenNet shall defer to the agreement or instructions of the End-User. The Requesting Licensee, its agents or sub contractors shall not tamper with, modify, remove or re-locate any Termination Point or any part of the Network in any way or take steps to repair any Termination Point or any part of the Network.

IDA Directed Modifications: Comments were received that clause 9.1 as drafted gives OpenNet very wide discretion to determine its network deployment and this may result in Termination Points being installed in unsuitable locations.

To address the concern, IDA considers that it would be reasonable to require OpenNet to take into account the suitability of locations for the installation of Termination Points. In general, Termination Points should be located where they can accommodate the deployment of active equipment, with adequate ventilation and power points within the reach of active equipment. Notwithstanding, IDA also recognises that the

location of the Termination Point would ultimately be dependent on the choice of the customer/Requesting Licensee.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 9.1 to: (a) give effect to the requirement that OpenNet will consider the suitability of a location (as described above) before a Termination Point is installed; and (b) state that the location of a Termination Point is ultimately subject to the choice of the customer/Requesting Licensee. [ON 11 Apr 12 ; Amended as per IDA's Direction]

9.2 OpenNet shall be responsible for the maintenance of the NBAP Connection installed under this Schedule.. For the avoidance of doubt, if there is a fault at the Patch Cable, OpenNet will charge the Requesting Licensee an additional Patching Charge if the Requesting Licensee was responsible for the fault at the Patch Cable.

9.3 Except to the extent strictly necessary to accurately describe the service to actual or potential Customers, the Requesting Licensee shall not use OpenNet's name, any of OpenNet's trademarks or the fact that any service is supplied using OpenNet's Network in promoting the Requesting Licensee's service.

9.4 The Parties shall in good faith co-operate with each other and take reasonable measures to ensure that there is no interference with or deterioration to OpenNet's existing services or those of a Third Party as a result of the Requesting Licensee's use of the NBAP Connection.

9.5 If it is necessary to carry out any scheduled service interruption, including but not limited to planned repair, or replacement or upgrade to any equipment or facility forming part of the NBAP Connection, OpenNet shall provide the Requesting Licensee with at least one (1) month's ~~written~~ notice in advance of such interruptions, repairs or upgrades, and shall inform Requesting Licensees of the period of service interruption. OpenNet shall take reasonable measures to minimise any service disruption to the Requesting Licensee.

CLAUSE 9.6 – MODIFICATION REQUIRED

9.6 OpenNet shall include the following details in the written notification or via OpenNet's Platform APIs to the Requesting Licensee:

(a) Affected Location;

- (b) Date of occurrence;
- (c) Time of occurrence (start & end timings);
- (d) Cause of Planned Disruption;
- (e) Order Request Identifier of the affected orders; and
- (f) OpenNet's Network Operations Centre Contact Number.

~~The Requesting Licensee is required to acknowledge receipt of OpenNet's notification within one (1) Business Day.~~

IDA Directed Modifications: Comments were received that there is no justifiable reason for OpenNet to require the Requesting Licensee to acknowledge receipt of its notification within one Business Day.

In this regard, IDA requires OpenNet to provide justification as to why it requires the Requesting Licensee to acknowledge the request in the first place, as well as the short timeframe of only one Business Day. If OpenNet is unable to provide valid justification, IDA may further direct that this requirement to provide notice be removed altogether or subject to a more reasonable period. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 9.6 to address the above. [ON 11 Apr 12 ; Amended as per IDA's Direction]

- 9.7 If the scheduled service interruption affects NBAP Connections, OpenNet will endeavour to carry out the scheduled service interruption between 1am and 6am, unless it is not feasible for OpenNet to do so.
- 9.8 Subject to Requesting Licensee acquiring redundancy service, OpenNet shall, where technically feasible, provide assistance to the Requesting Licensee to divert its NBAP Connection to the redundancy service before commencing the scheduled service interruption.
- 9.9 Where there are available resources, OpenNet will, where possible, first divert critical links to alternative routings before commencing the scheduled service interruption.
- 9.10 Subject to clause 9.6, OpenNet shall not be liable for any loss caused by such scheduled service interruption, except for any Service Level Guarantee rebate that arises from OpenNet carrying out the scheduled service interruption outside of the

stipulated period and the Requesting Licensee has reported the fault in accordance to clause 11.

- 9.11 The Requesting Licensee shall be responsible to the Requesting Licensee's Customers for all aspects of the Requesting Licensee's services including but not limited to the operations and maintenance of the Requesting Licensee's service.
- 9.12 The Requesting Licensee must procure and maintain at its own cost:
- (a) any equipment or software needed to implement, receive or use the NBAP Connection (including but not limited to any configuration of the NTE at the NBAP TP);
 - (b) co-location at the designated Central Office and Building MDF Room; and
 - (c) access to the NBAP TP location.

CLAUSE 9.13 – MODIFICATION REQUIRED

9.13 Upon receipt by OpenNet of any request from ~~Building Management, authorities,~~ Requesting Licensee for Removal, OpenNet shall check if the Termination Point is in use by any Requesting Licensee. OpenNet will reject the Request if the Termination Point is in use, otherwise OpenNet shall perform such Removal which shall not include removal of any part of the Network, surface trunking and/or termination point that are concealed either by a false ceiling, within any furniture or rendered inaccessible. Requesting Licensee shall assist OpenNet in obtaining ~~ensure and obtain~~ the relevant approvals or consent from the relevant building owner or authorities such that OpenNet and/or its Contractor has ease of access to perform such Removal. For the avoidance of doubt, all incidental costs other than including but not limited to security deposits or escort charges related to the Request for Removal shall be borne by the Requesting Licensee on a Cost-Oriented Basis. The Requesting Licensee shall pay OpenNet according to Schedule 15 (Charges) for the Request for Removal. OpenNet shall use its best endeavours to minimize damage to the wall and/or other fittings save that OpenNet shall not be responsible or liable to move or shift any furniture or items belonging to End-User, re-plaster the wall, perform any painting works or reinstate the wall and/or other fittings accordingly.

