



NetLink NBN Trust

(a business trust constituted on 19 June 2017 under the laws of the Republic of Singapore and registered under the Business Trusts Act, Chapter 31A of Singapore (Registration Number: 2017002))
(Managed by NetLink NBN Management Pte. Ltd.)

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

NETLINK NBN TRUST IMPROVES SERVICE LEVELS

NetLink NBN Management Pte. Ltd., as trustee-manager of NetLink NBN Trust (“**NetLink NBN Trust**”, 网联宽频信托, and together with its subsidiaries, the “**NetLink Group**”) reports across-the-board improvements in its service levels in the residential and non-residential sectors, bringing the NetLink Group closer to meeting the Quality of Service (“**QoS**”) standards imposed by the Info-communications Media Development Authority (“**IMDA**”).

In 2017 and year to-date, the NetLink Group had implemented various initiatives such as the roll-out of additional fibre capacity to residential homes across our nationwide network, the pre-laying of fibre infrastructure to non-residential buildings to speed up service provisioning as well as the constant enhancement of work processes to improve our QoS performance. As a result of these proactive efforts, the NetLink Group has achieved appreciable improvements to the service provisioning timeframe of fibre services to residential and non-residential premises. (See Appendix A for more details on QoS performance.)

In line with the improved performance, the IMDA has imposed lower financial penalties on the NetLink Group for the inability to meet its QoS standards.

The IMDA has imposed a penalty of S\$50,000 on the NetLink Group for not meeting the residential QoS standards for the 12-month period between July 2017 and June 2018, compared to a penalty of S\$100,000 levied a year ago. For the non-residential sector, IMDA has imposed a penalty of S\$20,000 on the NetLink Group for not meeting the “T+8 Calendar Weeks” non-residential QoS standard for the 12-month period from April 2017 to March 2018, against a penalty of S\$50,000 for a 15-month period assessment a year ago.

The NetLink Group’s commitment to enhance work processes has delivered tangible benefits and has translated to an improved service performance, resulting in the IMDA penalties being reduced substantially. The NetLink Group has continued to improve on our service standards and remains committed to working closely with our key stakeholders to strive to achieve the IMDA’s QoS standards.

The penalties do not have any material impact on the net tangible asset per unit and distribution per unit of the NetLink NBN Trust for the financial year ending 31 March 2019.

By Order of the Board

NetLink NBN Management Pte. Ltd.
(Registration Number: 201704783K)
(as trustee-manager of NetLink NBN Trust)

Lai Kuan Loong, Victor
Company Secretary
28 December 2018

APPENDIX A

YEAR-ON-YEAR QoS PERFORMANCE

Residential						Non-Residential					
Monthly average % of orders provisioned within 3 business days or by RFA ¹ <i>(IMDA QoS Standard: 98%)</i>			Monthly average % of orders provisioned within 7 business days or by RFA + 4 business days <i>(IMDA QoS Standard: 100%)</i>			Monthly average % of orders provisioned within 4 calendar weeks or by RFA <i>(IMDA QoS Standard: 80%)</i>			Monthly average % of orders provisioned within 8 calendar weeks or by RFA + 4 calendar weeks <i>(IMDA QoS Standard: 100%)</i>		
Jul'17 – Jun'18	Jul'16 – Jun'17	Change (pts)	Jul'17 – Jun'18	Jul'16 – Jun'17	Change (pts)	Apr'17 – Mar'18	Jan'16 – Mar'17	Change (pts)	Apr'17 – Mar'18	Jan'16 – Mar'17	Change (pts)
96.62	94.20	+2.42	97.73	95.35	+2.39	94.95	86.14	+8.81	98.48	95.95	+2.52

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