

Tariff for Relocation, Repair and Replacement, or Removal of Fibre Termination Point for Residential Premises

Overview

1. The Residential End-User may engage NetLink Trust to perform the following work:
 - (a) Relocation of Fibre Termination Point within the same residential premise;
 - (b) Repair and replacement of Fibre Termination Point; or
 - (c) Removal of Fibre Termination Point.
2. The Residential End-User may engage NetLink Trust to perform any of the work as stated in paragraph 1 above by submitting a request via email through NetLink Trust's website.
3. The Residential End-User shall be liable to pay for each request for relocation, repair and replacement, or removal of Fibre Termination Point and/or fibre cable within the same residential premise according to the rates listed below:

Description	Charge (S\$)
High-Rise Residential Premise	\$163.50 w/GST per connection (\$150 w/o GST)
Landed Residential Premise	\$294.30 w/GST per connection (\$270 w/o GST)
Installation of fibre cable beyond the first fifteen (15) metres, measured from the point of entry of the Residential Premise to the First Termination Point or Second Termination Point, for Buildings fitted with end-to-end NetLink Trust's fibre infrastructure (Applicable to relocation, and repair and replacement)	\$2.18 w/GST per additional five (5) metres block (\$2 w/o GST)
Installation of fibre cable beyond the first twenty-five (25) metres, measured from the Fibre Interface Point of the Residential Premise to the relevant Termination Point, for Buildings fitted with building owner/building developer's network (i.e. from the Fibre Interface Point to the Fibre Termination Point in the Residential Premise) (Applicable to relocation, and repair and replacement)	\$2.18 w/GST per additional five (5) metres block (\$2 w/o GST)

Relocation of Fibre Termination Point within the same Residential Premise

4. The scope of work for the relocation of Fibre Termination Point to be undertaken by NetLink Trust pursuant to this tariff is limited to the following:
 - (a) Installation of a new 2F-core cable ("2F Cable") by NetLink Trust using surface trunking only. For the avoidance of doubt, the Residential End-User shall be responsible to obtain and/or maintain any licence or permission necessary for NetLink Trust and/or its contractors to carry out installation of a new 2F Cable using surface trunking along common corridor, walkway, doorway etc. On an exceptional basis, NetLink Trust may consider using the existing conduit provided by the building developer or owner, subject always to the conduit being in good and serviceable conditions and there is no cable (or otherwise) installed within the said conduit. For the avoidance of doubt, in the event that the conduit is unavailable, unserviceable or unusable in NetLink Trust's view, NetLink Trust will install the new 2F Cable via surface trunking only; and
 - (b) Installation of a new Fibre Termination Point at a location as advised by the Residential End-User and assessed to be appropriate by NetLink Trust.
5. For the avoidance of doubt, NetLink Trust will not remove any fibre cable and/or associated installation(s) provisioned by the building developer or owner in accordance to the requirements stipulated in COPIF 2013¹. NetLink Trust shall not be liable for any loss, damages or claims arising from the installation of the new 2F Cable and/or new Fibre Termination Point.
6. NetLink Trust will attempt to remove the fibre cable and/or associated installation(s) provisioned by NetLink Trust previously only upon request by the Residential End-User. Otherwise, the existing Fibre Termination Point and trunking will be left intact and will not be removed.

Repair & Replacement of Fibre Termination Point

7. The scope of work for the repair and replacement of Fibre Termination Point to be undertaken by NetLink Trust pursuant to this tariff is limited to the following:
 - (a) Installation of a new 2F Cable by NetLink Trust using surface trunking only. For the avoidance of doubt, the Residential End-User shall be responsible to obtain or maintain any licence or permission necessary for NetLink Trust and/or its contractors to carry out installation of a new 2F Cable using surface trunking along common corridor, walkway, doorway etc. On an exception basis, NetLink Trust may consider using the existing conduit provided by the building developer or owner, subject always to the conduit being in good and serviceable conditions and there is no cable (or otherwise) installed within the said conduit. For the avoidance of doubt, in the event that the conduit is unavailable, unserviceable or unusable in NetLink Trust's view, NetLink Trust will install the new 2F Cable via surface trunking only; and

¹ COPIF 2013 refer to the Code of Practice for Info-communication Facilities in Buildings issued by IMDA on 1 May 2013 and which was effected on the same date.

- (b) Installation of a new Fibre Termination Point (if applicable) by NetLink Trust.
8. For the avoidance of doubt, NetLink Trust will not remove any fibre cable and/or associated installation(s) provisioned by the building developer or owner in accordance to the requirements stipulated in COPIF 2013. NetLink Trust shall not be liable for any loss, damages or claims arising from the installation of the new 2F Cable and/or new Fibre Termination Point.
9. NetLink Trust will attempt to remove the fibre cable and/or associated installation(s) provisioned by NetLink Trust previously only upon request by the Residential End-User. Otherwise, the existing Fibre Termination Point and trunking will be left intact and will not be removed.

Removal of Fibre Termination Point

10. The scope of work for the removal of Fibre Termination Point to be undertaken by NetLink Trust pursuant to this tariff is limited to the removal of existing Fibre Termination Point and fibre cable provisioned by NetLink Trust previously.
11. The removal work will be subject to site conditions, such as accessibility of the existing Fibre Termination Point and/or fibre cable.
12. NetLink Trust will use reasonable efforts to minimise possible damage to the wall and/or fittings during the removal of Fibre Termination Point. Holes that are exposed on walls due to removal of Fibre Termination Point will be patched with white cement or plaster, without any painting.
13. Subject to site conditions, NetLink Trust will attempt to remove the trunking only if it is solely used to house NetLink Trust's fibre cable.

Other Terms & Conditions

14. NetLink Trust will not proceed with the work if the Residential End-User is unable to obtain or maintain any licence or permission necessary for NetLink Trust and/or its contractor to carry out the said work. For the avoidance of doubt, the Residential End-User shall be responsible for any security deposit, escort charges and/or other fee(s) imposed by any third party.
15. The Residential End-User shall ensure that NetLink Trust and/or its contractor are/is granted ease of access at all times to perform the said work. NetLink Trust shall use its reasonable endeavour to minimise damage to the wall and/or other fittings save that NetLink Trust shall not be responsible or liable to move or shift any furniture or item belonging to the Residential End-User, re-plaster the wall, perform any painting work or reinstate the wall and/or other fittings, or such other work deemed outside the applicable scope of work as advised by NetLink Trust.

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16. For the avoidance of doubt, all other costs arising from and/or associating with the request as incurred by NetLink Trust (including but not limited to creation of access opening or panel, installation of cable tray and other relevant work) shall be separately chargeable by NetLink Trust and paid for by the Residential End-User.