

## Tariff for Pre-Order Site Survey Service

### Overview

1. A Requesting Licensee or Non-Requesting Licensee ("Requestor") may engage NetLink Trust to conduct a pre-order site survey at either a residential or non-residential premise, without an order for fibre service from the Requestor ("Pre-Order Site Survey Service").
2. The Requestor shall submit a written request for the Pre-Order Site Survey Service ("Request") via email to NetLink Trust ([ask@netlinknbn.com](mailto:ask@netlinknbn.com)) using the form as set out in Annex 1 and/or Annex 2 (for residential and non-residential premises respectively).

### Key Terms and Conditions for Pre-Order Site Survey Service

3. The site survey charges exclude all third party costs that may be incurred during the provision of the Pre-Order Site Survey Service. All such third party costs shall be borne solely by the Requestor.
4. NetLink Trust makes no guarantee, representation or warranty as to, and shall have no liability for, the results of the Pre-Order Site Survey Service as set out in the written report (hereinafter referred to as the "Site Survey Report"), including but not limited to, guarantees, representations and warranties regarding the accuracy, adequacy, completeness, reasonableness, relevance and suitability of the Site Survey Report as an indicator of network resource availability, or as a supporting document for any application for exemption from the Interconnection Offer ("ICO") standard processes or Termination Point ("TP") installation charges.
5. The Requestor acknowledges and accepts that the results of the Pre-Order Site Survey Service shall be evaluated based only on the TP installation requirements and site conditions that are applicable as of the date of the site survey as indicated in the Site Survey Report. NetLink Trust shall not be held responsible in the event that the accuracy, adequacy, completeness, reasonableness, relevance and suitability of the Site Survey Report is affected by any subsequent changes in site conditions, or changes in TP installation requirements or processes, including any changes that have been implemented or have become necessary at the time when the Requestor formally submits the request for TP installation.

### Request Submission Procedure

6. NetLink Trust will evaluate each request for the Pre-Order Site Survey Service ("Request") and shall notify the Requestor of the acceptance or rejection of the Request within one (1) business day from the date of the Request.
7. NetLink Trust reserves the right to reject a Request for the following reasons:
  - (a) Incomplete information;

- (b) Premise type or location does not qualify for the Pre-Order Site Survey Service (as assessed by NetLink Trust in its sole discretion); or
- (c) The requested appointment date falls on a Saturday, Sunday or Public Holiday, or the requested appointment timeslot is not acceptable to NetLink Trust.

## Issuance and Acceptance of Quotation

8. Where a Request has been accepted, NetLink Trust will issue a quotation ("Quotation") to the Requestor within three (3) business days, which will set out the total applicable site survey charge. The Requestor shall provide a confirmation of its Request, and its agreement to pay the applicable site survey charge, through providing its written acknowledgement and/or confirmation in the relevant section(s) of the Quotation.
9. The Requestor shall confirm the Request and its acceptance of the total applicable site survey charge by submitting a signed copy of the Quotation to NetLink Trust within twenty (20) business days from the date of the Quotation, failing which the Request shall be deemed cancelled.
10. The Request shall be deemed as confirmed by the Requestor upon submission of the signed copy of the Quotation, and an invoice setting out the total applicable site survey charge will be issued to the Requestor. All payments shall be made by way of cheque or internet banking. Details of the relevant process flows are set out below:

10.1 Where Requestor is a Requesting Licensee ("RL")	10.2 Where Requester is not a Requesting Licensee ("Non-RL")
10.1.1 Upon receipt of the Quotation signed by the RL, NetLink Trust will issue an invoice to the RL's existing billing account. For the avoidance of doubt, the payment term for the invoice is thirty (30) business days from the date of the invoice, and late payment interest shall apply in accordance with the ICO Agreement.	10.2.1 Upon receipt of the Quotation signed by the Non-RL, NetLink Trust will issue an invoice for the site survey charge. NetLink Trust shall not be obliged to perform the Pre-Order Site Survey Service if it has not received payment of the site survey charge from the Non-RL.
10.1.2 Upon receipt of the Quotation signed by the RL, NetLink Trust will proceed to perform the Pre-Order Site Survey Service.	10.2.2 Once payment has been received from the Non-RL, NetLink Trust will proceed to perform Pre-Order Site Survey Service.
	10.2.3 Payment can be made by way of cheque or internet banking:  (a) <u>Cheque payment</u>

