

NEWS RELEASE

NETLINK NBN TRUST IMPROVES QOS PERFORMANCE

SINGAPORE, 27 December 2017 – NetLink NBN Management Pte. Ltd., Trustee-Manager of NetLink NBN Trust (“**NetLink NBN Trust**”, 网联宽频信托, and together with its subsidiaries, the “**NetLink Group**”) acknowledge the financial penalties imposed on the NetLink Group by the Info-communications Media Development Authority (“**IMDA**”) for failure to meet Quality of Service (“**QoS**”) standards between January 2016 and June 2017.

The QoS performance by the NetLink Group was assessed by the IMDA for the 12-month period between July 2016 to June 2017 for the residential sector, and the 15-month period from January 2016 to March 2017 for the non-residential sector.

The IMDA has imposed a penalty of S\$100,000 on the NetLink Group for not meeting the residential QoS standards and a penalty of S\$50,000 for not meeting the non-residential QoS standards for the current assessment periods. These penalties imposed were comparatively lower than those for prior assessment periods, in line with the improved QoS performance achieved by the NetLink Group (see Appendix A for more details on QoS performance).

The joint issue managers of the initial public offering and listing of NetLink NBN Trust were DBS Bank Ltd., Morgan Stanley Asia (Singapore) Pte. Ltd. and UBS AG, Singapore Branch. The joint underwriters of the initial public offering and listing of NetLink NBN Trust were DBS Bank Ltd., Morgan Stanley Asia (Singapore) Pte. Ltd., UBS AG, Singapore Branch, Merrill Lynch (Singapore) Pte. Ltd., Citigroup Global Markets Singapore Pte. Ltd., The Hong Kong and Shanghai Banking Corporation Limited, Singapore Branch, Overseas Banking Corporation Limited, and United Overseas Bank Limited. The joint issue managers and joint underwriters of the initial public offering assumes no responsibility for the contents of this announcement.

Mr Tong Yew Heng (唐耀兴), Chief Executive Officer of NetLink NBN Trust, said, “We take our regulatory obligation on service delivery seriously. We have adopted measures to improve our QoS performance. While an average of 94% of residential orders were delivered within three business days, we recognise that this still fell short of IMDA’s QoS standard requiring 98%. We will continue to work closely with our key stakeholders to improve our QoS performance to meet regulatory service standards. We thank our end-users for their patience and understanding as we strive to continue improving our service standards.”

The abovementioned total penalties do not have any material impact on the net tangible asset per unit and distribution per unit of the Trust for the financial year ending 31 March 2018.

- End -

ABOUT NETLINK NBN TRUST

NetLink NBN Trust’s nationwide network is the foundation of Singapore’s Next Generation Nationwide Broadband Network (“**Next Gen NBN**”), over which ultra-high-speed internet access is delivered throughout mainland Singapore and its connected islands.

The Trust Group designs, builds, owns and operates the passive fibre network infrastructure (comprising ducts, manholes, fibre cables and Central Offices) of Singapore’s Next Gen NBN. The Trust Group’s extensive network provides nationwide coverage to residential homes and non-residential premises in mainland Singapore and its connected islands.



As the sole appointed "Network Company" for Singapore's Next Gen NBN, the Trust Group's network consists of 10 Central Offices and approximately 76,000 km of fibre cables, 16,200 km of ducts, and 62,000 manholes, as of 31 March 2017.

NetLink NBN Trust listed on the Main Board of the Singapore Exchange Securities Trading Limited (SGX-ST) on 19 July 2017. It is a constituent of the FTSE ST Large & Mid Cap Index and the MSCI Global Small Cap – Singapore Index.

For more information about NetLink NBN Trust, please visit: www.netlinknbn.com

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APPENDIX A

YEAR-ON-YEAR QoS PERFORMANCE

Residential						Non-Residential					
Average % of orders provisioned within 3 business days or by RFA ¹ <i>(IMDA QoS Standard: 98%)</i>			Average % of orders provisioned within 7 business days or by RFA + 4 business days <i>(IMDA QoS Standard: 100%)</i>			Average % of orders provisioned within 4 calendar weeks or by RFA <i>(IMDA QoS Standard: 80%)</i>			Average % of orders provisioned within 8 calendar weeks or by RFA + 4 calendar weeks <i>(IMDA QoS Standard: 100%)</i>		
Jul'16 – Jun'17	Jul'15 – Jun'16	Change (pts)	Jul'16 – Jun'17	Jul'15 – Jun'16	Change (pts)	Jan'16 – Mar'17	Jan'15 – Mar'16	Change (pts)	Jan'16 – Mar'17	Jan'15 – Mar'16	Change (pts)
94.20	91.80	2.40	95.35	92.91	2.44	86.14	57.86	28.28	95.95	73.79	22.16

¹ The RFA date refers to the date requested by Requesting Licensees beyond the service provisioning timeframes stated in the QoS framework despite appointment slots being available within the said period