

SUNWAY DIGITAL WAVE SDN BHD

**REFERENCE ACCESS
OFFER**

Sunway Digital Wave's Reference Access Offer ("RAO")

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Reference Access Offer (“RAO”)

CHAPTER 1 – Introduction, Background and Scope

1.1 Preliminary

- 1.1.1 This Access Reference is made by Sunway Digital Wave Sdn Bhd (Company No: 802479-P), a company incorporated under the laws of Malaysia and having its registered office at Level 16, Menara Sunway, Jalan Lagoon Timur, Bandar Sunway, 47500 Selangor on **20th June 2018** pursuant to **section 5.3.3** of the Commission Determination on the Mandatory Standard on Access, Determination No. 3 of 2016, which came into effect on 1st January 2017 (“MSA Determinations”)
- 1.1.2 Pursuant to Commission Determination on the Access List, Determination No.2 of 2015 which came into effect 1st September 2015 and pursuant to section 5.3.3 of the MSA Determination, Sunway Digital Wave Sdn Bhd (“SDW”) is pleased to prepare and maintain an Reference Access Offer (“RAO”) in relation to network facilities or network services on the Access List Determination which SDW provides to itself or third parties and which: (a) contains terms and conditions which are consistent with the rights and obligations set out in the MSA Determination; and (b) does not include terms and conditions which are inconsistent with the rights and obligations set out in the MSA Determination.
- 1.1.3 This RAO is set out as follows:
- (a) Main Text of which consist of 5 Chapters; and
 - (b) Schedules, Annexure and relevant Appendixes

1.2 Legislative Background

- 1.2.1 Following the issuance of the Ministerial Direction to Determine a Mandatory Standard on Access, Direction No. 2 of 2003 and Commission Determination on the Mandatory Standard on Access, Determination No. 3 of 2016 and in exercise of the powers conferred by sections 55, 56, 104(2) and 106 of the Act, the Malaysian Communications and Multimedia Commission (“Commission”) issued the MSA Determination.
- 1.2.2 MSA Determination Obligations
- 1.2.3 The MSA Determination deals with access to network facilities and network services listed in the Access List Determination and sets out obligations that apply to Operators concerning various access issues which include:
- (a) Disclosure obligation (Section 5.3 of the MSA Determination);
 - (b) Negotiation obligations (Section 5.4 of the MSA Determination);
 - (c) Content obligation (Section 5.5 to 5.16 of the MSA Determination); and
 - (d) Service Specific obligation (Section 6 of the MSA Determination).
- 1.2.4 Disclosure Obligations
- Pursuant to the Disclosure Obligations in Section 5.3 of the MSA Determination, SDW is required to:
- (a) prepare and maintain an RAO;
 - (b) make the RAO available;

- (c) follow prescribed procedures after acceptance of the RAO; and
- (d) follow prescribed procedures for any amendment of the RAO.

1.2.5 The role of Standard Access Obligations

- 1.2.5.1 Pursuant to sections 55 and 145 of the Act, the Commission may determine the list of network facilities and network services, which may be listed in the access list. Accordingly, the Commission has issued the Access List Determination. Pursuant to section 149 of the Act, an Access Provider is required to comply with the standard access obligations in providing the network facilities and network services that are listed in the Access List Determination.
- 1.2.5.2 The standard access obligations facilitate the provision of access to the network facilities and network services listed in the Access List Determination by Access Seekers in order that Access Providers can provide network facilities, network services, and other facilities and/or services which facilitate the provision of network services or applications services, including content applications services.
- 1.2.5.3 Section 149 of the Act specifies the terms and conditions upon which the Access Provider must comply with the standard access obligations. Section 149(2) provides that the access provided by the Access Provider shall be:
 - (a) of at least the same or more favourable technical standard and quality as the technical standard and quality on the Access Provider's network facilities or network services; and
 - (b) on an equitable and non-discriminatory basis.
- 1.2.5.4 The paraphrasing of any statutory provisions in this SDW's RAO does not amount to any party agreeing to waive any of their rights under the paraphrased provisions and those statutory provisions continue to apply in full.

1.3 **Scope of SDW's RAO**

- 1.3.1 SDW is a licensed individual network facilities and network services provider under the Act. Pursuant to these licences, SDW may offer network facilities and network services within the railway corridor of Malaysia and any adjacent area.
- 1.3.2 Pursuant to Section 5.3.3 of the MSA Determination, SDW is obliged to prepare and maintain an RAO in relation to network facilities or network services on the Access List Determination which SDW provides to itself or third parties.
- 1.3.3 SDW's RAO:
 - (a) contains terms and conditions which are consistent with the rights and obligations set out in the MSA Determination; and
 - (b) does not include terms and conditions which are inconsistent with the rights and obligations set out in the MSA Determination.
- 1.3.4 Where relevant, the rights and obligations set out in the MSA Determination shall be applicable to SDW's RAO.
- 1.3.5 SDW considers SDW's RAO to be consistent with:

- (a) the standard access obligations stipulated under Section 5 of the MSA Determination and section 149 of the Act; and
 - (b) the principles of non-discrimination stipulated under Sections 4.1.5 and 4.1.6 of the MSA Determination.
- 1.3.6 For the purposes of clarification, the terms and conditions of SDW's RAO is applicable to the Facilities or Services and which is relevant to the provisioning of facilities and services within SDW's licenses only. If the Access Seeker requests network facilities or network services outside SDW's RAO, the terms and conditions for the provision of such network facilities or network services shall remain outside the scope of SDW's RAO.
- 1.3.7 If an Access Seeker requests SDW to provide it with Facilities or Services other than on the terms and conditions contained in SDW's RAO, SDW and the Access Seeker will:
 - (a) negotiate in good faith in relation to such terms and conditions; and
 - (b) enter into and conduct negotiations in a timely manner.
- 1.3.8 SDW's RAO contains terms and conditions for the following facilities and services:-
 - (a) Wholesale Local Leased Circuit;
 - (b) Network Co-Location.

1.4 Additional Services

- 1.4.1 In addition, the Operators are free to consider SDW's RAO when negotiating the terms and conditions for the supply of other network facilities or network services that are not listed in the Access List Determination.

1.5 Effective Date of SDW's RAO

1.5.1 Commencement and Duration of SDW's RAO

- 1.5.1.1 SDW's RAO comes into force and takes effect immediately from the date referred to in **Section 1.1** and continues until the earlier to occur of:
 - (a) a Review; or
 - (b) the withdrawal of SDW's RAO in accordance with the terms of SDW's RAO.
- 1.5.1.2 SDW's RAO has no effect on contractual arrangements for the supply of Facilities and Services by SDW to an Access Seeker prior to the Commencement Date unless such contractual arrangement is subsequently renegotiated and agreed between the Operators.

1.5.2 Amendment to SDW's RAO

- 1.5.2.1 SDW shall, no less than twenty (20) Business Days of making any amendment to SDW's RAO, provide a copy of the amendments, or an amended copy of SDW's RAO to:
 - (a) the Access Seeker who is being provided with access to Facilities and/or Services under the existing RAO; and
 - (b) the Access Seeker who has requested access to facilities and/or services under the existing RAO within the period of ninety (90) days prior to the making of such

amendments, unless the Access Seeker has already indicated that it does not wish to proceed with the Access Request.

1.5.3 Notice of Withdrawal, Replacement and Variation of SDW's RAO

1.5.3.1 If subject to Section 56 of the Act, the Commission revokes, varies or replaces the Access List Determination relating to the Facilities or Services, SDW may, by giving written notice to all Access Seekers to whom it is supplying Facilities or Services under SDW's RAO, withdraw or replace SDW's RAO with effect from a date no earlier than the effective date of the Commission's revocation.

1.5.3.2 SDW shall comply with Sections 6.4.2 and 6.4.3 of the MSA Determination where it withdraws or varies SDW's RAO pursuant to Section 1.5.3.1.

1.5.3.3 In addition to Section 1.5.3.2 above, SDW may give the Access Seekers to whom it is supplying Facilities and Services under SDW's RAO a notice of a variation or replacement of SDW's RAO to effect such variations that are necessary or appropriate in the event of:

- (a) the occurrence of a Legislative Event that materially affects the rights or obligations of SDW under SDW's RAO; or
- (b) the occurrence of a Regulatory Event that relates to SDW; or
- (c) a review by the Commission of the MSA Determination pursuant to Section 6.5 of the MSA Determination and which shall include a review by the Commission on the Mandatory Standard Access Pricing

1.5.3.4 Notwithstanding Sections 1.5.3.1, 1.5.3.2 and 1.5.3.3 above, SDW may subject to Section 1.5.2 above, replace SDW's RAO at any time.

1.5.4 Availability

1.5.4.1 Subject to Section 1.5.4.2, SDW's RAO shall be made available to an Access Seeker:

- (a) on written request, at SDW's principal place of business; and
- (b) on a publicly assessable website.

1.5.4.2 Prior to the provision of SDW's RAO to the Access Seeker, the Access Seeker shall be required to enter into a confidentiality agreement with the Access Provider.

CHAPTER 2 – Interpretation

2.1 The following words have these meanings in this SDW RAO unless the contrary intention appears:-

“**Act**” means the Communications and Multimedia Act 1998.

“**Access Agreement**” or “**AA**” means an Access Agreement executed between Access Seeker and Access Provider for SDW to provide requested Facilities and/or Services subject upon commercially negotiated terms and conditions and in accordance with the terms therein contained and registered with the Commission in accordance with Section 150 of the Act.; or

“**Access List Determination**” means Commission Determination on Access List, Determination No.2 of 2015 which contains List of Facilities and Services determined by the Commission under Chapter 3 of Part VI of the Act.

“**RAO Term**” means the period of three (3) years commencing from the date set out in Section 1.1.1 or such other period as may be specified by SDW from time to time.

“**Access Request**” means a request made by the Access Seeker to SDW for access to Facilities or Services and containing the information in Section 4.1.3.

“**Access Seeker**” means an Operator who:

- (a) is a network facilities provider, network services provider, application service provider or content application service provider and who is a licensee as defined in the Act; and
- (b) makes a written request for access to Facilities and/or Services.

“**Access Service**” means a service for the carriage of agreed Communication along SDW's Facilities and Services between the POIs/POPs.

“**Bank Guarantee**” means a guarantee, executed in favour of SDW by a licensed bank in Malaysia approved by the SDW pursuant to Section 4.3 on behalf of the Access Seeker.

“**Billing Dispute**” means the dispute of an invoice prepared by an Operator to the Other Operator which is made in good faith.

“**Billing Period**” means one (1) calendar month period over which the supply of Facilities and/or Services is measured for the purposes of billing unless otherwise agreed between the Operators.

“**Business Day**” means a day on which banks are open for general banking business in Kuala Lumpur, Wilayah Persekutuan, other than a Saturday and Sunday or a public holiday.

“**Charges**” means the sums payable by the Access Seeker to SDW for accessing and/or being provided the Facilities and/or Services.

“**Commencement Date**” means the date on which the Operators enter into the Access Agreement or such other date as agreed between the Operators.

“**Commission**” means the Malaysian Communications and Multimedia Commission established under the Malaysian Communications and Multimedia Commission Act 1998.

“Communication” means any communication, whether between persons and persons, things and things, or persons and things in the form of sound, data, text, visual images, signals, or any other form or any combination of those forms and, where the context permits, includes and attempt to establish a communication.

“Communications Service” means the network facilities, network services, application services and/or content application services provided by the Operator, as the case may be, pursuant to its Licence(s).

“Confidentiality Agreement” means a Confidentiality agreement entered into between SDW and the Access Seeker in accordance with Section 5.3.8 of the MSA Determination.

“Creditworthiness Information” means the information required by SDW to assess the creditworthiness of the Access Seeker which are more particularly described in Section 4.2 of SDW’s RAO and such other information as may be required from time to time.

“Customer” means in relation to an Operator, a person having a contractual relationship with the Operator for the provision of Communications Services.

“Determination” means any lawful determination made by the Commission and/or the Minister, pursuant to Chapter 2 of Part V of the Act.

“Direction” means any lawful direction made by the Commission pursuant to Chapter 1 of Part V of the Act.

“Effective Date” means the date on which the relevant portions of the Access Agreement requiring registration is duly registered with the Commission under Section 150 of the Act in its entirety (and such registration is notified by the Commission in writing to either of the Operators);

“End to End Trunk Transmission Services” has the meaning as described in paragraph 4(22) of the Access List Determination.

“Equipment” means any equipment (whether hardware or software), or device which is part of or within the Network.

“Facilities” means network facilities and/or other facilities which facilitate the provision of network services or applications services including content applications services which are listed in the Access List Determination and offered in SDW’s RAO.

“Facilities Access” in relation to Facilities, means a service for the provision of access to network facilities and/or premises.

“SDW” means Sunway Digital Wave Sendirian Berhad and in SDW’s RAO, is the Access Provider unless otherwise stated.

“Instrument” means any lawful instrument which is issued by the Commission pursuant to the Act;

“Insurance Information” means the insurance information required by SDW pursuant to Section 4.4.

“Interconnect Link” means a physical link connecting the Networks of two Operators.

“Interconnection” means interconnection of the Operators’ Networks; for the purposes of SDW providing Access Services to the Access Seeker in relation to a Communication via a POI/POP and using agreed interfaces and signaling systems.

“Interconnect Steering Group” or **“ISG”** means the inter-operator relations group established by the Operators.

“Invoice” means the invoice for amounts due in respect of the supply of requested Facilities or Services during a Billing Period.

“Legislative Event” means:

- (a) the enactment, amendment, replacement or repeal of the Act;
- (b) the enactment, amendment, replacement or repeal of the rules promulgated pursuant to sections 104 and 105 of the Act in respect of mandatory standards;
- (c) the registration, determination, promulgation, issue, amendment or replacement of any industry code with which SDW is required or obliged to comply; and/or
- (d) the making of a determination, direction or finding by the Commission, the Minister or a court of law that all or any part of SDW’s RAO contravenes any provision of any law, except to the extent that the making of such determination, direction or finding constitutes a Regulatory Event.

“Licence” means an individual licence granted by the Minister pursuant to the Act for Communication Services.

“Manuals” means the Technical and Implementation Manual, the Operations and Maintenance Manual and other manuals which the Operators establish pursuant to the Access Agreement.

“Minimum Value” for the purposes of calculating the Security Sum means the total estimated value of access to the requested Facilities and Services provided (based on the most recent amounts invoiced for those requested Facilities and Services) or new facilities and/or services to be provided by SDW to the Access Seeker for a ninety (90) day period.

“Minister” means the Minister of Communications and Multimedia or, if different, the Minister administering the Act.

“Model Access Agreement” means an agreement entered into pursuant to an Access Request made in accordance with **Sections 4.1 to 4.9** (also referred to as **“Access Agreement Template”** or **“AAT”**

“Network” means network facilities and/or network services comprising a system, or a series of systems within Malaysia, that carries or is capable of carrying communications by means of guided or unguided electromagnetic energy or both. In relation to an Operator, mean so much of the network as is owned and operated by the Operator.

“Network Capacity” means equipment and facilities required to be installed in SDW’s Network for use in the provision of one or more Access Services but does not include Interconnect Link.

“Network Conditioning” means the conditioning, equipping and installation of facilities at SDW’s Network to enable the provision of one or more Access Services.

“Operators” means SDW and the Access Seeker collectively.

“Other Operator” means either:

- (a) SDW; or
- (b) the Access Seeker,

as the context requires.

“Point of Interconnect” or **“POI”** means any technically feasible point which demarcates the Network of SDW and the Network of the Access Seeker collectively referred to as the **“interconnecting networks”**) and is a point at which a Communication is transferred between the interconnecting networks.

“Point of Presence” or **“POP”** means a point at which an Access Seeker has established itself for the purposes of obtaining access to Facilities or Services and is the point at which Communication is transferred between the Operators.

“Regulatory Event” means:

- (a) the declaration, modification, variation or revocation of the MSA Determination;
- (b) the giving of a lawful direction to SDW by the Commission relating to SDW’s RAO; and/or
- (c) the giving of a lawful direction to SDW by the Minister relating to SDW’s RAO.

“Review” means a review of the MSA Determination and/or a review of the Mandatory Standard on Access Pricing.

