

Manual Relating to Ordering & Provisioning of Services

Basic Information

NetLink Trust holds an Facilities-Based Operator (“FBO”) licence to, inter alia, establish the Next Generation Nationwide Broadband Network (“Next Gen NBN”), a nationwide fibre network, and to operate and maintain a system of ducts, manholes and Central Offices and to provide certain telecommunication services in connection therewith.

NetLink Trust is under a Universal Service Obligation to provide certain services (such services, as set in Schedule C of the NetLink Trust’s FBO licence, the “Mandated Services”) to:

- (i) basic mandated services qualifying persons being any persons licensed by IMDA to provide facilities-based operations; and/or
- (ii) ancillary mandated services qualifying persons, being any persons licensed by IMDA to provide facilities-based operations or service-based operations or any broadcasting licensee excluding persons licensed under a class licence pursuant to section 9 of the Broadcasting Act (Cap. 28), who intends to acquire or has acquired the provision of any service (including without limitation any Basic Mandated Service (as described herein) that is provided using the Next Gen NBN.

(the basic mandated services qualifying persons and ancillary mandated services qualifying persons, collectively the “Qualifying Persons” and each a “Qualifying Person”) who requests the provision of such Mandated Services to any residential premises, non-residential premises or other location as may reasonably be requested, within mainland Singapore and connected Singapore islands.

The Universal Service Obligation is a fundamental licence obligation that ensures the availability of Next Gen NBN services to all end-users in mainland Singapore and its connected islands.

NetLink Trust offers the following services to Qualifying Persons:

- (i) Basic Mandated Services, being:
 - (A) Layer 1 Services (services provided by NetLink Trust for the use of passive fibre cable):
 1. Between various connectivity points within the Next Gen NBN, such as:
 - a. From a main distribution frame in a Central Office to the first termination point of a residential premise or non-residential premise;
 - b. From a main distribution frame in a Central Office to a non-building address point termination point;

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- c. From a main distribution frame in a Central Office to a main distribution frame in a main distribution frame room; and
 - d. From a main distribution frame in a main distribution frame room to the first termination point of a residential premise or a non-residential premise.
 - 2. On such other basis as may be approved by IMDA;
 - (B) Any other services that IMDA may determine to be Basic Mandated Services;
- (ii) Ancillary Mandated Services, being the services ancillary to and reasonably required for the provision of any service (including without limitation any Basic Mandated Service) that is provided using the Next Gen NBN, including without limitation:
 - (A) Co-Location Services;
 - (B) Patching Services;
 - (C) Layer 1 Redundancy (as such term is defined in Schedule C of NetLink Trust's FBO licence);
 - (D) OSS/BSS Connection Services (as such term is defined in Schedule C of NetLink Trust's FBO licence); and
 - (E) Any other services that IMDA may determine to be Ancillary Mandated Services.
- (iii) Interconnection Related Services, being:
 - (A) Licensing of Building Lead-in Duct Space and Access to Building Lead-in Manholes; and
 - (B) Licensing of access to Mandated Licensee Interconnection Services.

Interconnection Offer

Under the terms of its FBO licence, NetLink Trust is required to provide certain services to all Requesting Licensees on terms and condition that are non-discriminatory and to comply with all regulations, directions and codes of practices as IMDA may issue from time to time.

The Interconnection Offer (“ICO”) and Reference Access Offer (“RAO”) were initially approved by IMDA on 30 October 2009 and 26 September 2011 respectively.

On 26 June 2020, IMDA had directed the Interconnection Related Services previously offered under the RAO to be offered under the ICO instead.