IDA Directed Modifications: IDA has received the following comments:

- (a) **Security deposits are for the assurance of conduct of the installers. It is highly inequitable for the Requesting Licensees to be guaranteeing the performance of OpenNet’s contractors. OpenNet should bear its own charges such as security deposits and escort charges. For the avoidance of doubt, Requesting Licensee should not be responsible for any request made by any other party such as Building Management, authorities etc. In the event that OpenNet receives a Removal request by any other party other than Requesting Licensee for removal service, OpenNet shall inform the Requesting Licensee of such request.**
- (b) **It is OpenNet’s responsibility as a NetCo to secure the relevant approvals or consents from the relevant building owner or authorities. This responsibility must not to be shifted to Requesting Licensee. Similarly, costs of obtaining such approvals or consents ought to be borne by OpenNet, not Requesting Licensee. Accordingly, clause 9.13 ought to be amended accordingly.**

IDA has carefully reviewed the industry comments and IDA’s position is as follows:

- (a) **IDA agrees that the Requesting Licensee should not be responsible for any request made by any other party. If OpenNet receives a removal request from any such parties, OpenNet should inform Requesting Licensee of such request. The costs of such removal should not be borne by Requesting Licensee; and**
- (b) **IDA agrees that as the provider of the service, it is only reasonable for OpenNet to be responsible to secure the relevant approvals or consents from the relevant building owner or authorities. Accordingly, OpenNet should bear the costs related to securing such approvals or consents (including security deposit and where applicable, escort charges). That said, if there is a need for OpenNet to approach Requesting Licensee for assistance, Requesting Licensee should render its assistance and all parties should work together to secure the approvals or consents.**

Further, IDA considers that it would promote clarity by requiring OpenNet to set out the processes that would be applicable in the

situations where OpenNet receives a request for removal but the Termination Point is still in use.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 9.13 to include the above requirements and to address the scenario highlighted.

IDA also requires OpenNet to ensure consistency in its usage of defined terms. Without limitation to the foregoing, IDA notes that "Cost-Oriented Basis" is defined terms in Schedule 18, whereas there are references to "cost-oriented basis" and "cost-oriented" in this clause. Where applicable, OpenNet should ensure consistent usage of the term "Cost-Oriented Basis".

CLAUSE 9.14 – MODIFICATION REQUIRED

9.14 OpenNet shall use its best endeavours to minimize damage to the wall and/or other fittings save that OpenNet shall not be responsible or liable to move or shift any furniture or items belonging to End-User or building owner, re-plaster the wall, perform any painting works or reinstate the wall and/or other fittings accordingly.

IDA Directed Modifications: Comments were received that OpenNet should modify the wording of clause 9.14 so as to expressly state that OpenNet would use its "best endeavours" to minimise damage to End-Users' premises. After careful consideration, IDA agrees that OpenNet must state that it will use its "best endeavours" to minimise such damage. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 9.14 to state that it will use its best endeavours to minimise such damage when removing the Termination Point. [ON 11 Apr 12 : Amended as per IDA's Direction.]

9.13 Nothing in this Schedule vests in the Requesting Licensee any right, title or proprietary interest in the optical fibre cable, equipment or facilities forming part of the NBAP Connection.

CLAUSE 9.16 – MODIFICATION REQUIRED

9.16 Onsite charges are applicable whenever Requesting Licensee requests for OpenNet to be onsite for any reason(s) other than for reasons caused by OpenNet's fault or error.

IDA Directed Modifications: Comments were received that OpenNet should not be allowed to impose onsite charges in cases where OpenNet needs to be present to provision the service or to be present due to its own fault or error. After careful consideration, IDA agrees that it would be unreasonable for any onsite charge to be imposed under such circumstances as it is not caused by the Requesting Licensee. ‘

Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modifications to this clause 9.16 to give effect to the above requirement.

10. ACCESS AND APPROVALS REQUIRED

10.1 The Parties shall comply with clause 15.5 of the main body of this ICO Agreement in relation to the obtaining of all licences, permits, consents, waivers, authorisations and intellectual property or other rights required for the provision of the NBAP Connection.

11. FAULT REPORTING AND CLEARING

11.1 Each Party must have or establish a Fault Reporting and Control Centre (FCC) to act as a single point of contact for the reporting, management and clearing of faults. The FCC must be available twenty-four (24) hours a day, seven (7) days a week.

CLAUSE 11.2 – APPROVED

11.2 It is the Requesting Licensee’s responsibility to determine the source of the fault at its own cost and to ensure that the fault does not lie within its network before reporting the fault to OpenNet. The Requesting Licensee shall pay OpenNet according to Schedule 15 (Charges) for cancellation of any fault reported regardless of the response or stage of investigation by OpenNet.

CLAUSE 11.3 – MODIFICATION REQUIRED

Where the fault is reported via the OpenNet Platform, the Requesting Licensee shall indicate the following:

(a) Order Request Identifier

(b) Requesting Licensee Incident ID

(c) Incident type

(d) Description of fault ticket

(e) End User contact details

Upon successful submission of the fault, the OpenNet's Platform will provide a fault acknowledgement.

- 11.3 Upon receipt of a fault report from the Requesting Licensee under clause 11.2, OpenNet shall investigate the cause of the fault experienced by the Requesting Licensee in a diligent and responsible manner as would be expected of a competent service provider. OpenNet shall provide periodic updates to the Requesting Licensee on the status of the fault rectification ~~as~~ and also updates when there is a change in status of the fault investigation/rectification work through OpenNet Platform, when available.

IDA Directed Modifications: IDA refers OpenNet to section 9 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 11.3 in the manner specified therein. Without limitation to the foregoing, OpenNet should provide Requesting Licensees with (a) periodic updates on the status of the fault rectification; and (b) updates when there is a change in status of the fault investigation/rectification work. [ON 11 Apr 12 : Amended as per IDA's Direction.]