“RM” means Ringgit Malaysia which shall be the monetary currency used in SDW’ RAO unless otherwise provided.

“Security Sum” means the security:

- (a) in the form of a Bank Guarantee, deposited with SDW in accordance with Section 4.3 and Chapter 6 for the supply of Facilities or Services and
- (b) which amount is equivalent to the Minimum Value unless otherwise provided in Chapter 6.

“Services” means network services and/or other services which facilitate the provision of network services or applications services, including content applications services which are listed in the Access List Determination and offered in SDW’s RAO.

“Service Ordering Procedures” means the procedures governing the forecasting, planning and ordering of relevant Facilities and Services as set out in the relevant Manuals.

“Standard Access Obligations” or **“SAO”** has the meaning prescribed in Section 149 of the Act.

“Technical Specifications” means any technical parameters, specifications and procedures applicable to Interconnection of the Operators’ Network and provision of Access Services documented in this RAO or any manuals referred to in the Access Agreement.

2.2 In SDW’s RAO except where the contrary intention appears;

- (a) the singular includes the plural and vice versa; and
- (b) a document includes all amendments or supplements to that document, or replacements or novations of it; and

- (c) a reference to a statute, ordinance, regulations, code or other law and other instruments under it, shall include any statute, ordinance, regulation, code and other law consolidating, amending, re-enacting or replacing of any of them from time to time relating thereto or in connection therewith; and
- (d) a reference to a person includes a firm, body corporate, unincorporated association or an authority; and
- (e) a reference to a person includes the person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation), and assigns; and
- (f) if the day on which the payment of money falls due is not a Business Day, the due date shall be deemed to be the next Business Day and any reference to acts that have to be done or to be done by or on or before a particular day or Business day means by or on or before the close of business at 5.00pm on that particular day or Business Day; and
- (g) a reference to a related body corporate of an Operator has the same meaning as in the Companies Act 2016; and
- (h) a reference to a third party is a reference to a person who is not a party to SDW's RAO; and
- (i) in relation to an Access Service for the carriage of a communication it refers to the carriage of a communication between the POIs/POPs along SDW's Network but does not include any Communication for which the Access Service is provided with the assistance a third party's Facilities or Services; and
- (j) no rule of construction and/or interpretation applies to the disadvantage and/or detriment of the Operator having control and/or responsibility for the preparation of SDW's RAO; and
- (k) headings are included for convenience and do not affect the interpretation of SDW's RAO.

CHAPTER 3 – Principles of Access and Interconnection

3.1 Services

- 3.1.1 SDW's RAO sets out the terms and conditions upon which Access Seekers may access SDW's Facilities and/or Services.
- 3.1.2 Subject to Section 1.3.6, SDW's RAO applies only to the Facilities and/or Services.
- 3.1.3 The general terms for access to SDW's Facilities and Services listed in the Access List Determination are set out in the **General Terms and Conditions of the Access Agreement Template**.
- 3.1.4 The obligations on forecast, ordering and provisioning for SDWs' Facilities and Services listed in the Access List Determination are set out in **Schedule A of the Access Agreement Template**.
- 3.1.5 The obligations on technical and network operational matters for SDW's Facilities and Services listed in the Access List Determination are set out in **Schedule C of the Access Agreement Template**.
- 3.1.7 The **Annexure to the RAO** are set out as follows:
 - (a) ANNEXURE I – List & Description of Facilities and Services
 - (b) ANNEXURE II – Charges and Charging Principles
 - (c) ANNEXURE III – Existing POI/POP List
 - (d) ANNEXURE IV – Service Order Form Template

3.2 Eligibility for Access of Services

- 3.2.1 SDW may at its discretion and in a manner consistent with the Licence(s) granted (and the licence rights accorded therein) by the Minister to the Access Seeker, determine on a case by case basis whether to provide the Access Seeker with access to Facilities and/or Services.
- 3.2.2 Consistent with Government policy and Determinations by the Commission (and its predecessor), an Access Seeker may only request for access to any or all of the Facilities and/or Services where the Access Seeker has been granted (i) an individual network facilities provider licence and (ii) an individual network services provider licence and (iii) an individual content applications services provider licence, and such individual licences are not limited or restricted from those detailed in the *Communications and Multimedia (Licensing) Regulations 2000*, as amended in any way:
 - (a) by reference to the type of network facilities, network services and/or content applications services that can be provided; and
 - (b) by geographical limitations to only a specific area and/or areas in Malaysia to which the Access Seeker can provide such network facilities, network services and/or content applications services.
- 3.2.3 An Access Seeker may not request for access to the Facilities and/or Services where the requested Facilities or Services are to be used in connection with an activity or activities in which the Access Seeker is not licensed to provide.

- 3.2.4 Consistent with Government policy and Determinations by the Commissions (and its predecessor), where SDW provides the Access Seeker with access to the Facilities or Services pursuant to **Section 3.2.1**, the charges for the requested Facilities or Services shall be negotiated between the Operators subject to any mandatory standard on access pricing determined by the Commission.

3.3 Principles of Access and Interconnection

3.3.1 Access Terms and Conditions

- 3.3.1.1 Subject to Sections 3.2, SDW shall if requested to do so by an Access Seeker, supply a Facility and/or Services to the Access Seeker on non-discriminatory basis subject to the reasonably and commercially negotiated terms and conditions.

3.4 Dispute Resolution

- 3.4.1 Each party shall use all reasonable endeavours to resolve any disputes arising from or in connection with SDW's RAO.
- 3.4.2 If any disputes or difference of any kind shall arise between the parties in connection with or arising out of SDW's RAO, the Dispute Resolution Procedure in Annexure A of the MSA Determination shall be adhered to.

3.5 Confidentiality

An Operator must protect from disclosure any confidentiality information provided by another Operator given in the course of negotiating an Access Agreement or during the term of SDW's RAO in accordance with the Confidentiality Agreement signed between the parties.

The Confidentiality agreement:

- a) shall be reciprocal;
- b) shall be no broader than the confidentiality provisions in the SDW's RAO;
- c) shall be no broader than necessary to protect the legitimate commercial interests of the Disclosing Party;
- d) shall include provisions prohibiting the Receiving Party from disclosing information to third parties or using information other than as necessary for the purpose of accessing a request for access;
- e) shall not prevent the disclosure of Confidential Information or other information to the Commission by the Receiving Party.

3.6 Information Disclosure

SDW must provide the following information to Access Seeker within ten (10) Business Days of receipt of a written request from the Access Seeker for the provision of access (whether or not on the basis of a RAO :

- a) any supplementary details of a Facility and/or Services offered by SDW not included in the RAO, including details concerning all POIs and other locations (including sites deemed to be critical national information infrastructure and other secure sites) at which physical co-location, virtual co-location or in-span interconnection is available to Access Seekers;

- b) any supplementary access charges for access to Facilities and/or Services not included in the RAO (for example, discounts for inferior service levels or surcharges for enhanced service levels);
- c) all supplementary technical information relating to the Facilities and/or Services which may be subject to the Access Request, which are not included in the RAO, including but not limited to any physical and logical interfaces of its Network necessary to allow the development and deployment of communications services, value-added services and communications equipment that can interconnect to, and interoperate with SDW's network;
- d) supplementary details of SDW's operational processes and procedures not included in the RAO (e.g. regarding escorted access to sites deemed to be critical national information infrastructure or other secure sites);
- e) supplementary details of SDW's provisioning cycles not included in the RAO and any impact such cycles may have upon an Access Request by the Access Seeker (e.g. capacity constraints);
- f) details of SDW's alternative quality of service targets not included in the RAO and actual achievements of service targets in respect of the Facilities and/or Services which may be the subject of the Access Request;
- g) any security requirements, insurance requirements and creditworthiness information required by SDW under sections 4.3, 4.4, and 4.2
- h) SDW's reasons for failing to supply any of the information referred to in paragraphs 3.6 (a) to 3.6(g) in this RAO.

Prior to the provision of information under section 3.6 of this RAO, SDW may request the Access Seeker to enter into confidentiality agreement in accordance with section 3.5.

3.7 Intellectual Property

SDW shall only use Intellectual Property and information provided by Access Seeker for the purpose of providing or acquiring access to requested Facilities and/or Services. SDW shall not use such Intellectual Property or information for the development or marketing of other communication services or Equipment by SDW, its own divisions, subsidiaries, partners or other entities in which SDW has a direct or indirect equity, contractual or other interest, or third parties.

3.8 Access Request

SDW shall require an Access Seeker to provide an Access Request to SDW if:

- a) there is not access agreement in force between SDW and the Access Seeker governing access to the Facilities and/or Services to which the Access Seeker seeks access; or
- b) there is such an Access Agreement but:
 - i. the current term of that Access Agreement will expire or terminate within the next four (4) months; or
 - ii. the requested Facilities and/or Services are outside the scope of the agreement.

SDW shall develop a process for desk/field studies and Service Qualifications that an Access Seeker may take up prior to entering into an Access Agreement.

CHAPTER 4 – Access Request Procedures

4.1 Application for Access to Services

- 4.1.1 Where an Access Seeker makes a request to SDW to supply Facilities or Services, the Access Seeker shall serve an Access Request on SDW.
- 4.1.2 The purpose of such Access Request is to provide SDW with sufficient information to assess the Access Seeker's request for the supply of Facilities or Services under SDW's RAO.
- 4.1.3 The Access Request must:
- (a) contain the name and contact details of the Access Seeker,
 - (b) specify the Facilities or Services in respect of which access is sought;
 - (c) indicate whether the Access Seeker wishes to accept SDW's RAO; to negotiate amendment to the RAO; or negotiate an Access Agreement on alternative terms;
 - (d) contain the information (if any) as set out in Section 5.3.7 of the MSA Determination that the Access Seeker reasonably requires SDW to provide for the purposes of the access negotiations;
 - (e) contain two (2) copies of confidentiality agreement properly executed by the Access Seeker in the form prescribed by SDW;
 - (f) specify forecasts of the capacity which the Access Seeker reasonably requires, having regards to SDW's disclosed provisioning cycle and forecasting as described herein;
 - (g) provide the relevant information relating to the Access Seeker's Network and the functionality of its Services, to the extent that the Access Seeker is aware that such information may affect SDW's Network;
 - (h) contain confirmation that the Access Seeker is not currently being supplied with the requested Facility or Service ;
 - (i) specify the type of communications licences held by the Access seeker and a copy of the licence where a copy had not been previously provided;
 - (j) contain Creditworthiness Information as set out in **Section 4.2**;
 - (k) be accompanied by a Security Sum as set out in **Section 4.3**;
 - (l) contain Insurance Information as set out in **Section 4.4**;
 - (m) contain relevant technical information relating to the interface standRAOs of the Access Seeker; and
 - (o) such other information that SDW may reasonably request.

4.2 Creditworthiness Information

- 4.2.1 The Creditworthiness Information that is required to accompany an Access Request include but shall not be limited to:
- (a) a letter, signed by the executive director of the Access Seeker, stating that the Access Seeker is not insolvent and is not under any external administration or under similar form of administration under any laws applicable to it in any jurisdiction;

- (b) a copy of the Access Seeker's most recently published audited balance sheet and audited profit and loss statement; and
 - (c) such other information as may be reasonably requested by SDW provided that such information are information which are publicly available.
- 4.2.2 The Creditworthiness information shall commensurate with an estimated value of the access to the Facilities or Services to be provided by SDW to the Access Seeker over a ninety (90) day period.

4.3 Security Sum

- 4.3.1 An Access Request shall be accompanied by a Security Sum. The security that may be given by the Access Seeker shall be in the form of a Bank Guarantee.
- 4.3.2 SDW shall ensure that the amount of any security imposed is:
 - a) a commercially reasonable estimate of the charges that will be incurred by the Access Seeker :
 - i. for Facilities and/or Services with a minimum period of access, the minimum period of access to those Facilities and/or Services; and
 - ii. for Facilities and/or Services without a minimum period of access, a single Billing Period for those Facilities and/or Services,

in the Access Agreement;

 - iii. the creditworthiness of the Access Seeker (including prior record of payment by the Access Seeker); and
 - iv. security previously reasonably required by SDW.
 - b) SDW shall not impose a security requirement on an Access Seeker which:
 - i. exceeds a commercially reasonable estimate of the charges that will be incurred by the Access Seeker over the minimum period of access to Facilities and/or Services to be provided by SDW to the Access Seeker; or
 - ii. is designed to, or has the effect of, denying or delaying the Access Seeker's access to Facilities and/or Services.

4.4 Insurance Information

- 4.4.1 Subject to Section 4.4.2, An Access Request shall be accompanied by the following insurances:
 - (a) Worker's Compensation and/or Social Security Insurance and/or Employer's Liability Insurance and/or other insurance with statutory limits as required by the laws of Malaysia to provide for payment to its employees or in connection with the work covered by the Access Agreement that may be entered and/or their dependants; and
 - (b) Comprehensive general Liability Insurance of an amount which is not in excess of Ringgit Malaysia Twenty Million (RM20,000,000) for any one claim or series of claim arising out of an accident for occurrence in connection with the Access Agreement that may be entered into resulting in bodily injury and/or personal injury including death and property damage of an Operator which shall arise out of or in

consequence of any acts of omissions of the Other Operator. Such policy shall include contractual liability.

- 4.4.2 For the purpose of clarification, the insurance provided by the Access Seeker pursuant to section 4.4.1 shall commensurate with the reasonable sum, which is to be agreed by SDW.

4.5 Processing of Access Request

4.5.1 Acknowledgement of Receipt of Access Request

Subject to Section 3.8, SDW shall within ten (10) Business Day of receipt of the Access Request inform the Access Seeker in writing that it has received the Access Request and:

- (a) Request additional information from the Access Seeker where there is a need for further information, prior to considering the Access Request; or
- (b) Indicate whether it is willing to provide access to Facilities or Services in accordance with SDW's RAO; or
- (c) Indicate whether it is willing to proceed to negotiate amendments to the RAO or an Access Agreement on alternative terms; or
- (d) Refuses the request in accordance to Section 4.6 herein below.

Subject to the additional information being received by SDW within twenty (20) Business days from the date of request, SDW shall reconsider the Access Request in accordance with this Section 4.5.1 upon receipt of such additional information.

4.5.2 Non-refundable resource

- 4.5.2.1 In accordance with Section 5.7.28 of the MSA Determination SDW may charge an Access Seeker a one-off non-refundable resources charge (including processing fees and additional and non-routine processing fees) to be determined by reference to the costs incurred by SDW for the allocation of manpower and other resources to enable the Access Seeker to test and provide new Facilities and Services for the purposes of interconnection.

- 4.5.2.2 The one-off non-refundable resource charge shall also be inclusive of a non-refundable processing fee for undertaking the necessary administrative work to process the Access Request as SDW is required to allocate manpower and resources for the same. Such non-refundable processing fee is only applicable to requested Facilities and Services that can be offered and made available by SDW. The non-refundable processing fees for the respective Facilities and Services will be mutually agreed by the Operators from time to time. Notwithstanding the foregoing, in the event that additional and non-routine administrative work is required to process the Access Request where there is sufficient and/or erroneous information provided by the Access Seeker or where the Access Seeker varies or changes the information provided, SDW shall be entitled to charge additional and non-routine processing fee for undertaking such additional and non-routine work as additional resources are required to do the same.