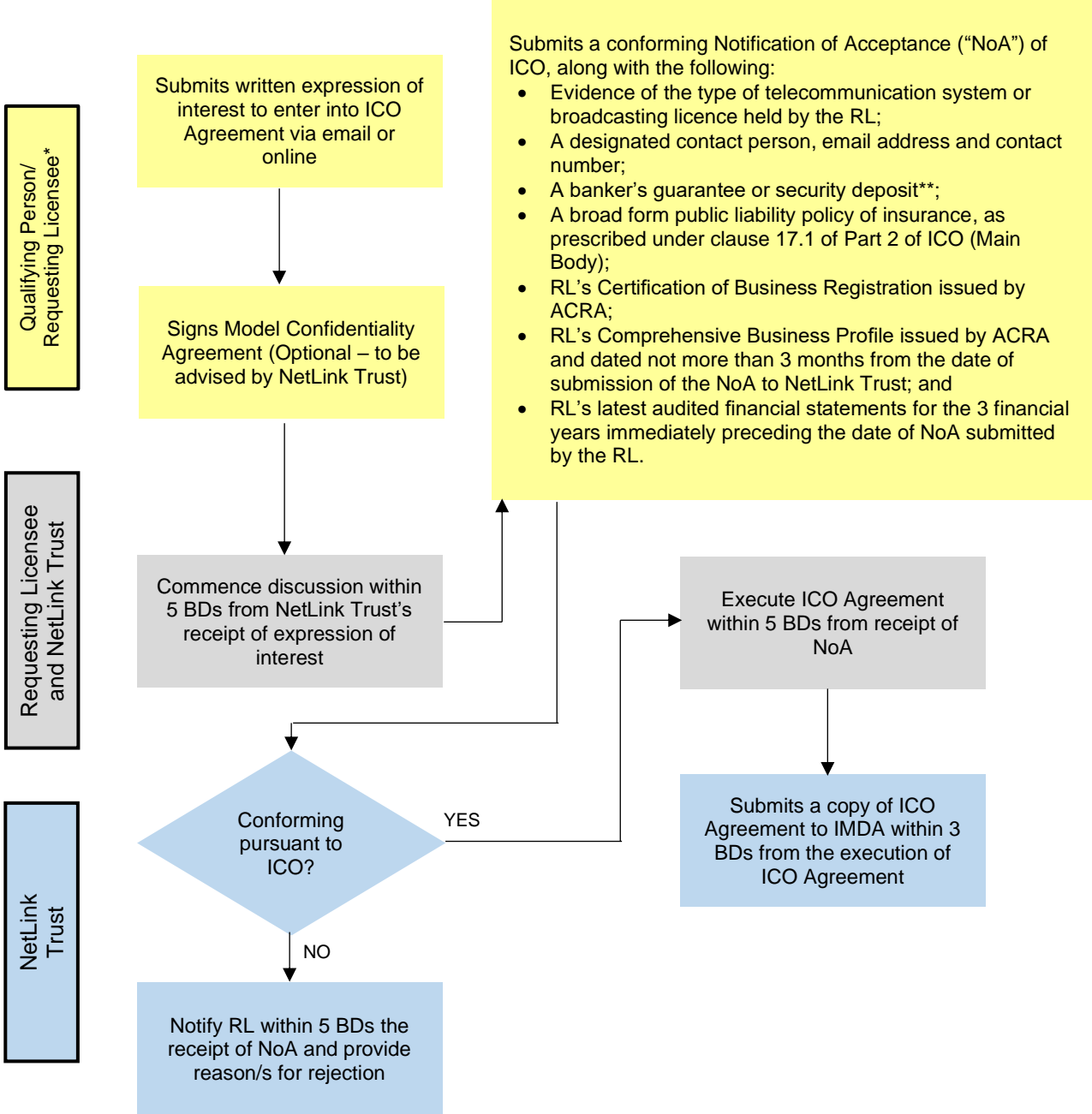
In fulfilling its obligations, NetLink Trust shall be guided by the principles and intent of the Code of Practice for Next Generation Nationwide Broadband Network Netco (“NetCo Interconnection Code” and Code of Practice for Competition in the Provision of Telecommunication Services (“Telecom Competition Code”). The NetCo Code sets out the procedures necessary for a Qualifying Person to become a Requesting Licensee and accept the ICO, allowing such Requesting Licensee to obtain services from NetLink Trust.