- 11.4 If, following investigation, OpenNet determines that the fault is at the Transmission Tie Cable at the Central Office, OpenNet will patch the NBAP Connection to another available Transmission Tie Cable Port and charge the Requesting Licensee a Patching Charge in accordance with Schedule 15 (Charges) if the Requesting Licensee was responsible for the fault at the Transmission Tie Cable at the Central Office.
- 11.5 If, following investigation, OpenNet determines that no fault is found or the fault is not with the OpenNet Network or equipment, then OpenNet shall charge the Requesting Licensee a No Fault Found Charge for the fault report in accordance with Schedule 15 (Charges).

- 11.6 The process for fault investigation shall be as follows:

CLAUSE 11.6(a) – MODIFICATION REQUIRED

- (a) For each of the three (3) wavelengths of 1310nm, 1490nm and 1550nm, the optical power shall be measured in accordance with clause 6.6 above where possible, and the findings shall be clearly recorded using the "Fault Rectification Service Report" (Annex 3B).

IDA Directed Modifications: Comments were received that power loss should not be the only criterion for "no fault found" as there are numerous scenarios where the NBAP Connection could be disrupted due to faults by OpenNet. In particular, it was commented that service may continue to be disrupted even though the fibre reading is within the range due to OpenNet patching the NBAP fibre to the wrong splitter.

In this regard, IDA considers that it is reasonable to require OpenNet to propose measures to address the concerns relating to wrong patching. As an example, IDA refers to the first bullet point of clause 11.6(b), and considers that OpenNet could ensure that patching at the MDF and/or CO and the patch cords are properly installed as part of the investigation process before concluding that there is "no fault found".

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modification to clause 11.6(a) to incorporate the above requirement. [ON 11 Apr 12 : Amended as per IDA's Direction.]

- (b) if the power loss do not exceed the limit specified in clause 6.6 then ~~a finding of "no fault found" will be recorded, otherwise~~ the following steps shall be carried out before a finding of "no fault found" will be recorded:

- determine that the patching at CO/MDF room and the patch cord are properly installed
- determine the optical power at the output of splitter port, for GPON is within acceptable limits

Or determine the optical power at the output of the OE to OpenNet's FDF in the Building MDF room is within the acceptable limits

- determine that no macro bending that produces high loss
- determine that no dirty/damaged connector
- determine that no fibre cut or damaged Termination Point
- determine that there is no wrong patching

- _____ measurements of the following shall also be taken :
 - _____ optical time-domain reflectometer
 - _____ power loss

CLAUSE 11.6(c) – MODIFICATION REQUIRED

(c) _____ Upon completion of any the joint investigation, OpenNet will hand over the NBAP Termination Point to the Requesting Licensee and both Parties shall jointly sign off on the “Fault Rectification Service Report” (Annex 3B), which will state the outcome of the joint investigation. In non-joint investigation, ie where Requesting Licensee is absent despite notification from OpenNet, OpenNet shall conclude the investigation on-site and inform the Requesting Licensee of the outcome accordingly which Requesting Licensee shall not dispute. OpenNet shall provide periodic updates to the Requesting Licensee on the status of the non-joint investigation and also updates when there is a change in status of the non-joint investigation through OpenNet Platform, when available.

IDA Directed Modifications: Comments were received that as currently drafted, clause 11.6(c) can be read to imply that a joint investigation is always required for the process of fault investigation, whereas this is not always the case. In addition, OpenNet should only require the Requesting Licensee to jointly sign off on the “Fault Rectification Service Report” if both parties are present onsite for fault rectification.

IDA agrees that joint investigations are not required for every case. The resources required to co-ordinate and carry out a joint investigation would likely be more onerous and burdensome than a non-joint investigation. Accordingly, IDA directs OpenNet to propose, for IDA’s approval, modification to clause 11.6(c) to clarify that the proposed process is also applicable to non-joint investigation or to provide for an additional process in relation to non-joint investigation.

In addition, IDA refers OpenNet to section 9 of the Explanatory Memorandum to this Direction. IDA reminds OpenNet that it is required to provide timely status updates to Requesting Licensees, and without limitation to the foregoing, OpenNet must inform Requesting Licensees of the cause of the fault when it resolves the fault. [ON 11 Apr 12 : Amended as per IDA’s Direction]

CLAUSE 11.7 – MODIFICATION REQUIRED

11.7 If OpenNet is unable to identify any fault, OpenNet will call for a fault identification coordination meeting between OpenNet and the Requesting Licensee to identify the fault. The OpenNet's Platform will notify the Requesting Licensee on the request for fault identification. The Requesting Licensee shall provide all reasonable assistance requested by OpenNet. Each Party is to bear its own cost for attending with reference to clause 11.9 such fault identification coordination meeting as well as any testing or trouble-shooting activities required as a result of such a meeting. For the avoidance of doubt, save as provided below, each party shall bear its own costs for the purpose of any fault investigation:

IDA Directed Modifications: IDA notes that clauses 11.7(a)-(c) apply to both fault identification coordination meetings initiated by OpenNet and joint investigations initiated by Requesting Licensees. For clarity, IDA requires OpenNet to propose, for IDA's approval, modifications to clause 11.7 to state that clauses 11.7(a)-(c) will also apply to joint investigations under clause 11.9. [ON 11 Apr 12 : Amended as per IDA's Direction.]

- (a) In the event that a particular fault is due to OpenNet or its contractors, OpenNet shall not impose any charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an OpenNet-initiated fault identification coordination meeting or a Requesting Licensee-initiated joint investigation process. In addition, OpenNet shall not impose the joint investigation charge on the Requesting Licensee even if the fault identification process is initiated by the Requesting Licensee.
- (b) In the event that a particular fault is due to the Requesting Licensee or its contractors or its End-Users, OpenNet shall be entitled to impose a charge on the Requesting Licensee for access to the Co-Location Space (where applicable), regardless of whether it is an OpenNet-initiated fault identification coordination meeting or an Requesting Licensee-initiated joint investigation process. In addition, OpenNet shall also be entitled to impose the joint investigation charge on the Requesting Licensee if the fault identification process is initiated by the Requesting Licensee.
- (c) In the event that it is agreed that a particular fault is not due to OpenNet (or its contractors) or the Requesting Licensee (or its contractors or End-Users), OpenNet shall be entitled to impose a charge on the Requesting Licensee for access to the Co-Location Space (where applicable) only if it is an Requesting

Licensee-initiated joint investigation process. In addition, OpenNet shall also be entitled to impose the joint investigation charge on the Requesting Licensee if the process was initiated by the Requesting Licensee.