- 4.5.2.3 If the Access Seeker does not proceed with the Access Request accepted by SDW, the processing fees will not be refunded to the Access seeker. However, if the Access Seeker proceeds with the Access Request accepted by SDW, the processing fee will be set-off against the Charges for the requested Facilities and Services after acceptance of the Access Request by SDW

4.6 Assessment of Access Request

4.6.1 Reason for Refusal

Without limiting any other grounds that may be relied upon under the Act, SDW may refuse to accept an Access Request for the supply of a Facility or Service and accordingly may refuse to supply that Facility or Service to the Access Seeker for any of the following reasons:

- (a) in SDW's reasonable opinion, the Access Seeker's Access Request was not made in good faith and SDW shall set out the basis on which the Access Request was not made in good faith;
- (b) in SDW's reasonable opinion, the Access Request does not contain the information reasonably required by SDW's RAO provided that SDW has sought the information from the Access Seeker under Section 4.5.1 of SDW's RAO and has not received that information within twenty(20) Business Days of making such a request;
- (c) SDW does not currently supply or provide access to the requested Facilities or Services to itself or to any third parties, except where the Access Seeker compensates SDW for the supply of access to such Facilities or Services;
- (d) It is not technically feasible to provide access to the requested Facilities or Services;
- (e) SDW has insufficient capacity to provide the requested Facilities or Services;
- (f) there are reasonable grounds in SDW's opinion to believe that the Access Seeker would fail, to make timely payment for the supply of the relevant Facility or Service; or
- (g) there are reasonable grounds in SDW's opinion to believe that the Access Seeker would fail, to a material extent, to comply with the terms and conditions applicable to the supply of the Facilities or Services; or
- (h) there are reasonable grounds for SDW to refuse access in the national interest; or
- (i) the access is being sought to facilities and/or services which are not in the Access List Determination.

4.6.2 Determination of technical infeasibility

For the purpose of determining technical infeasibility in Section 4.6.1(d), SDW shall not refuse an Access Request on the grounds of technical infeasibility unless SDW establishes that there are substantial technical or operational concerns preventing the fulfilment of the Access Request. Each of the following shall be taken into account in determining whether access is technically feasible:

- a) economic, accounting, billing, space or site concerns shall be disregarded by SDW except that space or site concerns may be taken into account in circumstances where there is no possibility of expanding the space available on the relevant site;
- b) any requirement for SDW to modify its facilities or Equipment in order to meet the Access Request will not, on its own, mean that the access is not technically feasible;
- c) if SDW asserts that meeting the Access Request would have an adverse impact on network reliability, SDW must provide evidence that provision of the requested Facilities and/or services would result in a specific and significant adverse impact on network reliability; and
- d) SDW must be able to demonstrate that it has considered and found not to be technically feasible improvements that would allow SDW to meet the Access Request (in whole, or in part, and including for an interim period until any primary difficulties can be resolved).

4.6.3 Determination of capacity constraints

For the purpose of determining capacity constraints in Section 4.6.1 (e), SDW may refuse an Access Request on the ground that SDW has insufficient capacity or space where SDW notifies the Commission in writing that it does not have sufficient capacity to meet the Access Request because the requisite capacity is:

- a) already carrying traffic to full capacity or near full capacity or
- b) already reserved for future use by SDW or another Access Seeker, where such future use shall commence not later than six (6) months from the date of the Access Request. If the reserved capacity is not subsequently used by the reserving party within seven (7) months from the date of the Access Request, SDW will inform the Access Seeker and, if required by the Access Seeker, re-consider the Access Request in accordance with the process set out in section 4.5.

4.6.4 Assessment of the Access Seeker's ability to pay for supply of relevant Facilities or Services listed in the Access List Determination

Example of reasonable grounds for SDW's belief as mentioned in Section 4.6.1 (f) includes evidence that the Access Seeker is not in the reasonable opinion of SDW creditworthy.

4.6.5 Assessment of the Access Seeker's ability to comply with terms and conditions applicable to the supply of relevant Facilities or Services listed in the Access List Determination.

4.6.5.1 Example of reasonable grounds for SDW's belief as mentioned in Section 4.6.1 (g) include repeated failures by the Access Seeker to comply with the terms and conditions on which the same or similar access to Facilities or Services have been provided (whether or not by SDW).

4.6.6 Assessment of Creditworthiness

4.6.6.1 In determining the creditworthiness of the Access Seeker, SDW shall not take into account amounts outstanding for Facilities or Services previously provided by SDW to the Access Seeker where, in accordance with the terms and conditions governing the provision of such Facility or Service, the Access Seeker is not required to pay such amounts to SDW to the extent that there is a bona fide dispute in relation to the amounts outstanding by the Access Seeker to SDW and the Access Seeker is relying on such terms and conditions as basis for its non-payment.

4.7 Notification of Rejection to the Access seeker

4.7.1 Where SDW rejects the Access Request, SDW shall:

- (a) promptly notify the Access Seeker in writing within ten (10) Business Days from receipt of the Access Request or additional information requested pursuant to **Section 4.5.1**, as the case may be;
- (b) provide reasons for rejection under Section 4.6.1 above to the Access Seeker;
- (c) provide the basis for SDW's rejection of the Access Request; and
- (d) indicate a date and time, not later seven (7) Business Days from the date of the notice of rejection, at which representatives of SDW will be available to meet with representatives of the Access Seeker to discuss the rejection of the Access Request. At this meeting, the Access Seeker may request SDW to substantiate its reasons for

refusal, and if access has been refused on the basis of the grounds in **Section 4.6.1(e)**, SDW must identify when additional capacity is likely to be available.

- 4.7.2 Where the Operators are unable to resolve their differences following the meeting held pursuant to Section 4.7(d), either Operator may request resolution of the dispute in accordance with dispute resolution procedures in Annexure A of the MSA Determination.

4.8 Acceptance of Access Request

- 4.8.1 Where SDW agrees to provide access to Facilities or Services to the Access Seeker in accordance with SDW's RAO, SDW shall within ten (10) Business Days of such response under Section 4.5.1(b), provide the Access Seeker with two copies of the executed Model Access Agreement, for execution by the Access Seeker and one (1) copy of the executed confidentiality agreement returned by Access Seeker.
- 4.8.2 Where the Access Seeker wish to negotiate an Access Agreement, the Operators shall comply with the requirements in Sections 5.4.1, 5.4.2, 5.4.3, and 5.4.4 of the MSA Determination in negotiating and concluding an Access Agreement.
- 4.8.3 SDW will not be taken to have agreed to provide, and the Access Seeker will not be taken to have agreed to acquire the requested Facility or Service until:
- (a) a Security Sum has been provided in accordance with Section 4.1 and 4.3; and
 - (b) an Access Agreement has been executed between the Operators and the Access Agreement is registered with the Commission in accordance with section 150 of the Act.

4.9 Negotiations on Access Request

- 4.9.1 Pursuant to Section 4.8.2, where the Access Seeker wish to negotiate an Access Agreement, SDW will set out in its response to the Access Seeker:
- (a) the names of personnel of SDW's representatives in the negotiations and in respect of those personnel:
 - i. his or her contact details;
 - ii. his her job title; and
 - iii. details of his or her availability for the access negotiations;
 - (b) the identity of the negotiating team leader, and SDW shall ensure that the negotiating team leader shall have authority to make binding representations on behalf of SDW in relation to matters arising from the negotiations (subject to final approval from SDW's Chief Executive Officer, if required)
 - (c) the information which is reasonably required from the Access Seeker for the purposes of negotiations;
 - (d) a date and time not later than fifteen (15) Business Days from the date of the Access Seeker's response, at which SDW's representatives will be available for the initial meeting with the representatives of the Access Seeker.
 - (e) One copy of the executed Confidentiality Agreement (in accordance with Section 4.1.3 (h)) that has also been properly executed by the Operators.

CHAPTER 5 – Notices

5.1 Any communications in respect of SDW's RAO should be made in writing to:

Attention: CEO
Address: Sunway Digital Wave Sdn Bhd,
Level 12 Menara Sunway
Jalan Lagoon Timur, Bandar Sunway
47500 Selangor, Malaysia

Telephone: 03-5639-9996
Facsimile: 03-5639-9515

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SCHEDULE A

FORECAST, ORDERING AND PROVISIONING OBLIGATIONS

1. FORECAST OBLIGATIONS

1.1 General Principal

The Access Seeker shall provide Forecast on the services it seeks to access as part of its Access Request in relation to the following: -

- (a) Capacity requirement
- (b) Period of requirement
- (c) Network area or operational area

1.2 Prerequisite Information

The Access Seeker may request preliminary information from the Access Provider about the availability and capacity of its Facilities and/or Services to the extent the Access Seeker requires such information to provide Forecasts.

1.3 Confirmation of Forecast

In the event Access Provider incurs significant costs to ensure that access can be provided in accordance with the Forecast, then Access Provider shall have the right to request the Access Seeker to confirm the relevant Forecast. Upon confirmation, the forecast is deemed to be an Order and **Section 2**, Ordering and Provisioning below shall apply.

1.4 Alternative Procedure

An Access Provider and an Access Seeker may agree to an alternative forecasting and ordering procedure other than that set out in this Access Agreement. If agreement is reached about such matters, the Access Provider and Access Seeker will be bound by the terms of that alternative procedure and not the terms in **Schedule A**.

1.5 Non-Binding

Subject to subsection 1.3, SDW shall not require an Access Seeker to provide Forecasts that are legally binding on the Access seeker, except to the extent that SDW is permitted to recover costs and expenses as set out in **section 1.16**.

1.6 Forecast Request

An Access Provider may request an Access Seeker to provide, with a sufficient level of detail to enable Access Provider to carry out network planning, the following information (Forecast Information): -

- (a) The capacity of Facilities or Services which the Access Seeker seeks;
- (b) The total period of time covered by each Forecast shall be **12 months**;
- (c) The minimum intervals or units of time to be used in making the Forecast is **12 months** unless reasonably justified on grounds of the special Network management requirements of the relevant Facilities or Services;
- (d) The Network area or operational area of the Forecast in relation to Access Provider's Network topology;

- (e) The maximum frequency to update or to make further forecast is once a year; and
- (f) Such other information that Access Provider reasonably requires in order to provide access to Facilities or Services requested by the Access Seeker.

1.7 Non-permitted information

SDW will not request an Access Seeker to provide a Forecast that contains:

- (a) any information that is or would allow SDW to infer any non-permitted information listed under subsection 5.4.16 of the MSA
- (b) any information that identifies or would enable the identification of Customers or particular services of the Access Seeker.

1.8 Forecast Provision

SDW as the Access Provider may only require an Access Seeker to provide Forecasts in accordance with a Forecast Request no sooner than four (4) weeks after receipt of a Forecast Request.

1.9 Use of Forecast Information

Forecast information provided by the Access Seeker shall be treated by SDW as Confidential Information of the Access Seeker and shall only be used by those personnel of SDW whose role is within either:

- (a) SDW's wholesale or interconnection group; or
- (b) That part of the network engineering group of SDW responsible for interconnection or access.

for the purpose of responding to and planning for the Forecast and related Orders. SDW must retain records that indicate which persons are provided with access to Forecast Information and, on request from the Commission, provide a copy of such records certified by SDW's Chief Executive Officer or Chief Operating Officer.

1.10 Distribution of Forecast Information

SDW will only distribute Forecast Information provided by the Access Seeker outside of the groups of people referred to in **subsection 1.9** above if:

- (a) the Forecast Information of the Access Seeker is aggregated with Forecasts provided by other Operators and SDW's own requirements (so as to protect the confidentiality of the Forecast Information); and
- (b) the Forecast Information or its use does not otherwise identify the Access Seeker, its services or its Customers in any manner.

1.11 Time of Response

SDW must notify the Access Seeker within five (5) Business Days of receiving a Forecast whether or not SDW considers the Forecast to be in compliance with the Forecast Request and:

- (a) if SDW considers the Forecast does not comply with the Forecast Request, to specify in that notice the additional information the Access Seeker is to provide to comply with Forecast Request and that SDW will not require such information to be provided sooner than four (4) weeks after the notice; or
- (b) if SDW considers the Forecast does comply with the Forecast Request, to specify in that notice that the Forecast is provisionally accepted subject to verification of the details of the Forecast and matters set out in paragraphs 1.12(a) to 1.12(b)

1.12 Reasons for Rejection

SDW may reject a Forecast if:

- (a) SDW reasonably believes that the Forecast is inaccurate or there is insufficient capacity having regard to:
 - (i) the total current usage of the relevant Facilities or Services;
 - (ii) the current growth rate of the Access Seeker's usage of the Facilities or Services; and
 - (iii) the current growth rate of the total usage of the relevant Facilities or Services.
- (b) the Forecast exceeds the level of demand that SDW can reasonably provide on its existing capacity levels, having regard to its own Forecasts and the Forecasts of other Operators.

1.13 Time of Acceptance or Rejection

Access provider may notify the Access Seeker of any rejection within fifteen (15) Business Days of receipt of the relevant forecast.

Such notice of rejection must specify the grounds of rejection and an offer to meet within five (5) business days of the notice of rejection to discuss the reasons for rejection and alternative methods of compliance.

1.14 Reconsideration by Access Seeker

The Access Seeker may reconsider its Forecasts following a rejection notice. Within 21 Business Days of receipt of the notice, the Access Seeker must either;

- (a) confirm its rejected Forecast and explain why the Forecast is reasonable; or
- (b) submit a new Forecast that meets Access Provider's concerns,

failing which the Forecast are deemed to be rejected by Access Provider.

If the Access Seeker confirms its Forecast within 21 Business Days, Access Provider will reconsider the Forecast and respond in the manner specified in sub section 1.11 ("**Time of Response**") and this sub section 1.14.

1.15 Reconsideration by Access Provider

SDW may reconsider any re-submitted or amended Forecasts provided pursuant to subsection 1.14 of this Schedule A and subsections 1.11 to 1.13 shall re-apply.

1.16 Recovery for over-forecasting

SDW may seek to recover any costs or expenses incurred due to its acceptance of a Forecast from an Access Seeker if the Forecast is not met by the Access Seeker provided:

- (a) such costs and expenses were reasonably and necessarily incurred by SDW;
- (b) SDW has reasonably sought to mitigate its loss over a six month period; and
- (c) SDW shall be entitled to recover 75% of such costs or expenses which could not be mitigated under sub section 1.16(b) above.

1.17 Meeting Forecasts

Subject to sub sections 1.11 to 1.13 of this Schedule, SDW will carry out network planning in order to enable Forecasts to be met. If an Access Seeker has confirmed a Forecast under sub section 1.3, it will be binding on the Access Seeker.

2. ORDERING AND PROVISIONING OBLIGATIONS

2.1 Ordering Contact and Information

The Access Seeker must submit all Orders to Access Provider at the following address:

**Level 12 Menara Sunway
Jalan Lagoon Timur,
47500 Bandar Sunway, Selangor, Malaysia.**

**Attention : Chief Executive Officer
Tel : +603 5639 9996
Fax :+603 5639 9515**

2.2 Order Content

The Order must be in the form specified by Access Provider and must contain the following information:

- (a) Facilities or Services to which access is requested;
- (b) The location of the points of delivery of the Facilities or Service requested ("**Delivery Points**");
- (c) A requested time for fulfilment of the Order ("**Requested Delivery Date**");
- (d) Information on the Access Seeker's Equipment to be used in connection with the Order; and
- (e) Such other information that Access Provider reasonably requires to provision the Order, provided that such information shall not include any information which:
 - i. the Access Provider does not require from itself for similar provisioning;
 - ii. identifies, or which enables the identification of a Customer or services of the Access Seeker; or
 - iii. is non-permitted information under **section 1.7**

2.3 Use of Ordering Information

Ordering Information provided by the Access Seeker is Confidentiality Information belonging to the Access Seeker and may be used only by those persons within Access Provider whose role is:

- (a) within Access Provider's group for the purpose of provisioning an Order; and
- (b) for network planning and engineering purposes.

2.4 Treatment of Orders and Service Qualifications

SDW shall:

- (a) establish a single queue for all Orders and Service Qualifications for a given type of Facility and/or Service, whether those Orders and Service Qualifications are required for itself or any Access Seekers;

- (b) give the equivalent priority to the handling of all Orders and Service Qualifications in each queue; and
- (c) otherwise treat all Orders and Service Qualifications in each queue in compliance with a queuing established under **section 2.26 of Schedule A**.