	<p>Company Name: NetLink Management Pte Ltd (as trustee of NetLink Trust) Mailing Address: 750E Chai Chee Road, #07-03 ESR Biz Park @ Chai Chee Singapore 469005</p> <p>(b) <u>Internet Banking</u> Bank Name: OCBC Ltd Bank Branch Address: 65 Chulia Street, Singapore 049513 Account No.: 689-046605-001 Branch Code: 7339 Swift Code: OCBCSGS</p> <p>Note: For Internet Banking, please indicate the "Quotation Reference ID" in the transaction details and follow-up with a screenshot via email to confirm that the payment has been successfully made.</p>
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11. Subject to Clause 10 above, the Pre-Order Site Survey Service must be carried out within three (3) months from the date of the invoice (where the Requestor is an RL) or from the date of payment of the invoice (where the Requestor is a Non-RL), whichever is applicable. If the Pre-Order Site Survey Service is not performed within the said three (3)-month period solely due to delay or postponement on the Requestor's part, the Request shall be deemed as cancelled and the relevant cancellation charge shall apply.

#### Pre-Order Site Survey

12. As a general guideline, a pre-order site survey to be conducted as part of the Pre-Order Site Survey Service ("Pre-Order Site Survey") may be completed within approximately two (2) hours, subject to the prevailing site conditions.
13. NetLink Trust will contact the Requestor to schedule an appointment upon issuance of the invoice (where the Requestor is an RL), or upon receipt of payment (where the Requestor is Non-RL), whichever is applicable. Subject to the availability of slots, NetLink Trust will use its best endeavours to schedule the Pre-Order Site Survey not more than three (3) business days after the date of the invoice (where the Requestor is an RL) or the date of payment (where the Requestor is a Non-RL), as applicable.

14. NetLink Trust shall not process more than a maximum number of two (2) Requests on each business day ("Request Quota").
15. The Requestor shall be responsible for facilitating all necessary access and/or obtaining approvals, permits or consents for access from the building owner, homeowner, end-user, government authority or any relevant stakeholder, to such areas as Main Distribution Frame ("MDF") room, telecom riser or such other premises deemed necessary by NetLink Trust, including approvals for taking of photographs of any sites or premises.
16. NetLink Trust will endeavour to deliver the Site Survey Report to the Requestor within next three (3) business days from the date of completion of the Pre-Order Site Survey.
17. The Site Survey Report shall contain the following information:
  - (a) Fibre route sketch (excluding any routing through access panel); and
  - (b) Photographs of the sites/premises which were taken for the purpose of highlighting the recommended location of the TP, subject always to the grant of approval from building owner, homeowner or end-user.

#### Change of Appointment

18. In the event that the Requestor wishes to change the date or time of the confirmed Pre-Order Site Survey, the Requestor shall notify NetLink Trust of the change via email ([ask@netlinknbn.com](mailto:ask@netlinknbn.com)) at least two (2) business days before the date of the confirmed Pre-Order Site Survey.
19. Subject to slot availability and the Request Quota, the Requestor may be allowed to change the date or time of the Pre-Order Site Survey.
20. NetLink Trust reserves the right to reject any request for change of appointment if the new requested date or time does not fall within the time period of the corresponding appointment slot option that has been selected by the Requestor, and agreed upon by NetLink Trust, in the said signed Quotation.

#### Non-Refundable Site Survey Charge

21. Nothing herein shall affect the Requestor's obligation to pay the survey charge upon its submission of the signed copy of the Quotation to NetLink Trust, and issuance of NetLink Trust's invoice for the site survey charge.
22. For the avoidance of doubt, the Requestor's obligation to pay the site survey charge shall not be affected in the event that NetLink Trust is unable to perform the Pre-Order Site Survey due to any of the following reasons:
  - (a) The Requestor's representatives and/or any third parties whose presence are required, fail to attend the Pre-Order Site Survey;

- (b) The Requestor fails to submit a request for change of appointment to NetLink Trust at least two (2) business days prior to the date of the Pre-Order Site Survey; or
- (c) The Requestor fails to obtain the approvals, permits and/or consents from the relevant stakeholders that are necessary for access to the premises, or fails to make payment for any charges imposed by a third party.