CLAUSE 11.7(d) – MODIFICATION REQUIRED

- (d) Except for (a) above, if it is discovered that any part of the Network located on the Residential Premise NBAP location is damaged, OpenNet shall impose the Requesting Licensee shall be liable to OpenNet for the relevant charges in accordance to Schedule 15 (Charges) accordingly to the End-User unless the damage is caused by the Requesting Licensee.

IDA Directed Modification: IDA notes that the above clause is not applicable as the Network is not located on a Residential Premise. In any case, IDA is of the view that since the Requesting Licensee and its contractors are not permitted to tamper with or repair any part of the Network under this Schedule, there is no basis for the Requesting Licensee to be made liable to OpenNet for such damage to the Network, unless it can be proven that Requesting Licensee had caused the damage.

In view of the above, IDA requires OpenNet to deal with the Customer/End-User directly for any damage to the Termination Point unless such damage is caused by the Requesting Licensee. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modification to clause 11.7(d) to comply with the above requirement. [ON 11 Apr 12 : Amended as per IDA's Direction.]

11.8 The NBAP Connection is deemed to be restored when OpenNet has tested and confirmed to the Requesting Licensee that the NBAP Connection has been restored. The OpenNet Platform will notify the Requesting Licensee with the cause of fault.

CLAUSE 11.9 – MODIFICATION REQUIRED

~~11.8~~11.9 Where the Requesting Licensee has lodged with OpenNet a fault report and OpenNet is in the process of investigating the fault or where the Requesting Licensee has not lodged a fault report but suspect that there is a fault on the NBAP Connection, the Requesting Licensee may request OpenNet for a joint investigation. The Requesting Licensee shall propose the date, time and venue for the joint investigation. Under such circumstances, OpenNet shall attend the joint investigation and charge the Requesting Licensee the Joint Investigation Charge according to Schedule 15

~~(Charges) if the fault is not with OpenNet, otherwise OpenNet will waive the Joint Investigation Charge. Additionally, where the Requesting Licensee disputes OpenNet's findings, the Requesting Licensee shall request OpenNet for a joint investigation. Subject to OpenNet's resource availability and agreement to the date, time and venue, OpenNet shall attend the joint investigation and charge the Requesting Licensee the Joint Investigation Charge according to Schedule 15 (Charges). Where the Requesting Licensee changed the appointment for the joint investigation without giving OpenNet sufficient notice of at least one (1) Business Day, the Requesting Licensee shall pay OpenNet the Missed Appointment Charge in accordance with Schedule 15 (Charges). The process for a joint investigation shall be as described in clause 11.6. Clauses 11.7(a) to (c) will also apply to joint investigations under clause 11.9. Additionally, where the Requesting Licensee disputes OpenNet's findings, the Requesting Licensee may request OpenNet for a fault identification coordination meeting.~~

IDA Directed Modifications: IDA refers OpenNet to its directed modifications to clause 11.7 above. For consistency, IDA directs OpenNet to propose, for IDA's approval, modifications to state that clauses 11.7(a)-(c) will apply to joint investigations under clause 11.9.

While IDA agrees that there should be a process available for Requesting Licensees to raise any disagreements with the findings of OpenNet's fault investigations, IDA disagrees that such a process should be treated as a joint investigation process. IDA's view is that it is more reasonable for OpenNet to resolve such disagreement through the fault identification coordination meeting. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 11.9 to provide for the above process.

Further, IDA refers OpenNet to section 12 of the Explanatory Memorandum to this Direction. Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to clause 11.9 in the manner specified therein. Without limitation to the above, OpenNet should remove all references to Missed Appointment Charges. ON 11 Apr 12 : Amended as per IDA's Direction.

~~11.9~~11.10 The Requesting Licensee acknowledges that OpenNet may temporarily disconnect the Requesting Licensee's NBAP Connection to perform reasonable fault analysis and line testing on the NBAP Connection. OpenNet shall conduct such

disconnections only as it reasonably considers necessary. OpenNet shall notify the Requesting Licensee at least thirty (30) minutes before the temporary disconnection and provide its reasons for the temporary disconnection.

~~11.10~~11.11 Each Party shall maintain and store its own records of faults and repairs.

Mean Time To Recovery

~~11.11~~11.12 OpenNet shall restore any fault within a standard Mean Time To Recovery (MTTR) of eight (8) hours.

~~11.12~~11.13 Subject to clause 2.6, the MTTR shall be the average time OpenNet took to restore service for all fault incidents for all NBAP Connections acquired by the Requesting Licensee under this Schedule during a month, measured from the time each fault is reported by the Requesting Licensee to the time OpenNet confirms that the fault is restored, excluding fault incidents where OpenNet is prevented or restricted from restoring the service owing to matters that are not within OpenNet's control. For the avoidance of doubt, the MTTR is calculated as follows:

$$\frac{\sum X}{Y}$$

Where X = Time taken to restore fault incidents for each NBAP Connection during a month as described above

Y = Total number of affected NBAP Connections in the same month

~~11.13~~11.14 In the event OpenNet fails to meet the standard MTTR for a particular month, OpenNet shall compensate the Requesting Licensee an MTTR Rebate equal to the difference between the MTTR experienced by the Requesting Licensee and the standard MTTR in terms of number of days, multiplied by the number of services affected, multiplied by the Weekly Recurring Charge for the NBAP Connection, subject to a maximum of 30 times the Weekly Recurring Charge for the NBAP Connection.