2.5 **Acknowledgement of Receipt**

Within 3 Business Days of receipt of an Order, Access Provider shall acknowledge receipt of Order for Facilities and/or Services, in writing (or any other methods or electronic form as agreed by the parties)

2.6 **Notice of Receipt**

SDW shall include in its Notice of Receipt the following information:

- (a) the time and date of receipt of the Order
- (b) a list of any additional information reasonably required by SDW from the Access Seeker to provision the Order;
- (c) if the relevant Facilities and/or Services available to SDW are below the capacity required to provide the relevant Facilities and/or Services to the Access Seeker, SDW shall inform the Access Seeker of the available capacity and timeframe for the fulfilment of the Order at the available capacity and (if relevant) with such augmentation as may be required to fulfil the Order as submitted
- (d) whether SDW needs to perform post-Order Service Qualification because information is not readily available to SDW; and
- (e) the position of the Order in SDW's queue

2.7 **Further Information**

SDW may, at any time after the Order Date, request further information about the Order as is reasonably necessary to clarify an order. The Access Seeker will be given ten (10) business days or more to respond to SDW's request for further information and may, acting reasonably:

- (a) Treat the Order as suspended until the information requested is received; and
- (b) Remove the Order from Access Provider's queue and insert the Order at a later position in the queue when the information requested is received.

2.8 **Acceptance Obligation**

SDW will use its reasonable efforts to accept and fulfil Orders from the Access Seeker for Facilities and/or Services which comply with a Forecast accepted by SDW pursuant to **Section 1**.

2.9 **Time for Acceptance or Rejection**

SDW will notify the Access Seeker that an Order is accepted or rejected within:

- (a) the specified timeframe in the Service Specific Obligations for the purpose of this subsection 2.9; or
 - (b) the timeframe within which it accepts or rejects equivalent Orders for itself,
- whichever is shorter.

If the Access Seeker is notified that an Order is rejected, SDW will advise the Access Seeker whether SDW would be able to accept the Order in a modified form.

2.10 Notice of Acceptance

SDW's Notice of Acceptance to the Access Seeker shall contain the following:

- (a) the delivery date or activation date (as applicable), which will be the date that is requested by the Access Seeker, or, if that date cannot be met, then no later than:
 - i the indication delivery timeframe or activation timeframe specified in the Service Specific Obligations for the purpose of this subsection 2,10; or
 - ii the period of time taken by SDW to deliver, or activate, such Facilities and/or Services for itself,
whichever is shorter;
- (b) the date when civil works (if any) are intended to commence;
- (c) the charges applicable to fulfil the Order;
- (d) such information as is reasonably necessary for the Access Seeker to benefit from access to the Facilities and/or Services; and
- (e) the validity period, which shall not be shorter than three (3) months from the date of the Notice Acceptance ("**Validity Period**").

2.11 Commencement of Delivery Timeframes

The applicable delivery timeframe for an Order, as determined under subsection 2.10(a), shall commence from:

- (a) where the Access Seeker's confirmation of an Order is required under subsection 2.12, the date the Access Seeker confirms the Order in accordance with that subsection and
- (b) in any other case, from the start of the Validity Period.

2.12 Access Seeker's Confirmation

- (a) The Access Seeker's confirmation of an Order is not required if SDW accepts the Order without change. Any change may include circumstances where delivery dates are delayed, estimated charges are exceeded a post-Order Service Qualification is required or any other matter that requires further confirmation from the Access Seeker.
- (b) Where the Access Seeker's confirmation is required for SDW to proceed with fulfilling the Order, SDW shall permit the Access Seeker to provide its confirmation within the Validity Period and shall not provision the Order until the confirmation is received. Upon receipt of such confirmation, SDW shall fulfill the Order in accordance with the Notice of Acceptance.

2.13 Estimated Charges

If SDW's Notice of Acceptance contains estimates of charges:

- (a) SDW shall not exceed the estimate without providing the Access Seeker with a written notice prior to exceeding the estimate that:
 - i the estimate will likely be exceeded;
 - ii an explanation of the reasons for exceeding the estimate; and
 - iii a new estimate of the charges for the work necessary to fulfil the Order;
- (b) SDW shall permit the Access Seeker to withdraw the Order without penalty within ten (10) Business Days of the notice given by SDW under 2.13(a) above if the revised estimate in that notice exceeds the original estimate by more than 10 percent (10%);

- (c) where the actual cost incurred by SDW exceeds an estimate or revised estimate for a specific scope of work provided by SDW due to:
 - i information or facts provide by the Access Seeker which are inaccurate or erroneous or not disclosed by the Access Seeker; or
 - ii a change in the scope of work by the Access Seeker,
 - iii the Access Seeker shall be obliged to pay the Access Provider for the actual cost incurred, and
- (d) SDW shall commence work after the Access Seeker confirms that it is agreeable to the estimate or revised estimate, whereby such confirmation is to be provided by the Access Seeker within the timeframe set out in subsections 2.10(e) or 2.13(b) as applicable.

2.14 **Reasons for Rejection**

SDW may only reject an Order from Access Seeker where:

- (a) subject to sub section 4.6.2 (as if reference to 'Access Request' in that section were reference to 'Order'), it is not technically feasible to provide access to the Facilities and/or Services requested by the Access Seeker;
- (b) SDW has insufficient capacity to provide the requested Facilities and/or Services;
- (c) subject to **subsection 2.16**, the Order is in excess of the agreed Forecast levels;
- (d) the Order or variation request duplicates an Order awaiting fulfilment;
- (e) the Access Seeker has not obtained the necessary related agreements from SDW;
- (f) there are reasonable ground to believe that the Access Seeker would fail to a material extent, to comply with the terms and conditions of the Access Agreement and such concern cannot be addressed to SDW's satisfaction, acting reasonably (eg. Through the application of a security requirement); or
- (g) there are reasonable ground to believe that the Access Seeker would fail, in connection with the supply of the Facilities and/or Services to protect the integrity of a Network, or the safety of individuals working on, or using services supplied by means of a Network or Equipment and such concern cannot be addressed to SDW's satisfaction.

2.15 **Notice of Rejection**

SDW's notice of rejection of an Order to Access Seeker will:

- (a) inform the Access Seeker of the grounds on which SDW rejects the Order at sufficient level of detail to enable the access Seeker to understand the basis of the rejection;
- (b) offer to meet if the offer is accepted by the Access Seeker, within five (5) Business Days of the notice rejection of the Order to discuss the reasons for rejection and alternative methods of compliance.

2.16 **Order in Excess of Forecast**

Notwithstanding clause 2.14(b), SDW will within its reasonable efforts provide sufficient capacity to enable it to accept and fulfil Orders from an Access Seeker for Facilities and/or Services, which are in excess of the relevant Forecast. SDW will do so if, after meeting the Forecast requirements of other Access Seekers and itself, there is available capacity, or SDW could readily upgrade existing capacity.

SDW shall provide the available capacity on a non-discriminatory basis to meet the over Forecast requirements of all Access Seekers and itself.

2.17 Required Extra Capacity

SDW may require an Access Seeker to procure additional capacity on the Access Seeker's side of the Network to the extent that SDW, in good faith and reasonably, estimates that the Operators may require additional capacity to meet demand and a failure by the Access Seeker to procure that additional capacity may cause an adverse impact on the operation of SDW's Network.

Where the Access Seeker fails to procure additional capacity and the demand exceeds the capacity on SDW's Network, SDW will notify the Access Seeker in writing, and the Access Seeker and SDW must meet within five (5) Business Days to attempt to identify alternative source of capacity.

If the matter cannot be resolved within ten (10) Business Days of the date of that meeting, SDW may bar or block traffic to the Access Seeker's Network to the extent necessary to minimise congestion within SDW's Network.

2.18 Other Uses

At an Access Seeker's request, SDW shall permit capacity installed in connection with the provision of a network services to be used, where technically feasible, in connection with another network service.

2.19 Delivery Dates

SDW shall deliver the Order for the Facilities and/or Services by the delivery date or activation date (as applicable) as specified in the Notice of Acceptance or the extended delivery date (if any) as determined in accordance with paragraph 2.21 below.

2.20 Early Delivery Dates

If SDW is able to deliver the Order for the Facilities and/or Services earlier than the delivery date, SDW will advise the Access Seeker.

2.21 Delayed Delivery Dates

Where there is a delay in the delivery of an Order, and:

- a) the delay is caused by SDW:
 - i SDW shall notify the Access Seeker of the delay to the delivery date, with the reasons for the delay, as soon as practicable after SDW becomes aware of the possible delay;
 - ii SDW shall permit the Access Seeker to cancel the Order without penalty if the delay is longer than the equivalent time period for the delivery of the Facility and/or Service;
 - iii The delivery date shall be extended to a date that is within:
 - (a) 8 months of the Order being confirmed – for Orders involving the provision of new facilities and infrastructure to fulfil the Order; or
 - (b) 60 days of the Order being confirmed – for Orders involving augmentation of capacity on existing facilities and infrastructure to fulfil the Order.
- b) Where the delay is caused by the Access Seeker:
 - i SDW shall notify the Access Seeker of the delay to the delivery date soon as practicable after SDW becomes aware of the possible delay;
 - ii SDW and the Access Seeker are to work together to minimise the delay; and

- iii the delivery date shall be extended for a further period as reasonably necessary, and SDW shall notify the Access Seeker of the revised delivery date.

2.22 Cancellation and Variation of Orders

If an Order is cancelled or varied by Access Seeker, SDW may ask the Access Seeker to pay any costs reasonably incurred by Access Provider in respect of the Order at any time subject to paragraph 2.23 of Schedule A.

2.23 Cancellation or Variation Penalty

Except where it is provided that cancellation of an Order is to be at no penalty;

- (a) SDW may impose a charge for the cancellation or variation of the Order; and
- (b) the charge which the Access Seeker is required to pay shall not exceed the less of the following amounts:
 - i the sum of costs necessarily incurred by SDW which is directly attributable to the cancellation or variation; or
 - ii an amount equal to the sum of charges that would have been payable by the Access Seeker in the six (6) months immediately following the cancellation or variation had the Order not been cancelled or varied, and reduced to the extent that those costs have been mitigated, or would have been mitigated had SDW used its best endeavours to do so.

2.24 Testing and Commissioning

SDW shall:

- (a) co-operate with the Access Seeker in relation to the testing and provisioning of ordered Facilities or Services or both; and
- (b) treat an Access Seeker's testing and provisioning on an equivalent basis to that which SDW treats itself.

2.25 Resource Charge

- (a) SDW may charge the Access Seeker a one-off fee, to be determined by reference to the costs incurred by SDW for allocation of manpower and other resources to enable the Access Seeker to test and provide new Facilities and/or Services for purpose of interconnection.
- (b) SDW will specify the method and unit costs for calculating any fees under paragraph 2.25(a)

2.26 Queuing Policy

A queue for Orders shall be established by SDW whereby all Orders are handled on a first-come-first-served fashion.

SDW shall apply the queuing policy to all Orders from Access Seekers on a fair and non-discriminatory basis.

2.27 Acceptance on Queue

SDW shall notify an Access Seeker at the time of acknowledging receipt of the Order, the position in the queue that the Order has been placed in.

2.28 Constrained Capacity

If SDW reasonably believes that the capacity in any Facilities and/or Services required by:

- (a) the Access Seeker pursuant to the relevant Forecast and/or Order;
- (b) other Access Seekers, pursuant to their relevant Forecasts and/or Orders; and
- (c) SDW, for the purpose of its own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or otherwise,

would in aggregate, exceed the capacity which SDW will be in a position to be able to provide, SDW must:

- (d) notify all Access Seekers to whom relevant capacity is supplied; and
- (e) allocate the available capacity between itself, the Access Seeker and other Access Seeker in accordance with SDW's capacity allocation policy.

2.29 Capacity Allocation Policy

If SDW reasonably believes that the capacity in any Facilities and/or Services required to meet an Access Seeker's Forecasts or Orders is insufficient, SDW shall maintain a Capacity Allocation Policy which:

- (a) shall be disclosed, free of charge, to each Access Seeker upon entry into an Access Agreement, the Commission upon the Effective Date, to both Access Seekers with whom SDW has an Access Agreement and the Commission each time it is amended, and any other Operator on request;
- (b) shall set out the principles in accordance with which SDW shall determine how to allocate capacity between its own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest and any other Operator, in circumstances where the amount of capacity available is less than the aggregate of capacity required by SDW's own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or otherwise;
- (c) shall :
 - i be fair and reasonable;
 - ii be consistent, so far as practicable, with SDW's general duty of non-discrimination in accordance with subsection 149(2) of the Act;
 - iii treat the requirements of all Access Seekers on an equivalent basis to the requirements of SDW's own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or otherwise; and
 - iv allocate the available capacity in the relevant Facilities and/or Services in proportion to each Operator's Forecast and/or Order requirements; and
- (d) shall set out SDW's plans to expand its capacity over time (if any).

2.30 Late Delivery

Subject to subsection 2.30.1 below, if SDW fails to meet any timeframe in subsection 2.10.1 with respect to the delivery of access to Facilities or Services pursuant to an Order made in accordance with the Access Agreement except when such failure caused solely by the Access Seeker's delay SDW shall, without limitation to any other rights the Access Seeker may have in the Access Agreement or law, provide a rebate to the affected Access Seeker. The rebate shall be for an amount equivalent to the recurring rental charges payable for the Facilities or Services prorated daily for the number of days delayed subject to a maximum sum of 1 month's rental.

2.30.1 SDW shall not be liable for failures or delays in meeting the Agreed Ready For Service Date or any timeframe of delivery for Services due to any of the following reasons:

- (a) the Service being modified or altered in any way at Access Seeker's request;
- (b) an act of God, an act of any government, an act of any third party which is beyond the Access Provider's control or any other circumstance commonly known as "force majeure";
- (c) incomplete order information provided by the Access Seeker to Access Provider; or
- (d) any act or omission of Access Seeker which causes or contributes to the delay or failure to meeting the delivery date.

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SCHEDULE B

BILLING AND SETTLEMENT OBLIGATIONS

BILLING AND SETTLEMENT OBLIGATIONS

1. BILLING

1.1 General Principle

Unless otherwise agreed Access Provider will invoice Charges in advance based in each Billing Period. Each invoice will be issued 30 days before the commencement of each Billing Period. Rental charges shall commence to be payable from the date Facilities or Services are provided, which shall be the Agreed Ready For Service Date unless otherwise stated.

1.2 Billing Information

Each invoice will state the charges for the Billing Period and will be accompanied by information as may be reasonably necessary for the Access Seeker to verify rates and Charges contained in the bill.

1.3 Billing Error

If an operator discovers an error in an invoice, it must notify the other operator. The operator who made the error must make necessary adjustment to correct that error in the next invoice.

1.4 Back Billing

Any omitted or miscalculated Charges from an invoice within one (1) month after end of the billing cycle may be included in a later invoice, provided the Charges are substantiated and the inclusion or amendment shall be made within three (3) months from the issuing of the original invoice in which the omitted or miscalculated Charges should have been included or within thirteen (13) months from the month in which the Services were provided, whichever is later.

1.5 Provisional Billing

Where the Access Provider is unable to issue an Invoice, it may issue an Invoice to an Access Seeker for a provisional amount, based on the last Invoice (**provisional invoice**). In such circumstances, Access Provider may invoice an Access Seeker for a provisional amount for a period of not more than three successive Billing Periods, provided the amount of the provisional Invoice is no more than the average of the most recent three Invoices. Where there have not been three (3) past Invoices for access to the relevant Services or Facilities, Access Provider may issue a provisional Invoice up to the full value of the amount based on the most recent Invoice. The Access Seeker shall pay the Provisional Amount by the Due Date. The Provisional Amount will be adjusted in the next invoice or as soon as practicable but not later than sixty (60) days after the month in which the charges were incurred or such other time period as may be agreed in writing ("**Adjustment Period**"). If an adjustment is not made within the Adjustment Period, the Access Seeker shall treat the Provisional Amount as the actual invoice. If the actual amount for particular Billing Period is higher than the provisional amount, the Access Seeker will pay the difference (free of interest) within 1 month from actual invoice receipt.

1.6 Other Billing Information

The Access Seeker must provide SDW which it interconnects, with information within its possession that is reasonable necessary to allow SDW to provide accurate and timely billing services to itself, other Operators and Customers.

1.7 Summarised Invoice and Billing Information

SDW shall provide the Access Seeker, on written request, with an aggregated summary of billings for access to the Facilities and/or Services provided to the Access Seeker, in monthly tranches.

1.8 Currency

The Invoices shall state all Charges in Ringgit Malaysia and the Access Seeker shall make payment in Ringgit Malaysia unless otherwise agreed by the Parties.