## Cancellation Policy

- 23. In the event that the Requestor fails to submit a signed copy of the Quotation to NetLink Trust within twenty (20) business days of the date of the Quotation, the Request shall be deemed as cancelled and no charges shall be imposed.
- 24. In the event that the Requestor cancels the Request after submitting the signed Quotation but before the date of the Pre-Order Site Survey, the Requestor shall be liable to pay the site survey charge in full. For avoidance of doubt, any site survey charge that has already been paid is non-refundable.

## Charges

- 25. The applicable charges for the Pre-Order Site Survey Service are as follow:
  - (a) Site Survey Charge for Landed Residential Premises

S/N	Description	Charge (S\$)
1.	To perform site survey to determine the appropriate fibre route sketch from manhole to the required TP location (excluding any routing through access panel), including the opening of manhole required for testing from last manhole to TP for Residential Landed Premise.	
	<input type="checkbox"/> Option 1: AM Appointment Slot Monday to Friday (except Public Holiday), from 9am to 12pm	<b>\$392.40 w/GST</b> /Site Survey/ TP Point (\$360 w/o GST)
	<input type="checkbox"/> Option 2: PM Appointment Slot Monday to Friday (except for Public Holiday), from 2pm to 5pm	<b>\$392.40 w/GST</b> /Site Survey/ TP Point (\$360 w/o GST)

(b) Site Survey Charge for Non-Residential Premises

S/N	Description	Charge (S\$)
1.	<p>To perform site survey to determine the appropriate fibre route sketch (excluding any routing through access panel), from NetLink Trust's node to the potential location of the TP without pipe testing, opening of manhole and opening of access panel.</p> <p><input type="checkbox"/> Option 1: Office Hour Appointment Slot Monday to Friday except for Public Holiday, from 9am to 5pm (excluding lunch hour between 12pm to 2pm)</p> <p><input type="checkbox"/> Option 2: After Office Hour Appointment Slot Monday to Friday except for Public Holiday, from 5pm to 9am the next day</p>	<p><b>\$92.65 w/GST</b> /Site Survey/ TP Point (\$85.00 w/o GST)</p> <p><b>\$177.67 w/GST</b> /Site survey/ TP Point (\$163.00 w/o GST)</p>

(c) Cancellation Charge (for Residential and Non-Residential Premises)

S/N	Description	Charge (S\$)
1.	Cancellation before Quotation acceptance	Not applicable
2.	Cancellation after Quotation acceptance, but before the confirmed date of Pre-Order Site Survey	100% of Survey Charge

26. Subject to IMDA's prior written approval, NetLink Trust reserves the right to change any of the terms and conditions specified herein at any time or withdraw the Pre-Order Site Survey Service by providing a notice period of one (1) month.

**Pre-Order Site Survey Service Request Form (Residential Premise)**

**Submission of Request to: ask@netlinknbn.com**

Date of request:

Requestor's Reference Number:

**Section A : Site Survey Details to Be provided by Requestor**

1. Please select the site survey appointment slot by indicating with a tick (✓).

S/N	Description	Charge (S\$)
1.	<p>To perform site survey to determine the appropriate fibre route sketch from manhole to the required TP location (excluding any routing through access panel), including the opening of manhole required for testing from last manhole to TP for Residential Landed Premise.</p> <p><input type="checkbox"/> <u>Option 1: AM Appointment Slot</u> Monday to Friday (except Public Holiday), from 9am to 12pm</p> <p><input type="checkbox"/> <u>Option 2: PM Appointment Slot</u> Monday to Friday (except for Public Holiday), from 2pm to 5pm</p>	<p><b>\$392.40 w/GST</b> /Site Survey/ TP Point (\$360 w/o GST)</p> <p><b>\$392.40 w/GST</b> /Site Survey/ TP Point (\$360 w/o GST)</p>

**Note: The Survey Charge is strictly non-refundable. Please refer to the Terms and Conditions for more details.**

**Section B : Payment Mode For Non-RL (Please tick (✓) the relevant box)**

☐ Cheque Payment

☐ Internet Banking

**Section C : Site Survey Details**

**Location Details**

Address of Site Survey:

**Contact Person Details for Site Survey Appointment**

Name of contact  
persons:

Contact (Home no./HP):

Email address:

## Section D : Requestor's Details (for billing purpose)

### Company Details:

Company Name: \_\_\_\_\_

Billing address: \_\_\_\_\_

[Please fill in billing address, If different from Section C]

### Requestor details:

Name of Requestor: \_\_\_\_\_

Department: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact (Office/HP): \_\_\_\_\_ Email address: \_\_\_\_\_

## Section E: Acknowledgement & Acceptance by Requestor

The Requestor acknowledges and accepts the Terms and Conditions, as well as the Survey Charges set out in the table above. The Requestor also understands that the Pre-Order Site Survey is intended to provide a preliminary site assessment for standard TP installation in accordance with ICO Schedule 1 (Residential Landed), subject to the Terms and Conditions.