12. SERVICE LEVEL AVAILABILITY

12.1 OpenNet shall offer a service level availability of 99.99% per month for the NBAP Connection. OpenNet shall offer to rebate the Requesting Licensee ten percent (10%) of the Monthly Recurring Charge if OpenNet fails to meet the service level availability for that month.

12.2 Service level availability for the NBAP Connection is calculated as follows:

$$\frac{(A - B)}{(A)} \times 100\%$$

Where A = 24 hours x number of days for the month (in hours); and

B = total network outage time for the NBAP Connection in the same month (in hours)

12.3 Subject to clause 2.6, the total network outage time is the sum of all minutes for which the Requesting Licensee’s NBAP Connection is unavailable measured from the time each fault is reported by the Requesting Licensee to the time OpenNet confirms that the fault is restored, excluding fault incidents where OpenNet is prevented or restricted from restoring the service owing to matters that are not within OpenNet’s control.

13. PROTECTION AND SAFETY

13.1 Each Party is responsible for the safe operation of its Network and in particular the safe operation of any equipment within its Network on its side of the connection at the designated Central Office and the NBAP TP.

13.2 Each Party shall, so far as reasonably practicable, take all necessary steps to ensure that the licence of the NBAP Connection, its operations and its implementation of this Schedule:

- (a) do not endanger the safety or health of any person, including the employees and contractors of the Parties; and
- (b) do not damage, interfere with or cause any deterioration in the operation of the OpenNet Network.

14. TERM OF LICENCE

CLAUSE 14.1 – APPROVED

14.1 The minimum contract term for a NBAP Connection shall be one (1) month or twelve (12) months, as the case may be, starting from the service activation date of the NBAP Connection.

15. SUSPENSION

15.1 OpenNet may suspend the Requesting Licensee's licence to the NBAP Connection at any time until further notice to the Requesting Licensee if the NBAP Connection licence causes or is likely to cause physical or technical harm to any telecommunications network, system or services (whether of OpenNet or any other person) including but not limited to causing damage, interfering with or causing deterioration in the operation of the OpenNet Network. If the suspension is the result of the Requesting Licensee's fault, the Requesting Licensee shall continue to pay the Monthly Recurring Charge during the period of suspension.

15.2 Without limiting the exclusions or limitations of liability in this ICO Agreement, OpenNet shall not be liable to the Requesting Licensee for any Loss resulting from, or in connection with, suspension of a NBAP Connection licence under this clause 15.

16. TERMINATION OF LICENCE

16.1 The Requesting Licensee shall keep OpenNet informed on the Requesting Licensee's utilisation of each NBAP Connection six (6) months from the service activation date and when there are changes to the utilisation.

16.2 The Requesting Licensee must use or activate a service to a Retail Service Provider using the NBAP Connection within six (6) months from the service activation date of the NBAP Connection. If the Requesting Licensee fails to do so, OpenNet will deactivate the NBAP Connection upon giving the Requesting Licensee ten (10) Business Days prior notice and the Requesting Licensee did not dispute such written notice given by OpenNet. The Requesting Licensee must pay OpenNet the Monthly Recurring Charges for the remainder of the minimum contract term.

16.3 OpenNet may immediately terminate a licence of NBAP Connection under this Schedule if:

- (a) the Requesting Licensee is no longer an FBO;
- (b) the OpenNet ICO is revoked by the Authority under clause 12.8 of the ICO Agreement;
- (c) the Authority removes the requirement for OpenNet to supply NBAP Connection under the OpenNet ICO or exempts OpenNet from supplying NBAP Connection under the ICO Agreement, provided that the date of termination shall not be earlier than the effective date of the Authority's decision;
- (d) in OpenNet's reasonable opinion, the Requesting Licensee is using the NBAP Connection in contravention of an applicable law, licence, code, regulation or direction and OpenNet has the necessary confirmation from the relevant Government Agencies that the Requesting Licensee is in contravention of the applicable law, licence, code, regulation or direction;
- (e) in OpenNet's reasonable opinion, the Requesting Licensee is using the NBAP Connection in a manner which places or allows a Third Party to act in contravention of an applicable law, licence, code, regulation or direction and OpenNet has the necessary confirmation from the relevant Government Agencies that the Third Party is in contravention of the applicable law, licence, code, regulation or direction;
- (f) the NBAP Connection is used other than the purposes specified in clause 1;
- (g) the licence in respect of Co-Location Space to which the NBAP Connection is connected has been terminated or has expired;
- (h) the NBAP Connection has become unsafe for its purpose; or
- (i) OpenNet's right to own, maintain or operate the NBAP Connection has been revoked or terminated or has expired.

16.4 Either Party (**Terminating Party**) may terminate the NBAP Connection:

- (a) if the other Party is in breach of this Schedule other than failure to pay any sum for which the Requesting Licensee has been invoiced, and such breach remains un-remedied for a period of sixty (60) Calendar Days after receiving notice from the Terminating Party;

- (b) if the Requesting Licensee's NBAP Connection licence has been suspended pursuant to clause 15.1, and the cause of such suspension has not been remedied or rectified for a period of sixty (60) Calendar Days from the date of the suspension; or
- (c) if the Requesting Licensee is in breach of this Schedule by its failure to pay any sum for which the Requesting Licensee has been invoiced, and such breach remains un-remedied for a period of fourteen (14) Calendar Days after receiving notice from the Terminating Party. For the avoidance of doubt, this sub-clause shall not apply pending the resolution of any Billing Dispute in accordance with the provisions of Schedule 16 (Billing).

16.5 Upon termination of the licence of NBAP Connection:

- (a) the Requesting Licensee must immediately discontinue the use of the NBAP Connection; and
- (b) the Requesting Licensee must without undue delay disconnect all equipment connected to the NBAP Connection; and
- (c) OpenNet shall be responsible for removing all necessary Patching Services at the Requesting Licensee's cost in accordance with Schedule 15 (Charges). Notwithstanding the above, the Requesting Licensee will not be liable for OpenNet's costs of removing all necessary Patching Services, if the termination is the result of OpenNet's fault.