1.9 Billing Cycle

SDW shall issue Invoices in accordance with the Billing Cycles specified in the Service Specific Obligations, except where a different Billing Cycle is agreed with the Access Seeker in an Access Agreement.

2. SETTLEMENT

2.1 Time for Payment

The Access Seeker shall make payment for the Charges within thirty (30) days from the date of the invoice without set-off counter claims or deduction.

2.2 Method of Payment

The Access Seeker must pay an invoice by bank cheque or electronic funds transfer directly to the bank account of Access Provider.

2.3 Billing Disputes

In the event the Access Seeker wishes to dispute an invoice, the Access Seeker shall notify Access Provider in writing within thirty (30) Business Days after the date of receipt of such invoice.

The dispute notification shall provide the following information: -

- (a) the reasons for which the Access Seeker disputes the Invoice;
- (b) the amount in dispute; and
- (c) details required to identify the relevant invoice and Charges in dispute including the account number, the invoice reference number, the invoice date, the invoice amount; and the billing verification information.

2.4 Withholding of Disputed Amounts

Subject to Section 2.3 Billing Disputes above, Access Provider will allow the Access Seeker to withhold payment of any amount disputed in good faith by the Access Seeker.

2.5 Billing Dispute Resolution

Where relevant the Parties must comply with the Dispute Resolution Procedures applicable to the billing disputes in Annexure A.

- (a) The Access Seeker notifies SDW within fifteen (15) Business Days from the date of receipt of the invoice of such dispute (unless otherwise agreed by the Access Provider and Access Seeker in the Access Agreement); and
- (b) The Access Seeker's notification specifies the information referred to in subsection 2.3 above.

2.6 Interest

Subject to withholding of amounts being disputed in good faith in accordance to section 2.4, Access Provider may charge interest in any amount outstanding from the Access Seeker from

time to time, in respect of that overdue sum at the rate of two percent (2%) per annum above Maybank Berhad's Base Lending Rate calculated daily from the due date until the date of actual payment. Payments which are overdue by more than sixty days will bear interest at the rate of three percent (3%) per annum above Maybank Berhad's Base Lending Rate calculated from the due date until the date of receipt of the full payment by Access Provider.

2.7 No set-off

Unless otherwise agreed by SDW and the Access Seeker in an Access Agreement, an Access Provider may not set-off Invoices except where the Access Seeker is in liquidation or at least three (3) invoices have been issued and such Invoices have not been paid (excluding disputed amounts).

2.8 Time for Payment

Subject to section 2.7 in **Schedule B**, SDW shall allow an Access Seeker no less than one (1) month from the date of receipt of an Invoice for the Access Seeker to make the payment. This subsection 2.8 should not be construed as preventing SDW from granting a discount to an Access Seeker as an incentive to make early payments.

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SCHEDULE C

TECHNICAL AND NETWORK OPERATIONAL OBLIGATIONS

TECHNICAL AND NETWORK OPERATIONAL

OBLIGATIONS OPERATIONAL NETWORK

1. NETWORK CONDITIONING OBLIGATIONS

1.1 Non-discrimination

Access Provider shall perform Network Conditioning on an equivalent basis to that which the Access Provider performs for itself for the same or similar Services. The costs for works on Network Conditioning pursuant to an Order shall be apportioned in an equitable manner between the Operators having regards to cost causation.

1.2 Commencement

1.2.1 Access Provider will commence Network Conditioning immediately following:

- (a) confirmation of an Order from the Access Seeker; and
- (b) agreement by the Access Provider and the Access Seeker on:
 - i. geographical coverage;
 - ii. number information (i.e. length and code allocation), if relevant;
 - iii. origins from or destinations to which access is require, if relevant;
 - iv. network routes (including which party is responsible for provisioning Interconnect Link); and
 - v. handover arrangements and relevant Points of Interface.

2. POINT OF INTERFACE PROCEDURES

2.1 Interconnection

2.1.1 Each party must interconnect its Network with the Network of the other party in accordance with the terms of the Access Agreement.

2.1.2 A Point of Interface may be a Point of Interconnection (“**POI**”) or a Point of Presence (“**POP**”). A POI may be implemented in any of the following three configuration options:

(a) In- Span Interconnection

The POI lies at some point along the physical cable linking the two Operators’ Networks. Each party is responsible for the transmission Equipment at its end of the cable, and the cable from its building to the POI. In the case of wireless “In-span Interconnection”, the POI lies somewhere between the terminal Equipment of the two Operators.

(b) Physical Co-Location

The POI lies between the Equipment of Access Provider and the Equipment of the Access Seeker. In this case, Access Provider may provide facilities access for Access Seeker to install its Equipment at the Access Provider’s Equipment Building. The

Interconnect Link from the Access Seeker's Equipment to its own premises are maintained by the Access Seeker.

- 2.1.3 Each party is responsible for provisioning and maintaining Network Facilities (including those Network Facilities which form part of the Interconnect Link and the transmission Equipment) on its side of the Point of Interface.
- 2.1.4 Locations available for POIs are as listed in Annexure III of this RAO.
- 2.1.5 The Access Seeker may request a Point of Interface at a location not specified by the Access Provider under sub clause 2.1.4. The Access Provider must consider the request in good faith and must, acting reasonably, accept or reject the request. If the request is rejected, the Access Provider must give reasons for the rejection.
- 2.1.6 When determining which locations are to be listed as a Point of Interface under sub clause 2.1.4. or when considering a request under sub-clause 2.1.5:
- (a) the Access Provider must offer Interconnection and Co-Location at any other technically feasible point;
 - (b) the Access Provider may offer more than one form of Interconnection configuration in relation to a particular location;
 - (c) the Access Provider must not reserve space other than for its own current needs, its future needs (calculated by use of a reasonably projected rate of growth over two (2) years) and the needs of other Operators who are currently occupying or have ordered additional space from the Access Provider; and
 - (d) the Access Provider must have regard to any possible rearrangement of its Equipment to eliminate space inefficiencies.
- 2.1.7 Access Provider must take reasonable steps to optimise its use of physical space (including by upgrading its facilities). If reasonable steps have been taken and no further physical space is available at a Point of Interface location, the Access Provider is not obliged to grant Physical Co-Location to the Access Seeker at that location.
- 2.1.8 The Access Seeker may share Physical Co-Location with another Operator subject to the terms and conditions to be agreed provided always:
- (a) the Access Seeker first notifies the Access Provider in writing of the other Operator's identity before sharing physical Co-Location with the other Operator; and
 - (b) Access Seeker warrants that the other Operator will comply with the Access Seeker's obligations in relation to the physical Co-Location.
- 2.1.9 Third Party Point of Interface
- SDW shall permit an Access Seeker to nominate a Point of Interface of a third party for the purpose of interconnection and access between SDW and the Access Seeker, provided that the Access Seeker remains responsible for the costs of such interconnection and access, and for the third party's act and omissions at the POI.

2.2 Point of Interface Factor

2.2.1 Provisioning of New POI

- (a) SDW shall offer (but not require) POI and co-location for every Closed Number Area throughout Malaysia in which SDW has network facilities;
- (b) SDW shall offer physical co-location in at least one POI location for every Closed Number Area throughout Malaysia in which SDW has network facilities, but may

additionally offer other forms of co-location in relation to a particular location (eg. virtual co-location);

(c) In-span Interconnection

For an In-span Interconnection, the connection will be provided by means of optic fibre cable circuits except where as agreed, due to location speed or other reasons, wireless connection may be used.

The provision via wireless connection may be used permanently, or as an interim measure and in such case planning and implementation of fibre optic shall be carried out. The following shall also be agreed for In-span Interconnection:

- i. the In-span fibre connection shall be a point mutually agreed;
- ii. the number of other nodes to be served by this POI capacity
- iii. Synchronous Digital Hierarchy (SDH) is the preferred technology and the type of equipment at both end must be from the same equipment vendor or compatible to Access Provider's equipment;
- iv. Subject to capacity requirement and Forecast, SDH technology shall also be considered.

2.2.2 Establishment for a New POI

(a) If the Access Seeker wishes to establish a new POI, the Access Seeker must notify the Access Provider in advance. The identification for POI shall be notified in advance in accordance with the MSA Determination. Before the acceptance of the establishment of a new POI, the following information has to be available and the arrangements to be finalised before the planning for a new POI Interconnect Link be done. They are:

- i. the ordering party shall submit its Five (5) year updated Forecast;
- ii. the number of routes and nodes that will be served by the Interconnect Link provided at the proposed POI shall be indicated;
- iii. leased circuits requirements (non POI if required);
- iv. method of provisioning whether in-span or Virtual Co-location.

(b) The five (5) year circuit Forecast for the Interconnect Link at the agreed new POI shall be agreed by both Parties.

(c) The Interconnect Link shall be dimensioned to provide for a minimum of three years provisioning period for the purpose of planning.

2.2.3 Provisioning of Additional Capacity at Existing POI.

(a) The following information must be available before the decision to provide additional interconnect capacity at the existing POI. They are:

- i. Existing Interconnect Transmission Facilities;
- ii. The utilization of each available Interconnect Transmission media;
- iii. The number of E1s leased by the Access Seeker, if applicable;
- iv. The ordering party shall submit its Order on a three (3) monthly basis.

(b) The provision of additional Interconnect Link at the POI shall be agreed once any of the following conditions are met:

- i. The circuit utilisation of the existing interconnect facilities is at 75%.
- ii. The demand of circuits exceeds the Forecasted circuits.

- (c) The Interconnect Link shall be dimensioned to provide for a three (3) years provisioning period.
- (d) The need for migrating from existing Virtual Co-location to the In-span Interconnected bearer shall be permitted once the In-span Interconnect bearer is established in accordance with the MSA Determination and the capacity of the new POI is sufficient to cater for migration.

2.2.4 POI Location Considerations

Technical consideration for POI shall be as follows:

- (a) Transmission facility has the capacity to interconnect with other networks.
- (b) Timely and efficient deployment of sufficient capacity of links to support the required grade of service to Customers.
- (c) Preservation of network security.

3 DECOMMISSIONING OBLIGATIONS

3.1 Decommissioning of POIs

- (a) Access Provider may request the decommissioning of POI;
- (b) If Access Provider makes such a request, the Parties will consult and negotiate a timetable for decommissioning;
- (c) The Access Provider must offer an alternative POI to the other Party to route interconnection traffic;
- (d) The Access Provider shall use its best endeavour to ensure no or least traffic interruption and the Access Seeker shall be responsible to reroute the existing traffic before the decommissioning of the POI;
- (e) Both Parties shall mutually agree decommissioning of any working circuit. For example, decommissioning may take place due to retirement of equipment or rearrangement of network configuration. The Party planning to decommission any link must give advance notice in writing in accordance to Clause 3.2 below and the Parties shall mutually agree upon a suitable and expected time frame for completing the decommissioning.

3.2 Decommissioning notice

Except where an Operator is required to vacate the site where a Point of Interface is located (as a result of a third Party landlord's notice under an arm's length tenancy agreement), Access Provider must provide no less than:

- (a) one (1) year's notice in writing to all relevant Access Seekers prior to the decommissioning of a Point of Interface; or
- (b) six (6) month's notice in writing prior to the decommissioning of any other Facilities or Services.

Where Access Provider is required to vacate the site where a Point of Interface is located as a result of a third Party landlord's notice (under an arm's length tenancy agreement), the Access Provider must provide all relevant Access Seekers with as much notice as possible in relation to the matters in paragraphs (a) and (b) above. The Operators must co-operate and negotiate on the timetable for decommissioning of the affected Facility or Service.

3.3 Co-operation

An Access Provider must co-operate and negotiate with all relevant Access Seekers in relation to the timetable for decommissioning to the relevant Point of Interface, Facilities and/or Services.

3.4 Alternate Arrangements

An Access Provider which notifies an Access Seeker of its intention:

- (a) to decommission a Point of Interface, shall provide the Access Seeker a functionally equivalent interconnection at another Point of Interface on terms and conditions and at a recurring charge which are not disadvantageous to the Access Seeker, relative to the terms and conditions and recurring charge applicable in respect of the Point of Interface that is proposed to be decommissioned, for a period that is not less than three (3) years from the date of decommissioning; or
- (b) to decommission any other Facilities and/or Services, shall provide to the Access Seeker access to alternative Facilities and/or Services on terms and conditions and at a recurring charge which are not disadvantageous to the Access Seeker, relative to the terms and conditions and recurring charge applicable in respect of the Facilities and/or Services that are proposed to be decommissioned, for a period that is not less than three (3) years from the date of decommissioning.

3.5 Decommissioned Point of Interface compensation

An Access Provider shall pay the Access Seeker reasonable costs, necessarily incurred in:

- (a) decommissioning any links to the Point of Interface that is proposed to be decommissioned, that are, or will be, rendered redundant by the proposed decommissioning.
- (b) installing or otherwise procuring links between the Point of Interface that is proposed to be decommissioned and the substitute Point of Interface to be provided pursuant to clause 3.1
- (c) The carriage of traffic between Point of Interface that is proposed to be decommissioned and the substitute Point of Interface to be provided pursuant to clause 3.1 for a period that is not less than three (3) years from the date of decommissioning.

3.6 Decommissioned Facilities and/or Services compensation

Except where decommissioning is caused by Force Majeure, an Access Provider shall pay the Access Seeker's reasonable costs, necessarily incurred in:

- (a) moving the Access Seeker's Equipment from the decommissioned Facilities to alternative Facilities offered in accordance with clause 3.1 or
- (b) re-arranging Equipment to connect to alternative Services offered in accordance with Clause 3.1.

4 NETWORK CHANGE OBLIGATION

4.1 Network Change

This Clause applies where a party proposes to implement a Network Change of a type referred to in Clause 4.2 which necessitates a change in the hardware or software (including interface software) of the other party's Network in order to ensure the continued proper operation and compatibility of the parties respective Networks, services and procedures.

4.2 Types of Changes

4.2.1 The following kinds of proposed Network Changes may be within the scope of Clause 4.1:

- (a) any change by the Operator proposing to make the change ("Notifying Operator") to any technical specification of the interconnection interface between their respective Networks ("Interface Change");
- (b) any change by the Notifying Operator to any technical specification or characteristic of the Services or Facilities to which the other Party ("Recipient Operator") has access which will or might affect:
 - i. the Recipient Operator's Network;
 - ii. the Recipient Operator's use of the Services or Facilities provided by the Notifying Operator ("Service Change");
- (c) any change by the Notifying Operator to any technical specification or characteristic of that Notifying Operator Network which will or might affect the Recipient Operator's Network ("Other Network Change");
- (d) any change by the Notifying Operator to and of the operational support systems ("OSS Change") used in intercarrier Party processes, including without limitation:
 - i. the billing system; or
 - ii. the ordering and provisioning systems.
- (e) any enhancement by the Notifying Operator of the features, functions or capabilities of the Services/Facilities to which the Recipient Operator has access, which enhancement the Notifying Operator proposes to make available either:
 - i. to itself or,
 - ii. to any other Operator ("functionality Change"), (collectively referred to as "Relevant Changes").

4.3 Notification of Change

4.3.1 If a Notifying Operator proposes to make Relevant Change to its Network, services or procedure, the Notifying Operator shall provide the Recipient Operator with notice in writing of:

- (a) the nature, effect, technical details and potential impact on the Recipient Operator's Network of the proposed Relevant Change, described at a sufficient level of detail to enable the other Operator to identify and begin planning such changes as may be necessary or desirable for the Recipient Operator to make to its Network, services or procedures in consequence of the Relevant Change; and
- (b) a date, which shall be no later than ten (10) Business Days from the date of the notice under this Clause, on which representatives of the Notifying Operator will be available to discuss with representatives of the Recipient Operator the proposed Relevant Change and the changes that may be necessary or desirable for the Recipient Operator to make to its Network, services or procedures in consequence of the Relevant change as soon as reasonably practicable and, in any event, with not less than the relevant notice period set out below:

Relevant Change:	Notice period:
Interface Change	3 months
Network Change	3 months
Service Change	3 months
Functionality Change	3 months

4.3.2 Post-notification Procedures: The Notifying Operator shall:

- (a) meet with the representatives of the Recipient Operator on the date set out in the Change Notice or as soon as practicable thereafter (but no later than the notice period set out in clause 4.3, for the purpose of discussing the Relevant Changes and any changes that may be necessary or desirable for the Recipient Operator to make to its Network, services or procedures in consequence of the Relevant Changes;
- (b) provide any additional information reasonably requested by the Recipient Operator no later than ten (10) Business Days after the Recipient Operator's request for such additional information; and
- (c) take reasonable account of concerns raised and proposals made by the Recipient Operator to minimise any adverse impact of the Relevant Changes on the Recipient Operator and revise the Change Notice accordingly.