### Please tick (✓) Yes or No

☐ Yes, I confirm the Acknowledgement & Acceptance

☐ No, I do not agree with the Acknowledgement & Acceptance

\_\_\_\_\_  
Name/Designation/Signature

\_\_\_\_\_  
Company Stamp/Date

## For Official Use by NetLink Trust

☐ **Application accepted**

☐ **Application rejected**

Date of acceptance: \_\_\_\_\_

Date of rejection: \_\_\_\_\_

Quotation Reference  
No.: \_\_\_\_\_

Reasons  
of  
Rejection: \_\_\_\_\_

Billing Account  
No.: \_\_\_\_\_

Name of NLT's Officer: \_\_\_\_\_

Designation: \_\_\_\_\_



**Pre-Order Site Survey Service Request Form (Non-Residential Premise)**  
**Submission of Request to: ask@netlinknbn.com**

Date of request: _____	Requestor's Number: _____	Reference _____
<b>Section A : Site Survey Details to Be provided by Requestor</b>		
1. Please select the site survey appointment slot by indicating with a tick (✓).		
<b>S/N</b>	<b>Description</b>	<b>Charge (S\$)</b>
	To perform site survey to determine the appropriate fibre route sketch (excluding any routing through access panel), from NLT's node to the potential location of the TP without pipe testing, opening of manhole and opening of access panel.  <input type="checkbox"/> Option 1: Office Hour Appointment Slot Monday to Friday except for Public Holiday, from 9am to 5pm (excluding lunch hour between 12pm to 2pm)  <input type="checkbox"/> Option 2: After Office Hour Appointment Slot Monday to Friday except for Public Holiday, from 5pm to 9am the next day	  <b>\$92.65 w/GST</b> /Site Survey/ TP Point (\$85.00 w/o GST)  <b>\$177.67 w/GST</b> /Site survey/ TP Point (\$163.00 w/o GST)
<b>Note: The Survey Charge is strictly non-refundable. Please refer to the Terms and Conditions for more details.</b>		
<b>Section B: Payment Mode For Non-RL (Please tick (✓) the relevant box)</b>		
<input type="checkbox"/> Cheque Payment <input type="checkbox"/> Internet Banking		
<b>Section C: Site Survey Details</b>		
<b>Location Details</b> Address of Site Survey: _____		
<b>Contact Person Details for Site Survey Appointment</b> Name of contact persons: _____  Name of Company: _____ (if applicable) Designation: _____ (If applicable) Contact (Office/HP): _____ Email address: _____		

## Section D : Requestor Details (for billing purpose)

### Company Details:

Company Name: \_\_\_\_\_

Billing address: \_\_\_\_\_

\_\_\_\_\_  
[Please fill in billing address, If different from Section C]

### Requestor details:

Name of Requestor: \_\_\_\_\_

Department: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact (Office/HP): \_\_\_\_\_ Email address: \_\_\_\_\_

## Section E: Acknowledgment & Acceptance by Requestor

The Requestor acknowledges and accepts the Terms and Conditions, as well as the Survey Charges set out in the table above. The Requestor also understands that the Pre-Order Site Survey is intended to provide a preliminary site assessment for standard TP installation in accordance with ICO Schedule 2 (Non-Residential), subject to the Terms and Conditions.

### Please tick Yes or No

☐ Yes, I confirm the Acknowledgement & Acceptance

☐ No, I do not agree with the Acknowledgement & Acceptance

\_\_\_\_\_  
Name/Designation/Signature

\_\_\_\_\_  
Company Stamp/Date

## For Official Use by NetLink Trust

### ☐ Application accepted

Date of acceptance: \_\_\_\_\_

Quotation Reference No.: \_\_\_\_\_

Billing Account No.: \_\_\_\_\_

Name of NLT's Officer : \_\_\_\_\_

Designation: \_\_\_\_\_

### ☐ Application rejected

Date of rejection: \_\_\_\_\_

Reasons of rejections: \_\_\_\_\_

\_\_\_\_\_