16.6 If the licence of a NBAP Connection is terminated as a result of the Requesting Licensee's fault, the Requesting Licensee shall be liable to OpenNet for the Monthly Recurring Charges for the remainder of the minimum contract term.

16.7 If the Requesting Licensee fails to disconnect its equipment from the NBAP Connection under clause 16.5(b), OpenNet may at its sole discretion remove and/or dispose of the Requesting Licensee's equipment. The Requesting Licensee shall pay to OpenNet all reasonable costs associated with the work undertaken by OpenNet including the cost of disposing the Requesting Licensee's equipment. The Requesting Licensee shall have no claim whatsoever against OpenNet in connection with the removal and/or disposal of the Requesting Licensee's equipment from the NBAP Connection.

17. REDUNDANCY SERVICE

17.1 The Requesting Licensee may acquire:

- (a) for a NBAP Connection for the purpose of providing GPON services, one separate fibre strand from OpenNet's splitter at the Building MDF Room to the NBAP TP; or
- (b) for a NBAP Connection for the purpose of providing OE services, one separate fibre strand from OpenNet's FDF at the Building MDF Room to the NBAP TP

(**Redundancy Service**) at the same prices, terms and conditions as the NBAP Connection through a request in the form of Annex 3A either manually or via the OpenNet Platform, unless stipulated otherwise in this clause 17.

- 17.2 OpenNet shall provide the Redundancy Service via the same duct and along the same path as the existing NBAP Connection, without Duct Diversity and without Path Diversity. OpenNet may provide the Redundancy Service using a separate fibre strand from the same fibre cable that carries the existing NBAP Connection.
- 17.3 The Requesting Licensee is eligible to acquire a Redundancy Service for the NBAP Connection provided that the Requesting Licensee has acquired or is acquiring an equivalent NBAP Connection to the same NBAP TP. The Requesting Licensee may request OpenNet to reject the Request for the NBAP Connection in the event that OpenNet is unable to provide the Redundancy Service, but such Requests for the NBAP Connection and the Redundancy Service must be submitted together to OpenNet.
- 17.4 The Requesting Licensee shall be responsible, at its own cost and equipment, for the implementation of diversity or redundancy for its services using the Redundancy Service provided by OpenNet.
- 17.5 OpenNet shall make the Redundancy Service available to the Requesting Licensee, except where OpenNet is unable to build the requisite infrastructure (other than fibre) to provide the Redundancy Service or due to any of the reasons stated in clause 5.4.

ANNEX 3A: REQUEST FORM FOR NBAP CONNECTION

ANNEX 3A – APPROVED

Request for NBAP Connection

Date of Application: _____ Application Reference Number: \

End-User Name: _____

NBAP address or description of address; GPS co-ordinates and height (Please attach map):

Requesting Licensee

Technology: GPON / OE

Term of Licence :

One (1) month / Twelve (12) months

Any other info: _____

Redundancy Service is required

Request for NBAP Connection to be rejected if Redundancy Service is not available

For and on Behalf of Requesting Licensee

Sign: _____ Company Stamp: _____

Requesting Licensee

Name: _____ Company Name: _____

Designation: _____

Contact Number, Fax and email address _____

Part 1: Date: _____

Application accepted and will proceed with detailed study:

Circuit Identification Number: _____

Application rejected

Reason for rejection: _____

OpenNet Name / Signature: _____ Queue Status: _____

OpenNet

Part 2: Date: _____

Circuit Provision:

Provision Date: _____

Digging and Trenching Work Charges: _____ (Breakdown of charges to be attached)

Application rejected

Reason for rejection: _____

OpenNet Name / Signature: _____

OpenNet

Requesting Licensee Acceptance:

We **agree** that we are liable for the digging and trenching work charges and agree with the service provisioning date stated (both) above.

Sign: _____ Company Stamp: _____

Requesting Licensee


Name: _____ Company Name: _____

Designation: _____

Contact Number, Fax and email address _____

ANNEX 3A: REQUEST FORM FOR NBAP CONNECTION

ANNEX 3B: FAULT RECTIFICATION SERVICE REPORT

		Fault Rectification Service Report	Serial No:	
Appointment Date:		Arrival Time:		
Time:		Completion Time:		
Trouble Ticket No:		<input type="checkbox"/> 1 hour activation <input type="checkbox"/> Maintenance Fault Rectification <input type="checkbox"/> Follow up end-user appointment		
END-USER INFORMATION				
Authorised Person Name:		*Mr/Mrs/Miss/Mdm/Dr		
*NRIC/FIN/Passport No:				
Contact no:		(HP):		
Company:		BRN:		
Registered Address:		Blk/House _____ Unit No: # _____ - _____ Street Name: _____ Building Name: _____ Postal code: S(_____)		
LOCATION OF INSTALLATION				
A-END (CO/MDF)		B-END (CO/MDF, End-User's Premise)		
Blk/House: _____ Unit No: # _____ - _____		Blk/House: _____ Unit No: # _____ - _____		
Street Name: _____		Street Name: _____		
Building Name: _____ Postal code: S(_____)		Building Name: _____ Postal code: S(_____)		
End-User Declaration (check only one box)				
<input type="checkbox"/> I am the owner of the above premises <input type="checkbox"/> I, Name: _____, NRIC _____ am authorised by the owner of the premise and/or the above-stated company to sign this form and permit OpenNet Pte Ltd or its contractor to enter the premises and conduct the fault rectification work. I will bear full responsibility if the owner should dispute (a) my authority, or (b) any action taken by OpenNet Pte Ltd at my instructions.				
Company Stamp (if applicable):				
For Official Use Only				
OPTICAL MEASUREMENTS, WHERE POSSIBLE (Measured by RL)				
Fault description:				
Test Measurement (CO to Serving Cabinet):	1310nm	1490nm	1550nm	Distance (m)
Test Measurement (CO to 1st TP):	1310nm	1490nm	1550nm	Distance (m)
Test Measurement (Segment Services A-END to B-END)	1310nm	1490nm	1550nm	Distance (m)
Certified by ON:				
Technician Name:		Date:		
Technician Signature:		Time:		