4.4 **Testing**

4.4.1 A Notifying Operator shall, bearing its own costs in doing so:

- (a) co-operate with a Recipient Operator in relation to the development of procedures for testing the impact of Relevant Changes on the proper operation and compatibility of the parties' respective Networks;
- (b) jointly carry out testing with the Recipient Operator no less than twenty (20) Business Days before the Notifying Operator proposes to effect the Relevant Changes. The testing shall be conducted in accordance with the testing procedures developed under paragraph 4.4.1 (a).

4.4.2 Subject to the Recipient Operator having co-operated with the Notifying Operator in relation to the conduct of tests under subsection 4.4.1, if such tests:

- (a) are not accepted by ten (10) Business Days prior to the date when the Notifying Operator proposes to effect the Relevant Changes; or
- (b) do not provide reasonable assurance of the continued proper operation and compatibility of the Operator' respective Networks, services and procedures the Notifying Operator must postpone implementation of the Relevant Changes. The period of the postponement will be the period necessary to allow the Operators to repeat the steps in subsections 4.3.1 to 4.4.1 above.

4.5 **Testing failure:** Subject to the Recipient Operator having co-operated with the Notifying Operator in relation to the conduct of tests under clause 4.4, if such tests:

- (a) are not accepted by ten (10) Business Days prior to the date when the Notifying Operator proposes to effect the Relevant Changes; or
- (b) do not provide reasonable assurance of the continued proper operation and compatibility of the Operators' respective Networks, services and procedures, the Notifying Operator must postpone implementation of the Relevant Changes. The period of postponement will be the period necessary to allow the Operators to repeat the steps in clause 4.3 to clause 4.4 of this RAO.

5 OPERATIONS AND MAINTENANCE OBLIGATIONS

- 5.1 Each Operator shall be responsible for the operations and maintenance of its own facilities and services.
- 5.2 Each Operator shall establish and maintain a fault reporting service that allows Customers who are directly connected to the Network of that Operator and to whom that Operator supplies Facilities and/or Services (inter alia) to report faults relating to any Network, Facility and/or Service.
- 5.3 Each Operator will advise all of its directly connected Customers to report all faults to the fault reporting service described in clause 5.2.
- 5.4 **Non-discriminatory fault reporting and identification:** An Operator shall:
- i. perform fault reporting and identification on a non-discriminatory basis; and
 - ii. treat the faults reported by another Operator on an equivalent basis as it treats the faults reported by itself.
- 5.5 **Cross-referrals:** If a Customer reports a fault to an Operator:
- (a) when the Customer is directly connected to another Operator; or
 - (b) which clearly relates to a Network, Facility and/or Service of another Operator, the Operator which receives the report shall promptly inform the other Operator of the reported fault, or refer that Customer to the other Operator's fault reporting service.
- 5.6 The Operator in whose Network the fault occurs is responsible for rectifying it and restoring services including for the purpose of restoring the supply of Facilities and/or Services which are used in another Operator's Network.
- 5.7 **Major inter-working faults:** If a major fault occurs which affects communication that crosses or would cross both Operators' Networks, initial responsibility for identifying the fault rests with the Operator who first becomes aware of the fault.
- 5.8 **Faults affecting other Networks or Equipment:** If an Operator identifies a fault occurring in its Network or with its network facilities which may have an adverse effect on another Operator's Network, network facilities, network services or Equipment, the first-mentioned Operator must promptly inform the other Operator of:
- (a) the existence of the fault;
 - (b) the actions being taken by the first-mentioned Operator to rectify the identified faults and restore the service; and
 - (c) the outcome of those actions.
- 5.9 Each Operator is responsible for establishing and maintaining a fault reporting service at its own cost irrespective of the location of the fault.
- 5.10 Each Operator shall give priority to faults in the following order:
- (a) the highest service loss impact in terms of the number of Customers affected;
 - (b) those which have been reported on previous occasions and have re- occurred; and

(c) all other faults.

5.11 Each Operator shall rectify faults on a non-discriminatory basis.

5.12 **Target times:** Each Operator shall respond to and rectify faults within the lesser of:

- (a) timeframes set out in a relevant Service Specific Obligation or, if there is no such timeframe, the response timeframes, progress update frequencies and rectification timeframes set out in the table below;
- (b) timeframes which will result in compliance by all affected Operators with any applicable mandatory standards that apply to service availability and restoration; and
- (C) timeframes equivalent to that which the Access Provider provides to itself.

Priority Level	Fault types	Response Timeframe	Progress Update Frequency	Rectification time
Level 1	1. Major switch outage 2. Transmission bearer total outage 3. Route blocking > 30% 4. Major signalling problem 5. Major routing issues Fraudulent calls	Within one {1} hour	Every one (1) hour	Four (4) hours
Level 2	1. Minor switch outage 2. Minor routing issue 3. Minor signalling problems 4. Route blocking 10%-30% 5. Cross line and silent calls Mobile number portability issues	Within four {4} hours	Every four (4) hours	Twenty-four (24) hours
Level 3	1. Faults affecting single or small number of Customers 2. Route blocking <10%	Within twenty-four (24) hours	Every twenty-four (24) hours	Seventy-two (72) hours
Level 4	1. Remote congestion 2. External Technical Irregularities ("ETI") 3. Other performance related issues	Within forty-eight (48) hours	Every forty-eight (48) hours	Ten (10) Business Days

- 5.13 **Planned maintenance:** If an Operator intends to undertake planned maintenance ("**Maintenance Operator**") which may affect an Access Seeker's Network, Facilities and/or Services, the Maintenance Operator must:
- (a) provide at least the greater of the time which it notifies its own Customers and ten (10) Business Days' notice of the planned maintenance;
 - (b) use its reasonable endeavours to minimise any disruption to the carriage of communications that crosses or would cross both Operators' Networks, and which are caused by the maintenance or re-routing; and
 - (c) where the Operators agree that it is practicable, provide alternative routing or carriage at no additional cost to the Access Seeker.
- 5.14 **Planned maintenance windows:** A Maintenance Operator shall undertake planned maintenance within windows of time agreed with other Operators, and where the windows of time for such planned maintenance have the least effect on end users.
- 5.15 **Emergency maintenance:** If a Maintenance Operator needs to undertake emergency maintenance which may affect the other Operator's Network, the Maintenance Operator must, if it is able to:
- (a) provide at least twenty-four (24) hours' notice of the planned maintenance;
 - (b) use its reasonable endeavours to minimise any disruption to the carriage of communications that crosses or would cross both Operators' Networks, and which are caused by the maintenance or re-routing; and
 - (c) where the Operators agree that it is practicable, provide alternative routing or carriage at no additional cost to the other Operator.
- 5.16 An Access Provider shall maintain a twenty-four (24) hours a day, seven (7) days a week fault reporting and rectification service.
- 5.17 **Complaints handling:** The Operators must report all interconnection and access outages that relate to Networks, Services and/or Facilities to the Access Provider's relevant fault reporting and rectification service.
- 5.18 **Routine testing:** The Operators shall conduct interconnection service tests at agreed annual intervals to ensure the maintenance of interconnection services at agreed services levels in accordance with standards as agreed by both parties or such other standards as may be determined by the Commission.

6 NETWORK FACILITIES ACCESS AND CO-LOCATION

- 6.1 Unless otherwise agreed by the Operators, each POI will be physically installed and housed at the Access Provider's available POI locations as listed in Annexure III. All Operators shall mark or label their Equipment in such manner that they can be easily identified as the Equipment of the Operator.

- 6.2 The Operators will negotiate and agree on all applicable terms and conditions in respect of technicalities for the provision of Services, in addition to those provided for in Clause 6.1, as required.
- 6.3 The Operators may negotiate and agree on the location of the POI. For purpose of clarification, it is hereby agreed that in order to minimise the cost and to promote efficiency of Network deployment, the technical manner and the location of the POI must minimise the length of any link which either Operator will need to build and to this end the mode of provisioning Interconnect Link shall be full span Interconnection by way of fiber or wireless transmission or any other method of interconnection as agreed by the Operators.
- 6.4 The Operators will agree to all applicable terms and conditions in respect of access to the agreed POI locations as well as any other operations and implementation issues, in addition to those provided for in Clauses 6.3, as required.
- 6.5 The Operators acknowledge and agree that the Commission may issue a framework or guidelines pertaining to the establishment and maintenance of POIs and access to the Facilities of telecommunications network of the Operators. In the event that such framework or guidelines are issued by the Commission, the Operators agree to review, and where necessary, revise and/or modify the relevant provisions of this agreement to ensure consistency with the framework or guidelines.
- 6.6 An Operator shall permit, and do all things reasonably necessary to allow the Other Operator to maintain its Equipment at or in the Facilities to which access has been granted. This may include, for example, the provision of physical access. For the purposes of this subsection 6.6, an Operator shall be permitted to maintain its Equipment at or on the Facilities if the Other Operator allows external contractors or other third parties to maintain similar Equipment on the Facilities.
- 6.7 The utility cost in respect of the Facilities as contemplated in this section 6 shall be apportioned (in accordance with fair and equitable principles) against the utility and ancillary costs charged to other Access Seekers at the relevant location.
- 6.8 It is agreed that for the purposes of providing Interconnect Link to trunk Interconnect to and from POI's, equipment can be shared in Access Seekers' premises and Access Provider shall have the right to co- locate and to offer virtual co-location (either by fibre or wireless) to the other Operator with a Licence (other than the Operator hereto) in Access Seeker premises.

7. TECHNICAL OBLIGATIONS

- 7.1 **Compliance:** Operators shall adhere to the relevant guidelines issued by the Commission from time to time to the extent that they have not been expressly revoked and are not inconsistent with any technical obligations set out in this Standard.
- 7.2 **Prevention of technical harm :** An Operator must take reasonable measures to ensure that interconnection and access do not cause physical or technical harm to the other Operator's Network, which measures shall be no less robust than the measures which the Operator takes in respect of new facilities or Equipment incorporated into its own Network.
- 7.3 **Technical Standards:** An Operator must comply with any applicable technical Standard adopted by the Commission under Chapter 3 of Part VII of the Act.
- 7.4 **No Interference:** An Operator must not do anything, or knowingly permit any third person to do anything, in relation to Network, network facilities, network services or Equipment which:
- (a) causes interference; or

- (b) materially obstructs; interrupts or impedes the continuous use or operation of, the Network, network facilities, network services or Equipment of another Operator.

7.5 **Notice of interference and rectification:** If an Operator notices (“**Notifying Operator**”) another Operator that the other Operator’s Network, network facilities, network services or Equipment is causing interference to the Notifying Operator’s Network, network facilities, network services or Equipment:

- (a) the other Operator shall rectify the situation as soon as possible, and in any case, within twenty-four (24) hours of receiving notice from the Notifying Operator, so that no interference is caused; or
- (b) If the other Operator shall not able to locate the source of the interference within twenty-four (24) hours under paragraph 7.5(a) above, the other Operator shall promptly notify the Notifying Operator, and both Operators shall meet as soon as possible, and in any case, within twenty-four (24) hours of such notice and jointly examine each other’s Network, network facilities, network services or Equipment to locate the source of the interference.

8. TERM, SUSPENSION AND TERMINATION OBLIGATIONS

8.1 **Term:** An Operator shall, unless otherwise required by the Access Seeker, enter into Access Agreements with a term of no less than three (3) years from the date of execution of the Access Agreement.

8.2 **Term of Supply:** Unless otherwise agreed by the Access Provider and Sccess Seeker in an Access Agreement, and subject to the Access Provider not being able to provide access as a result of Force Majeure, the Access Provider shall only require the Access Seeker to acquire access to individual Facilities and/or Services under the Access Agreement for a minimum period as follows:

Facilities and/or Services	Minimum term
Access Services (e.g. originating and terminating access)	No minimum term
Access to Network Elements	Twelve (12) month
Transmission Services	Twelve (12) month
HSBB Network Service	Twelve (12) month
Network facilities access	Three (3) years

8.3 **Termination circumstances:** Subject to subsection 8.6, an Access Provider may only terminate an Access Agreement if any of the circumstances referred to in paragraphs 8.3(a), 8.3(b) or 8.3(c) apply, and the Access Provider has notified the Access Seeker that it will terminate where:

- (a) the Access Seeker has materially breached the Access Agreement, the Access Provider has notified the Access Seeker that it will terminate in no less than one (1) month if the Access Seeker has not remedied its breach by the end of that period and the Access Seeker has failed to remedy its breach in accordance with such a notification

- (b) the Access Seeker has become subject to a winding up order (whether compulsorily or voluntarily) or ceases to trade in the normal course of business or becomes insolvent or a receiving order is made against it or has entered into any agreement or composition with or assignment for the benefit of its creditors or the Access Seeker's assets are subject of any form of distress or execution or any analogous insolvency event related to the Access Seeker has occurred in any jurisdiction; or
- (c) a Force Majeure has continued for a period of more than three (3) months.

The Access Provider shall forward to the Commission a copy of the notice of termination at the same time as providing the notice of termination to the Access Seeker. For clarification, a notice to be given under this subsection 8.4 is in addition to the notice required under subsection 8.6.

8.4 Change in Law: Where continued operation of an Access Agreement or access to any Network, Facilities and/or Services provided under it is or will be unlawful (as a result of legislative change), the Access Seeker and the Access Provider must meet within five (5) Business Days of becoming aware of the relevant change in law to review whether access to the relevant Network, Facilities and/or Services may be provided by the Access Provider on different terms and conditions (which are acceptable to the Access Seeker). If the parties cannot agree to the provision of access on different terms and conditions, the Access Provider may terminate the provision of access to the relevant Network, Facilities and/or Services.

8.5 Suspension: Subject to subsection 8.6, an Access Provider may only suspend access to any Facilities and/or Services in the following circumstances:

- (a) the Access Seeker's facilities materially and adversely affect the normal operation of the Access Provider's Network, or are a material threat to any person's safety;
- (b) the Access Seeker's facilities or the supply of services pose an imminent threat to life or property of the Access Provider, its employees or contractors;
- (c) the Access Seeker's facilities cause material, physical or technical harm to any facilities of the Access Provider or any other person;
- (d) where the Access Seeker has failed to pay Invoices in accordance with Section 1 of Schedule B of this Standard (and subject to any right that the Access Seeker has under Section 1 of Schedule B of this Standard to dispute any amount in an Invoice);
- (e) where the Access Seeker has failed to provide the net security amount as required under Chapter 4.3, and subsections 9.7 and 9.8 of Schedule C
- (f) where Force Majeure applies, or
- (g) the Access Seeker breaches any laws, regulations, rules or standards which has a material and adverse effect on the Access Provider or the provision by the Access Provider of Facilities and/or Services under this Access Agreement.

For the purposes of the subsection 8.5, an Access Provider must provide the Access Seeker with the five (5) Business Days' notice, including reasons, prior to suspending access to any Facilities and/or Services. The Access Provider shall forward to the Commission a copy of the notice of suspension at the same time as providing the notice of suspension to the Access Seeker. For clarification, a notice to be given under this subsection 8.5 is addition to the notice required under subsection 8.6 below.