If a Requesting Licensee has any specific customised requirements for the provisioning of Interconnection Offer services by NetLink Trust, a Requesting Licensee may request to enter into a customised arrangement with NetLink Trust, the terms of which are subject to the review and approval of IMDA. The NetCo Interconnection Code sets out the procedures that Requesting Licensees must follow to enter into a Customised Agreement with NetLink Trust.

For the details of the latest approved ICO Schedules by IMDA, please refer to NetLink Trust website:

<http://www.netlinktrust.com/our-services/our-service/interconnection-access-offers/interconnection-offer-ico-agreement.html>

ICO Application Process



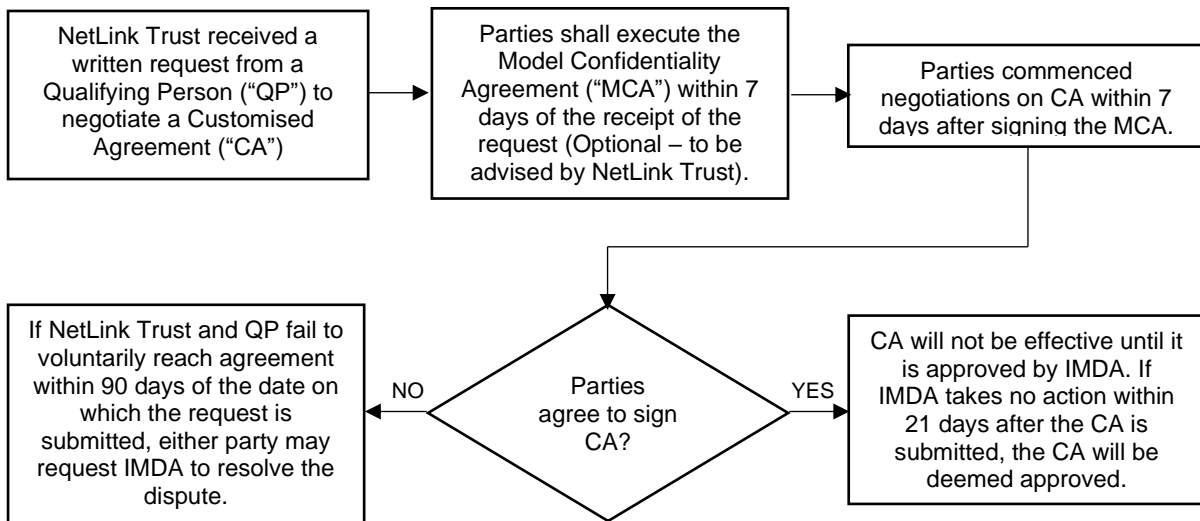
* A Qualifying Person (“QP”) who submits a NoA of ICO shall be known as the Requesting Licensee (“RL”).

** Banker’s guarantee in the form set out in Attachment C or a security deposit (at the RL’s option) as prescribed under clause 18.3 of Part of ICO (Main Body).

Process for Negotiation of a Customised Agreement

If a Qualifying Person has any specific requirements for the provisioning of ICO services by NetLink Trust, the Qualifying Person may request for a customised arrangement with NetLink Trust.

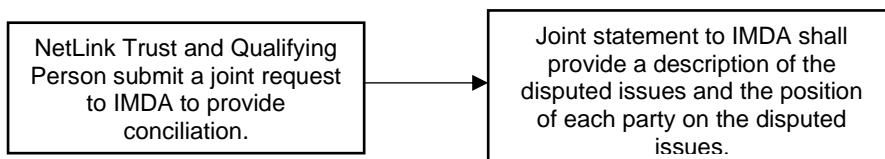
The process for negotiating a Customised Agreement (“CA”) is outlined below:



Process for Requesting Conciliation by IMDA

NetLink Trust and Qualifying Person may jointly request IMDA to provide conciliation to assist in resolving any dispute that may arise in connection with the provision of the Services, including (but not limited to) disputes arising from the following:

- (a) Negotiation of a Customised Agreement;
- (b) Implementation of a Customised Agreement; and
- (c) Implementation of an ICO Agreement.



Dispute Resolution Procedure Adopted by IMDA

