

## **Tariff for Fault Investigation and Rectification on Sundays and Gazetted Public Holidays**

NetLink Trust shall make available to Requesting Licensees the fault investigation and rectification service for non-installation-related faults in residential premises in Housing Development Board (“HDB”) blocks, on Sundays and gazetted Public Holidays only (“the Service”).

The Service will be offered to eligible Requesting Licensees on a ‘first come, first served’ basis. For the avoidance of doubt, the Service is only available to Requesting Licensees who have accepted the terms and conditions for the Service and have executed the requisite tariff agreement with NetLink Trust.

### **Scope**

The fault investigation and rectification will be carried out in a Residential End-User’s residential premise in HDB block. In the event that the fault rectification cannot be carried out or completed on the same day, the Requesting Licensee will be informed to follow up and schedule another appointment with the End User.

### **Premise Type and Type of Trouble Ticket**

The Service is applicable to maintenance trouble tickets reported for Interconnection Offer (“ICO”) Schedule 1 Residential End-User Connections in Residential End-User Premises in HDB blocks only.

### **Quota for Appointments on Sundays and Gazetted Public Holidays**

Maximum of eight (8) appointment slots per Sunday or gazetted Public Holiday.

### **Third Party Booking Platform**

The Requesting Licensee shall submit its request for an appointment slot on Sunday or gazetted Public Holiday via a designated third-party booking platform. The guidelines on use of the designated third-party booking platform will be made available to the Requesting Licensee after it has accepted the terms and conditions for the Service and accordingly executed the requisite tariff agreement with NetLink Trust.

## Charges

The Requesting Licensees shall be liable to pay a one-time charge (“OTC”) of S\$87.20 (w/GST) (S\$80 w/o GST) per appointment made on a Sunday or gazetted Public Holiday.

For the avoidance of doubt, the Requesting Licensee shall be liable to pay the OTC in the event of any no-show (for example, house-locked or missed appointment) by the Residential End-User. In addition, the Requesting Licensee shall pay all charges applicable to the Residential End-User Connection Service under ICO Schedule 1, as specified in ICO Schedule 15 (these include but are not limited to Fault Identification Charge, Joint Investigation Charge, Termination Point Relocation, Repair and Replacement, and Removal Charge, and Cancellation Charge of Fault Reported).

## Term

The Service is only available to Requesting Licensees for a limited period and will be valid from 7 May 2026 to 30 April 2027<sup>1</sup>.

NetLink Trust reserves the right to change any of the terms and conditions specified herein. Where necessary, NetLink Trust will seek IMDA’s prior written approval in accordance with the requirements of the Code of Practice for Competition in the Provision of Telecommunication and Media Services 2022.

The terms and conditions of this tariff are additional to the ICO. Unless expressly stated otherwise, nothing in this tariff shall affect the rights and obligations of both NetLink Trust and the Requesting Licensee under the ICO in respect of the Residential End-User Connections provisioned for the Requesting Licensee.

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<sup>1</sup> The Service was originally valid from 1 May 2023 to 30 April 2024; subsequently extended to 30 April 2025 and 30 April 2026.