- 8.6 **Notice:** Prior to terminating, suspending, or seeking to materially vary an Access Agreement or access to any Facilities and/or Services provided under it, an Access Provider must notify the Commission in writing of the action the Access Provider proposes to take and the reasons why it considers such action is appropriate. The Commission may invite any affected Access Seeker to make submissions to the Commission regarding the proposed termination, suspension or material variance. The Access Provider:
- (a) shall only give effect to the proposed termination, suspension or material variation with the Commission's written consent and subject to any time delay or conditions which the Commission may specify (if any). The Commission will endeavour to respond to the Access Provider's notice within ten (10) Business Days or such other period that the Commission considers is reasonable;
 - (b) must not give effect to the proposed termination, suspension or material variation unless the Access Provider has received written consent from the Commission to such termination, suspension or material variation; and
 - (c) shall take all steps practicable to minimise disruptions and inconvenience to the Customers of the Access Seeker, including providing the Access Seeker with a reasonable period to make alternative arrangements prior to the suspension or termination of the Access Agreement, or access to Facilities and/or Services provided under it.
- 8.7 **Undertakings:** If the parties to an Access Agreement adopt the terms and conditions specified in an access undertaking that has been registered with the Commission in accordance with the Act, the parties must notify the Commission within five (5) Business Days of such adoption. In such circumstances, the terms and conditions of the Access Agreement will continue in force for the remainder of the term of the Access Agreement, even if the access undertaking is withdrawn or expires prior to the expiry of that term.
- 8.8 **Post-termination Fees:** An Access Provider shall not recover any additional charges, costs or expenses on termination or suspension of an Access Agreement or access to any Facilities and/or Services provided under it except:
- (a) charges invoiced in arrears and not yet paid; or
 - (b) charges arising during an applicable minimum contractual period (as described in subsection 8.2) provided that:
 - i such charges must be reduced to reflect any cost savings to the Access Provider from not having to supply the Facilities and/or Services to the extent that they have been terminated or suspended; and
 - ii the Access Provider must use reasonable endeavours to mitigate its costs of termination or suspension and maximise cost savings under paragraph 8.8(b)i above.
- 8.9 **Upfront Charges Refund:** On termination of an Access Agreement or access to any Facilities and/or Services provided under it, the Access Provider shall refund to the Access Seeker all amounts paid in advance to the extent that the amount (or part of the amount calculated on a pro-rata basis) relate to the period after the date of effect of such termination.

8.10 **Deposits and Guarantees:** Notwithstanding the obligation in subsection 8.9, the Access Provider shall:

- (a) within two(2) months of termination of the Access Agreement refund to the Access Seeker any deposit paid provided all other amounts payable by the Access Seeker to the Access Provider have been paid; and
- (b) immediately upon termination of the Access Agreement unconditionally waive any rights under any guarantees provided by the Access Seeker except in respect of amounts payable by the Access Seeker to the Access Provider as at the date of termination.

9. LEGAL BOILERPLATE OBLIGATIONS

9.1 **Obligation to Supply:** Each Operator shall have an absolute obligation to supply access to Facilities and/or Services in accordance with this Standard. Such obligation shall not be conditional upon the use of that Operator's reasonable or best endeavours. Each Operator shall ensure that shall not enter into any arrangement which will prevent, hinder or restrict the fulfilment of that Operator's obligation under this Standard.

9.2 **Mutual Compensation:** Each Operator must establish mutually acceptable compensation arrangements with each other Operator (including bill-and-keep agreements).

9.3 **Equal Representative:** Each Operator must appoint an equal number of representatives to an Interconnect Steering Group (and such other working groups as may be agreed upon) to manage the smooth and timely implementation of the terms and conditions of Access Agreements or Dispute Resolution Procedures, as applicable.

9.4 **Dispute Resolution:** Each Operator must comply with the Dispute Resolution Procedures.

9.5 **Complete Charges:** Each Operator shall specify all charges in an Access Agreement and shall not attempt to recover any other costs, expenses or charges which are not specified in the Access Agreement except where such work is to be done on a time and materials basis in which case the Access Provider shall do such work in accordance with a quotation agreed with the Access Seeker.

9.6 **Intellectual Property:** Each Operator shall license to the other Operator under an Access Agreement on a royalty-free basis, all intellectual Property rights necessary for the ongoing operation of the Access Agreement and the inter-operability of the Operators' Networks, subject to any relevant third party licences. The term of the license must be consistent with the term of the relevant Access Agreement.

9.7 **Security Review:** An Operator shall only vary the amount and type of any security requirement imposed on another Operator:

- (a) A maximum of once in any twelve (12) month period
- (b) If there is material increase in the credit risk to the Operator due to changes in either or both of the circumstances under **paragraphs 4.3.2(b) i and 4.3.2(b) ii** in Chapter 4; and

- (c) If the Operator determines, acting reasonably, that the variation will materially reduce or remove the increased credit risk.

If amounts contained in Invoices are disputed in good faith, this will not constitute a material increase in the credit risk to the Operator for the purposes of paragraph 9.7(b) above.

- 9.8 **Additional Security:** For the purposes of subsection 9.7 above, an Operator may only request additional or substitute security from another Operator, in a manner consistent with Clause 4.3, if the other Operator was making a new Access Request under Clause 4.3.
- 9.9 **Assignment:** An Operator's right to assign its rights under an Access Agreement prepared by it shall be reciprocal with the other Operator's rights of assignment.
- 9.10 **Review:** An Operator shall specify in an Access Agreement prepared by it that such Access Agreement shall be reviewed:
 - (a) If the Minister issues a direction or determination relating to its subject matter;
 - (b) If the Commission issues a direction or determination relating to its subject matter
 - (c) If the Act or this Standard is amended in relation to its subject matter;
 - (d) By agreement of each of the parties; or
 - (e) If a condition of the Operator's license is amended or deleted or a new condition is imposed in relation to its subject matter.
- 9.11 **Costs and Expenses** Each Operator shall bear its own costs and expenses in relation to the preparation, negotiation and execution of an Access Agreement to which they are parties.
- 9.12 **Applicable Laws:** An Operator shall include a provision in all Access Agreements prepared by it which provides that the Access Agreements will be governed by the laws of Malaysia and that Operators will comply with all applicable directions issued by the Malaysian regulatory authorities.
- 9.13 **Reciprocity:** An Access Provider must offer to acquire, access to Facilities and/or Services on the same terms that it provides access to those Facilities and/or Services, where the Facilities and/or Services are the same or similar in nature.
- 9.14 **Conditional Supply:** An Access Provider shall now require an Access Seeker to acquire:
 - (a) Other facilities and/or services from the Access Provider as a condition of providing access to Facilities and/or Services (eg. An Access Provider shall not make access to Facilities conditional on the acquisition of Services, such as Transmission Services, or other services such as maintenance services); and
 - (b) Any Facilities and/or Services in any minimum of maximum quantity.

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10 SERVICE SPECIFIC OBLIGATIONS

10.1 WHOLESALE LOCAL LEASED CIRCUIT SERVICE

10.1.1 Application: This subsection 10.1 applies where access to the Wholesale Local Leased Circuit Service has been requested or is to be provided.

10.1.2 Forecasts: For the purpose of subsection 1.1.6 of Schedule A, an Access Provider shall only request Forecasts where:

- (a) The maximum period of time covered by Forecasts regarding Wholesale Local Leased Circuit Service is three (3) months;
- (b) The minimum intervals or units of time to be used in Forecasts regarding Wholesale Local Leased Circuit Service is one (1) month; and
- (c) The maximum frequency to update or to make further Forecasts regarding Wholesale Local Leased Circuit Service is once a month.

10.1.3 Acknowledgment of Receipt: An Access Provider shall acknowledge receipt of each Order for a Wholesale Local Leased Circuit Service within three (3) Business Days.

10.1.4 Time for Acceptance or Rejection: Subject to any shorter timeframe required under subsection 2.9 of Schedule A, an Access Provider must notify and an Access Seeker that an Order for a Wholesale Local Leased Circuit Service is accepted or rejected within one (1) Business Day after:

- (a) issuing the Notice of Receipt in respect of the Order, where the Access Provider did not undertake any post-Order Service Qualification for that Order ; or
- (b) providing the Access Seeker with the result of post-Order Service Qualification, where the Access Provider has undertaken post-Order Service Qualification for that Order.

10.1.5 Indicative Delivery Timeframe: The indicative delivery timeframe for Wholesale Local Leased Circuit Service is five (5) Business Days. For clarification, the indicative delivery timeframe in this subsection 10.1.5 commences from the Notice of Acceptance or confirmation of Order (as applicable in accordance with subsection 2.10 of Schedule A.

10.1.6 Billing Cycle: For the purposes of subsection 1.9 of Schedule B, between the Operators, the Billing Cycle for Wholesale Local Leased Circuit Service will be monthly.

10.1.7 Sole Relationship with Customer: The Access Seeker has the sole relationship with the Customer when providing a service to the Customer which uses the Wholesale Local Leased Circuit Service as an input to that service provision.

10.1.8 **Prohibited use of Customer Information:** The Access Provider is prohibited from using any Access Seeker's Customer information to market or offer to supply its good or services to that or any other customer, except where:

- (a) information on the Customer is publicly available; or
- (b) Information on the Customer has been received or developed by the Access Provider from other sources other than the Access Seeker,

and, in either cases, the information has not been collected or generated with reference to, or combined with or compared to, information provided in connection with the Access Provider's supply of the Wholesale Local Leased Circuit Service. This includes any use or intended use by the Access Provider to dissuade that Customer from entering into a contractual relationship with the Access Seeker for rental services that use the Wholesale Local Leased Circuit Services as an input or more generally, or to persuade that Customer to enter into a contractual relationship with the Access Provider for the Access Provider's retail services.

10.2 NETWORK CO-LOCATION SERVICE

10.2.1 **Application:** This subsection 10.2 applies where access to the Network Co-Location Service has been requested or is to be provided.

10.2.2 **Forecasts:** For the purpose of subsection 1.1.6 of Schedule A, an Access Provider shall only request Forecasts where:

- (a) The maximum period of time covered by Forecasts regarding Network Co-Location Service is one (1) year;
- (b) The minimum intervals or units of time to be used in Forecasts regarding Network Co-Location Service is one (1) year; and
- (c) The maximum frequency to update or to make further Forecasts regarding Network Co-Location Service is once a year.

10.2.3 **Acknowledgment of Receipt:** An Access Provider shall acknowledge receipt of each Order for a Network Co-Location Service within three (3) Business Days.

10.2.4 **Time for Acceptance or Rejection:** Subject to any shorter timeframe required under subsection 2.9 of Schedule A, an Access Provider must notify and an Access Seeker that an Order for a Network Co-Location Service is accepted or rejected within ten (10) Business Days after:

- (a) issuing the Notice of Receipt in respect of the Order, where the Access Provider did not undertake any post-Order Service Qualification for that Order ; or
- (b) providing the Access Seeker with the result of post-Order Service Qualification, where the Access Provider has undertaken post-Order Service Qualification for that Order.

- 10.2.5 **Indicative Delivery Timeframe:** The indicative delivery timeframe for Network Co-Location Service is twenty (20) Business Days. For clarification, the indicative delivery timeframe in this subsection 10.2.5 commences from the Notice of Acceptance or confirmation of Order (as applicable in accordance with subsection 2.10 of Schedule A.
- 10.2.6 **Billing Cycle:** For the purposes of subsection 1.9 of Schedule B, between the Operators, the Billing Cycle for Network Co-Location Service will be one (1) year in advance for the first year, and quarterly in advance for subsequent years.
- 10.2.7 **Inspection:** An Access Provider shall allow nominated employees and/or contractors of a potential Access Seeker to physically inspect network facilities of the Access Provider during normal business hours provided that the Access Seeker has provided no less than five (5) Business Days' notice of its request to perform a physical inspection and details of its nominees.
- 10.2.8 **Physical Access:** Where required to fulfil an Order for a Network Co-Location Service or for the Access Seeker to perform operations or maintenance activities, an Access Provider shall allow an Access Seeker, its nominated employees and/or contractors to physically access the Access Provider's network facilities and the Access Seeker's Equipment, and to have physical control over the Access Seeker's Equipment located at such network facilities, at equivalent times and in accordance with equivalent processes and procedures as are applicable to itself. An Access Provider must not prevent or restrict access to any network facility or site for reasons concerning national or operational security reasons and may only apply reasonable security procedures and processes that comply with the obligations under paragraph 10.2.31(b).
- 10.2.9 **Nominated Personnel:** The employees and/or contractors nominated by the Access Seeker under subsections 10.2.7, 10.2.8, 10.2.10 and 10.2.11 will be reasonable, having regards to:
- (a) the position of each person and the number of person nominated; and
 - (b) the position of each of the Access Provider's own personnel and the number of aAccess Provider's personnel to which the Access Provider provides physical access to such network facilities.
- 10.2.10 **Escorts:** An Access Provider is only permitted to require an escort to be present when nominated employees and/or contractors of the Access Seeker wish to enter into the Access Provider's property if the Access Provider requires an escort for its own employees or contractors in the same circumstances. If an Access Provider determines that it is necessary to have an escort present when the nominated employees and/or contractors of the Access Seeker wish to enter into the Access Provider's property, the Access Provider shall:
- (a) bear the costs of such escort service;
 - (b) subject to paragraph 10.2.10(d), provide immediate physical access to the Access Seeker for emergency maintenance requests, twenty-four (23) hours a day, seven (7) days a week;
 - (c) subject to paragraph 10.2.10(d), provide physical access at the time requested by an Access Seeker for planned maintenance requests on the shorter of:

- i. two (2) Business Days' notice for manned sites and five (5) Business Days' notice for unmanned sites; and
 - ii. the period of notice it requires from itself when providing itself with physical access for planned maintenance;
- (d) for both planned and emergency maintenance requests at unmanned sites only, have its escort arrive within the shorter of:
 - i. thirty (30) minutes of time required by the Access Server pursuant to paragraph 10.2.10(b) or 10.2.10(c) plus a reasonable window to allow for travel time (which must be estimated in an operations and maintenance manual given to the Access Seeker, or estimated at the time of responding to the Access Seeker's physical access request); and
 - ii. the period of time it requires for its escorts to arrive for planned and emergency maintenance at unmanned sites.

10.2.11 Absence of Escort: For the purpose of subsection 10.2.10, if an escort does not arrive at the Access Provider's property within the timeframe specified in subsection 10.2.10, the Access Seeker's nominated employees and/or contractors may proceed to enter the Access Seeker's property without an escort.

10.2.12 Site Register: The Access Seeker must establish and maintain a register of all persons who visit the Access Provider's property on the Access Seeker's behalf, which must be made available for inspection by the Access Provider, upon request.

10.2.13 Publication of Co-location Locations and Provision of co-location:

- (a) Subject to subsection 10.2.31, each Access Provider shall publish on its publicly accessible website and keep updated a list of the general locations and technically feasible points at which physical co-location is available;
- (b) Subject to subsection 10.2.15, where required due to physical constraints, Access Providers should jointly agree with Access Seekers as to which Access Seekers should be given the right to physically co-locate at each POI and each network facility and such access shall be granted on a non-discriminatory basis and
- (c) Where physical co-location cannot be granted to an Access Seeker, the Access Seeker shall be granted either virtual co-location or in-span interconnection as requested by the Access Seeker.

10.2.14 Deemed Access Providers: If an Access Seeker (referred to in this subsection 10.2.14 as the "**Deemed Access Provider**") obtains physical co-location at a POI or network facility from an Access Provider (referred to in this subsection 10.2.14 as the "**Principal Access Provider**"), and the Principal Access Provider is unable to provide virtual co-location or in-span interconnection as required under paragraph 10.2.13(c), it shall be deemed to be an Access Provider for the purpose of this subsection 10.2. The Deemed Access Provider shall be required to permit access to the Access Seekers following the same procedures for permitting access as those required to be followed by the Principal Access Provider. Within two (2)

Business Days of receiving a co-location agreement with an Access Seeker, the Deemed Access Provider must notify the Principal Access Provider of the existence of the agreement and the identity of the Access Seeker, and must ensure that the Access Seeker complies with the relevant co-location obligations contained in subsection 10.2. The Deemed Access Provider shall be responsible to the Principal Access Provider for all acts and omissions of any Access Seekers in connection with providing access to Facilities and/or Services under its co-location agreement.

10.2.15 Lack of Space: Subject to subsection 10.2.16 below, if there are space constraints at a particular location, the Access Provider shall take reasonable steps to optimise its usage of the space, including through the upgrading of facilities and transferring Equipment to an alternative location. If the Access Provider has used its best efforts to accommodate all Access Seekers, and it is not physically possible for any further Access Seekers to be accommodated, the Access Provider shall:

- (a) Notify the Commission of the lack of space at the location;
- (b) Provide any supplementary information which may be requested by the Commission (which may include physical inspections by the Commission); and
- (c) Be excused from providing physical co-location at that location unless and until the Commission notifies the Access Provider that the Commission considers that physical co-location can and must be provided, in which case the Access Provider shall provide physical co-location as directed by the Commission.