OPTICAL MEASUREMENTS, WHERE POSSIBLE (Measured by ON)								
Fault description:								
Test Measurement (CO to Serving Cabinet):	1310nm		1490nm		1550nm		Distance (m)	
Test Measurement (CO to 1 st TP):	1310nm		1490nm		1550nm		Distance (m)	
Test Measurement (Segment Services A-END to B-END)	1310nm		1490nm		1550nm		Distance (m)	
Certified by :								
RL Name:				Date:				
RL Signature:				Time:				
Fault Root Cause Description								
ACTION TAKEN/ADDITIONAL REMARKS								
CUSTOMER ACKNOWLEDGEMENT AND ACCEPTANCE								
Remarks/Comments:								
This is to acknowledge that the fibre fault rectification has been attended and the fault resolution is effective								
Fault Attended by:				Resolution Accepted by End-User:				
Technician Name:				End-User Signature:				
Technician Signature:								
Resolution Verified and Accepted by RL (Only applicable for <u>1 hour activation</u>) :								
RL Name:				RL Signature:				

End-Users can refer to their retail service providers for more information to address and resolve any end user service related issues.

*Please delete where inapplicable.

ANNEX 3B – MODIFICATION REQUIRED

IDA Directed Modifications: Comments were received in respect of the “Declaration” section of Annex 3B that the Requesting Licensee should not be the party permitting OpenNet to enter the End-User’s premise. IDA agrees that the “Declaration” section is intended for the End-User to make the declaration and not the Requesting Licensee.

Several industry respondents have commented that the NRIC/FIN/Passport Number of the End-User is currently not required, and therefore OpenNet should similarly not require the NRIC/FIN/Passport Number of the End-User to be provided. A respondent also raised the issue of maintaining customer privacy. IDA agrees with the comments provided and agrees that OpenNet should not require Requesting Licensee/End-User to provide the NRIC/FIN/Passport Number of the End-User. Similarly, IDA also holds the view that company's BRN is not necessary.

Accordingly, IDA directs OpenNet to propose, for IDA's approval, modifications to Annex 3B to reflect the above requirements.

[ON 11 Apr 12 : Amended as per IDA's Direction.]

ANNEX 3C : NOTICE OF WORK COMPLETION

Date of Application:

Application Reference Number:

End-User Name:

NBAP address or description of address; GPS co-ordinates and height (Please attach pictures and routing of the NBAP.):

Please attach ODTR and Power Meter Test from Patch Cord in the Building MDF Room to the NBAP Point.

I certified that the job is completed according to the Request Form for Customised NBAP Connection Application Reference Number,

For and on Behalf of Requesting Licensee

Sign:

Company Stamp:

Name:

Company Name:

Designation:

Contact Number, Fax and email address

ANNEX 3D : HALF-YEARLY REPORT FOR SELF-PROVIDE NBAP TP

1. Serial Number
2. Application Reference Number
3. Date of Submission
4. Date of Completion
5. NBAP Address, GPS coordinates and description
6. Picture of the NBAP

ANNEX 3E : PROCESS FOR SELF-PROVIDE NBAP TERMINATION POINT

1. DEFINITIONS

In this Agreement, unless the context otherwise requires, capitalised terms shall have the meaning given to them in the Approved ICO unless they are otherwise defined as follows:-

“Approved ICO” means the OpenNet’s ICO as approved by IDA and may be found on IDA’s webpage <http://www.ida.gov.sg/Policies%20and%20Regulation/20090224174101.aspx#13Nov09> or any successor webpage and as may be amended from time to time), shall have the same meaning and construction when used in this Agreement;

“Code” means the NetCo Interconnection Code 2009 or successor code of practice and as may be amended from time to time;

“NBAP Order” has the meaning ascribed to it in Clause 2.3 below;

“NBAP Connection” has the meaning ascribed to it in Clause 2.1 below;

“Digging & Trenching Work” has the meaning ascribed to it in Clause 2.1 below;

“Law” means any domestic or foreign constitutional provision, statute or other law (including common law), act, rule, regulation, subsidiary legislation, ordinance, treaty, code, permit, certificate, license, or interpretation of any Governmental Agency and any decision, decree, resolution, injunction, judgment, order, ruling, interpretation, or assessment issued by any Governmental Agency, including any of the foregoing applicable to health, safety and environmental matters;

“Mandated NBAP TP Connections” has the meaning ascribed to it in Clause 5.5 below;

“NBAP” has the meaning ascribed to it in the Approved ICO;

2. Requesting Licensee’s Obligations

2.1 The Requesting Licensee shall observe and comply with the terms and conditions of this Agreement and the Approved ICO including specifications, where applicable, in the construction of the fibre connection from ON’s Network to the NBAPs (including the installation of a NBAP Termination Point)(“NBAP Connection”), such construction is hereinafter referred to as “Digging & Trenching Work”. Any failure to observe or breach by the Requesting Licensee of the process described herein may result in a suspension and/or termination of the Request submitted under this Schedule.

- 2.2 Before the Requesting Licensee commences any Digging & Trenching Work, an order including the proposal in format specified in Annex 3A shall be given to ON (“NBAP Order”) including the requested date of activation of the NBAP Connection by ON to the Requesting Licensee. The minimum contract term for NBAP Order shall be twelve (12) months from the date of activation of the NBAP Order. ON reserves the right to reject the Request for NBAP Connection. It is the Requesting Licensee’s sole responsibility to ensure that all particulars given are true and accurate. In the event of any deviation, the Requesting Licensee shall notify ON of the nature and basis of the said deviation in the format specified in Annex 3A. Depending on ON’s absolute discretion, the Requesting Licensee may be required to submit a fresh proposal. For the avoidance of doubt, the Digging & Trenching Work shall consist of all works from the patch cord in the FTTB Node or Building MDF Room (as described in clause 3.1 below) to the NBAP Termination Point.
- 2.3 After submission of the NBAP Order with proposal in the format specified in Annex 3A, the Requesting Licensee shall conduct a joint site survey with ON on a mutually agreed date to identify the location of the NBAP Node in the FTTB Node or Building MDF Room assigned by ON and such designated NBAP Node shall be connected to one fibre installed by the Requesting Licensee pursuant to the Digging & Trenching Work. Concurrently, ON will give to the Requesting Licensee a quotation of the charges for work to be done by ON.
- 2.4 The Requesting Licenses shall accept the quotation given by ON and submit the proposed cable routing from the NBAP Node to the NBAP Termination Point within 20 business days failing which it will be deemed as a cancellation of the NBAP Order by the Requesting Licensee who will be liable for the cancellation charges under Schedule 15. Requesting Licensee shall only be permitted to carry out the Digging & Trenching Work upon approval being given by ON.
- 2.5 The Requesting Licensee shall be solely responsible for any cost, charges, fees or expense as may be necessary for the Digging & Trenching Work (including any maintenance work thereafter) including getting any approval, permission or consent from the relevant authorities or building owners for access to the FTTB Node or Building MDF Room. In the event the Requesting Licensee require the assistance of ON, ON may, at ON’s absolute discretion, render such assistance as may be necessary on a cost-oriented basis. Additionally, the Requesting Licensee shall be liable to pay NBAP Node Installation to ON for each NBAP Node made available by ON in the FTTB Node or Building MDF Room as described in clause 3.1 below in accordance with the charges as set out in Schedule 15.
- 2.6 Upon the completion of any Digging & Trenching Work, the Requesting Licensee shall furnish to ON a report setting out the completion of the said work including, where applicable, pictures of the completed works and such particulars per format specified in

Annex 3C including the relevant test results conducted of the connection between the patch cord in the FTTB Node or Building MDF Room and the NBAP Termination Point. The relevant patch cord in the FTTB Node or Building MDF Room shall be properly labelled for purposes of patching with ON's NBAP Node and the Requesting Licensee shall only connect its patch cord to the NBAP Node on or after the date notified by ON under clause 3.1 below.

2.7 On a half-yearly basis not later than the 10th business day of the month or such periods as ON may specify, the Requesting Licensee shall provide a report of such NBAP Connections in the format specified in Annex 3D of the previous month. After the Requesting Licensee had submitted the report described in this clause 2.5, any changes to the work done shall constitute a fresh Digging & Trenching Work and the Requesting Licensee shall comply with clauses 2.2, 2.3 and 2.4 hereinabove accordingly.

2.8 The Requesting Licensee hereby agrees that the use, operation and maintenance of the resulting NBAP including the connection thereto of the Digging & Trenching Work, shall be subject to the terms and conditions of this Agreement and as follows –

2.8.1 All fibre optic cables, fibre cable guides, fibre termination points, connectors, patch cords and fibre related accessories including any new ducting or trunking installed by the Requesting Licensee in the course of the Digging & Trenching Work (“NBAP Dark Fibre”) shall be owned by and be maintained by the Requesting Licensee at its own cost for the Term of this Agreement and thereafter including any risk or removal of the NBAP Termination Point thereto.

2.8.2 There shall only be one NBAP Termination Point per fibre per NBAP Order. In the event the Requesting Licensee intends to include more than one fibre or any other medium of transmission in the new duct or trunking installed during the Digging & Trenching Work, this shall be specified in the proposal submitted to ON per clause 2.2 above. The Requesting Licensee shall compensate ON a sum equivalent to the MRC payable per fibre multiply by the amount of additional fibre or medium or Termination Point installed commencing the activation of the NBAP Connection by ON.

2.8.3 Each NBAP Termination Point shall be for the use of one End User at any time and at all times, there shall not be any fibres connection or fibre optic splitters to be built or connected to the NBAP Termination Point.

2.8.4 All NBAP Dark Fibre shall and may only be used for the provisioning of services by ON to the Requesting Licensee during the Term of this Agreement.

2.8.5 Upon the submission of the report to ON under clause 2.4 above and within one month of the activation of the NBAP Connection, the Requesting Licensee and ON shall conduct a joint audit of the work done (“First Audit”). Subsequently, the Requesting Licensee shall conduct, at its own cost, periodic audit of the NBAP Dark Fibre jointly with ON upon reasonable notice given by ON and such joint audit to be conducted not more than twice in any 12 month period (excluding the “First Audit”) and may include, at ON’s discretion, access into any infrastructure and equipment including the NBAP Termination Point.

2.8.6. In any event, the Requesting Licensee will be required to pay ON such On-site Charges specified in Schedule 15 for any joint site survey conducted with ON.

2.9 Requesting Licensee shall abide by the terms of the Approved ICO in requesting ON for provisioning of services for the NBAP Dark Fibre whereupon such applicable terms and conditions of the Approved ICO shall apply in relation to the provisioning of services by ON up to the point of the NBAP Node in the relevant FTTB Node or Building MDF Room.

3. OPENNET’S OBLIGATIONS

3.1 Upon approval being given to the Requesting Licensee to proceed with the Digging & Trenching Work, ON will notify and confirm with the Requesting Licensee the date the NBAP Node is available for connecting with Requesting Licensee’s patch cord which will also be the date ON commences provisioning of the NBAP Connection. ON’s responsibility and risk shall end at the NBAP Node from the CO.

3.2 ON shall be solely responsible for any Patching Service necessary for the provisioning of services to the Requesting Licensee at the FTTB Node or Building MDF Room and the Requesting Licensee shall be liable for any charges thereto under the terms of the Approved ICO.

3.3 Upon the application by the Requesting Licensee for any services under the terms of the Approved ICO, ON shall be liable under such applicable terms of the Approved ICO accordingly up to and including the NBAP Node at such FTTB Node or Building MDF Room.