10.2.16 Reservation of Space: An Access Provider shall not reserve space other than for its own current needs, its future needs, [calculated by use of a reasonably projected rate of growth over two (2) years] and the needs of other Access Seekers who are currently occupying or have ordered space from that Access Provider.

10.2.17 Allocation of Space: An Access Provider shall allocate space at each location where physical co-location is to be permitted in a non-discriminatory way and will treat other Access Seekers as it treats itself.

10.2.18 No Minimum Space Requirements: An Access Provider shall not impose minimum space requirements on an Access Seeker.

10.2.19 Notice of Refusal: If an Access Provider refuses, a request for physical co-location from an Access Seeker on the basis of current or future needs of the Access Provider and/or the needs of other Access Seekers who are currently occupying or have ordered additional space from the Access Provider, it must also notify the Access seeker and the Commission of:

- (a) The space currently used by the Access Provider;
- (b) The amount of space reserved for the Access Provider's future needs;
- (c) The space currently occupied by other Access Seekers;
- (d) The space ordered by other Access Seekers; and

- (e) The total amount of space potentially available for the uses set out above.

10.2.20 Reporting: As required by the Commission, an Access Provider shall notify the Commission in writing of:

- (a) The space requirements over the three (3) year period from the date of such notification, together with a reconciliation of its reservation over the previous twelve (12) months with its actual space needs; and
- (b) In respect of its POIs and other Facilities, including the locations which are the subject of subsection 10.2.31, to provide:
 - i. details of the locations at which the Network Co-Location Service is provided to another Operator; and
 - ii. details of locations in respect of which any request for Network Co-Location Service was refused, together with the reasons for the refusal.

10.2.21 Preparatory Work by the Access Seeker: If preparatory work is necessary for the purpose of allowing the Access Seeker to obtain access to or co-locate at or on an Access Provider's network facilities, such Access Provider shall permit the Access Seeker's employees and/or contractors to perform such preparatory work if the Access Seeker satisfies the Access Provider that such employees and/or contractors have the necessary qualifications. Each Access Provider shall publish and make available a policy about the necessary qualifications applicable to employees and/or contractors who will be permitted to perform preparatory work under this subsection 10.2.21, and such policy to be non-discriminatory in its application to the Access Provider's personnel and the Access Seeker's employees and/or contractors who perform similar functions.

10.2.22 Preparatory Work by the Access Provider: If the Access Provider agrees to perform preparatory work and does so on the basis of an estimated charge (e.g. based on a time and material basis):

- (a) the Access Provider shall not exceed the estimate without providing the Access Seeker with prior written notice that:
 - i. the estimate will likely be exceeded; and
 - ii. a further estimate of the charges for the work necessary to complete the preparatory work; and
- (b) the Access Provider shall permit the Access Seeker to withdraw the request for preparatory work without penalty if the revised estimate exceeds the original estimate by more than ten percent (10%) of the original estimate.

10.2.23 Delays: If the Access Provider agrees to perform preparatory work and the Access Provider is or is likely to be unable to perform such work within the agreed timeframe, the Access Provider shall:

- (a) notify the relevant Access Seeker of the delay to a delivery date, together with the reasons for the delay, as soon as practicable after the Access Provider becomes aware of the possible delay;
- (b) permit the Access Seeker notified under paragraph 10.2.23(a) above to cancel the preparatory work without penalty if the delay is longer than ten (1) Business Days; and
- (c) compensate the Access Seeker for the costs it has incurred as a result of delay, subject to the Access Seeker using reasonable endeavours to mitigate those costs.

10.2.24 Utilities and Ancillary Services: If the Access Provider has permitted access or physical co-location at a particular location or network facilities, that Access Provider must, where the relevant utilities and ancillary services are within the Access Provider's control, ensure that all necessary utilities and ancillary services are provided to enable the Access Seeker to benefit from such access or co-location to the same extent that the Access Provider provides to itself, including but not limited to:

- (a) access to roads;
- (b) access to land;
- (c) power, including the provision of back-up power;
- (d) environmental services (including but not limited to heat, light, ventilation and air-conditioning, fire protection);
- (e) security, taking care to ensure that its agents, representatives or sub-contractors do not damage any Equipment, and keeping the location secure and protected from vandalism or theft; and
- (f) site maintenance.

10.2.25 Cost: The utility and ancillary costs in respect to the network facilities as contemplated in subsection 10.2.24 above shall be apportioned (in accordance with fair and equitable principles) between the Access Provider and all Access Seekers at the relevant location.

10.2.26 Security Caging: An Access Provider shall not require the use of cages or similar structures to physically segregate co-location Equipment, or Equipment located at or on network facilities of the Access Provider.

10.2.27 Equipment Allowance: An Access Provider shall permit an Access Seeker to locate Equipment on or at the Access Provider's network facilities which is necessary for the purposes of obtaining the benefit of access to the network services and network facilities provided in accordance with this agreement, including but not limited to multi-functional Equipment which may also be used for purposes other than those specified in this subsection 10.2.27

10.2.28 Marking: All Operators shall mark or label their Equipment in such a manner that they can be easily identified as the Equipment of the Operator.

10.2.29 **Maintenance:** An Access Provider shall permit, and do all things reasonably necessary to allow, an Access Seeker to maintain its Equipment at or on the network facilities to which access has been granted under subsection 10.2.8.

10.2.30 **Extensions:** The Access Provider shall reasonably permit the Access Seeker, at the Access Seeker's cost, to extend network facilities of the Access Provider as may be required to meet the Access Seeker's requirements in the circumstance and to the extent technically feasible.

10.2.31 **Security and Critical National Information Infrastructure:**

- (a) An Access Provider may decline to publish information in connection with particular Point of Interface and other locations where Facilities are located, for national or operational security reasons, but in such circumstances, an Access Provider must:
 - i. Promptly provide such information to other Operators on request, subject only to the Operators entering into a confidentiality agreement in;
 - ii. Offer to provide, and if the offer is accepted, provide, updated location details to such Operators as Point of Interface and Facilities are withdrawn, introduced and changed, and
 - iii. Provide all such information to the Commission and, on a 6-month basis, the locations at which the Access Provider is offering to supply Network Co-Location Service, the locations at which Access Seekers have requested Network Co-Location Service at which the Access Provider is actively supplying the service.
- (b) An Access Provider may establish reasonable security procedures and processes (such as identity checks) to apply to personnel of Access Seekers who will physically access Points of Interface or other locations where Facilities are located. However, such procedures and processes shall:
 - i. Not completely or substantially prohibit an Access Seeker from physically accessing a Point of Interface or other relevant location unless the Access Provider has been directed in writing to do so by the Government (in which case, the Access Provider shall notify the Commission); and
 - ii. Be no more restrictive or onerous than the procedures and processes that the Access Provider imposes on its own personnel who physically access the same Points of Interface and locations.

ANNEXURE I

LIST AND DESCRIPTION OF FACILITIES AND SERVICES

A. LIST OF FACILITIES AND SERVICES

1. General

1.1 Section A of Annexure I sets out the list of Facilities and Services which may be provided by SDW to the Access Seeker.

1.2 The following table tabulates the Facilities and Services provided by SDW.

Item	Facilities / Services	Capacities/Size
1	Wholesale Local Leased Circuit Service	
	Bandwidth Services:- (a) Dark Fibre Services (b) Metro-E Services (Layer 2)	1 pair fibre 10 Mbps – 1000 Mbps 1GE, 10GE
2	Network Co-Location Service	Rack Space

1.3 SDW reserves the right to amend the Facilities/Services listed herein by adding, removing or altering the Facilities/Service.

B. SERVICE DESCRIPTION

B.1 WHOLESALE LOCAL LEASED CIRCUIT SERVICE

1. General

1.1 Section B.1 of Annexure I set out the terms and conditions which are applicable to Wholesale Local Leased Circuit Service.

1.2 Wholesale Local Leased Circuit Service is a Facility and Service by Bandwidth Services connection for the carriage of communications between transmission points of the Access Provider via network interfaces at such agreed transmission rate between Access Provider and Access Seeker.

2. Provision of Wholesale Local Leased Circuit Service

- 2.1 Subject to the Access Seeker complying with the Ordering And Provisioning Obligations in **Schedule A**, SDW will provide in accordance with the terms and conditions of this Access Agreement and the applicable Schedules and Annexure herein, Wholesale Local Leased Circuit Service requested by the Access Seeker.
- 2.2 Where the Access Seeker leases Wholesale Local Leased Circuit Service from SDW, SDW's Equipment can be shared in the Access Seeker's premises in accordance with Section 5.13 of the MSA Determination and **Schedule C**.
- 2.3 The Access Seeker shall provide SDW reasonable access to its premises when SDW reasonably requires it for the purpose of installing, maintaining, modifying or removing Equipment related to the provision of Wholesale Local Leased Circuit Services by SDW.
- 2.4 SDW shall ensure that Wholesale Local Leased Circuit Service conforms to the QOS Standards and Technical Specifications, subject to the Access Seeker's use of those Transmission Capacity Services in accordance with the Technical Specifications and other agreed requirements.
- 2.5 The minimum period in which the Access Seeker may lease Wholesale Local Leased Circuit Service is one (1) year.
- 2.6 The Access Seeker will pay to SDW for Wholesale Local Leased Circuit Service stated in **Section B.1 of Annexure I** provided by SDW, Charges in accordance with the applicable provisions set out in **Annexure II**.

B.2 NETWORK CO-LOCATION SERVICE

1. General

- 1.1 Section B.2 of Annexure 1 sets out the terms and conditions which are applicable to Network Co-Location Service.

2. Provision of Network Co-Location Service

- 2.1 The Network Co-Location Service provided by SDW refers to the provision of rack space at specified network facilities to enable the Access Seeker to install and maintain its own equipment necessary for the provision of the Access Seeker's services through the Facilities and/or Services of SDW. The specified network facilities are physical space in the form of rack space and may include, wherever relevant, power, environmental services (such as heat, light, ventilation and air-conditioning), site maintenance and access for the personnel of the Access Seeker.

3. Pre-requisites to Apply for Network Co-Location Service

- 3.1 SDW shall not be obliged to provide to the Access Seeker the Network Co-Location Service for the specified network facilities unless:
 - (a) SDW is the legal owner of the specified network facility;
 - (b) the Access Seeker has the appropriate license from the relevant authorities to operate the service for the purpose for which the equipment is to be installed; and
 - (c) there is no space constraint.

4. General Terms and Conditions on Network Co-Location Service

4.1 Duration

Network Co-Location Service at a specified network facility, agreed between the Operators, shall be for a fix period of one (1) year and may be further renewed subject to the mutual agreement of the Operators.

5. Specific Terms and Conditions for Network Co-Location Service

5.1 Use of Shared Space

The Access Seeker shall only use the Shared Space for the sole purpose of providing communication services and shall not do or permit to be done any act or thing which is illegal or may become a nuisance or give reasonable cause for complaint by the owner or any of the other access seekers in SDW's Shared Space or any other buildings adjoining the Shared Space.

5.2 Storage

The Access Seeker shall not permit to be kept on the Shared Space or any Section thereof:

- (a) any materials the storage of which may contravene any ordinance, statute, regulation or bye-law;
- (b) any materials the storage of which an increased rate of insurance is usually required; or
- (c) any explosive, combustible or radioactive substances.

5.3 Consents, Licences and Approvals

The Access Seeker shall be fully responsible to obtain all necessary consents, permits, approvals and licenses from third parties and governmental authorities or agencies to carry out/provide its communications services at the Shared Space including operating and using all equipments, systems, cables, links and devices.

The Access Seeker shall further observe and comply with all laws, bye-laws, rules and regulations affecting the Access Seeker which are now in force or which may hereafter be enacted.

The Access Seeker shall further observe and perform and cause all its employees, independent contractors, agents or invitees to observe and perform all rules and regulations made by SDW from time to time and notified to the Access Seeker in writing Provided Always that SDW shall not be liable to the Access Seeker in any way for violation of the rules and regulations by any person including the Access Seeker or its employees, independent contractors, agents or invitees.

5.4 Sub-letting and Assignment

The Access Seeker shall not sub-let, assign or part with the possession of the Shared Space without the prior written approval of SDW. Where SDW allows the Access Seeker to sub-let the Shared Space, the Access Seeker shall be fully responsible for the acts and omission of its sub-lessee and shall ensure that its sub-lessee complies with all the Access Provider's obligations with respect to the Shared Space under this Agreement

5.5 Payment of Quit Rents, Rates and Taxes

SDW will pay all quit rents, rates (save for utilities), taxes, assessments which are or may hereafter be charged upon the Shared Space. Any increase in quit rent, assessment, taxes or rates on the Shared Space from the Commencement Date of the Infrastructure Sharing shall be borne equally between the Operators.

5.6 Utilities

The Access Seeker shall be responsible to apply for its own individual meter and power supply to the Shared Space and shall be further responsible for and bear the cost of all electricity utilised by the Access Seeker at the Shared Space

In the event that the Access Seeker's application to the relevant authority for an individual meter is not successful, the Access Seeker may, subject to SDW's prior written approval, utilise the electricity supplied to SDW at that premises provided that:

- (a) SDW is of the opinion that the electricity power load is sufficient to be shared with the Access Seeker and other access seekers within its Shared Space; and
- (b) the Access Seeker reimburse SDW for all electricity charges utilised by the Access Seeker at the Shared Space, the charges of which shall be determined by SDW.

5.7 To Permit SDW to Enter and View Condition

The Access Seeker shall permit SDW and his agents, servants and contractors, to enter the Shared Space at all reasonable times and upon reasonable notice for the purpose of viewing the state and condition thereof or for any other reasonable purpose.

5.8 Installation of Equipment

5.8.1 The Access Seeker shall ensure that all equipment, system or devices on the Shared Space shall:

- (a) be type-approved and comply with all relevant laws and regulations;
- (b) not cause any frequency interference to SDW's and/or any of the other access seekers' equipment or services provided in or around the Shared Space. Where the Access Seeker's equipment causes frequency interference to SDW's and/or other access seekers' equipment or services provided in or around the Shared Space, the Access Seeker shall immediately (and in any event no longer than 24 hours) take all such necessary steps to stop any such interference; and/or
- (c) be electromagnetically compatible [in accordance with the prescribed standards] and shall not cause electromagnetic interference to the SDW's and/or any of the other access seekers' equipment or services provided in or around the Shared Space. Where the Access Seeker's equipment causes electromagnetic interference to SDW and/or other access seekers' equipment or services provided in or around the Shared Space, the Access Seeker shall immediately (and in any event no longer than 24 hours) take all such necessary steps to stop any such interference.

5.8.2 The Access Seeker shall only be permitted to install its Equipment on the Shared Space and shall not be permitted to install any other party's equipment, system and/or devices on the Shared Space without the prior written approval of SDW.

5.8.3 The Access Seeker shall not damage, tamper, modify, alter or handle any equipment, system or devices belonging to SDW or any other access seeker in the Shared Space and/or the Shared Space without the prior written approval of SDW and/or the other access seeker.

5.9 Installation of Electrical Points and Plumbing Connection

The Access Seeker shall not install any electrical sockets, plugs or electrical power points or electrical motor or engine or appliances or make any additional plumbing connections on or to the Shared Space without the prior written consent of SDW.

5.10 Safety and Health and Security Procedures

5.10.1 The Access Seeker shall comply with the provisions and requirements of the Occupational Safety and Health Act 1994 (**OSHA 1994**) and Factories and Machinery Act 1967 (**FMA 1967**). These provisions include safety plan (JSA/HIRARC, safety procedures, safety work instruction,

supervision, etc) and the usage of personal protective equipment such as safety helmet, safety boots, safety goggles and other safety gadgets as prescribed by OSHA 1994 and FMA 1967.

5.10.2 The Access Seeker shall exercise due care in the execution of their work so as to prevent accidents and are required to report any incidents including but not limited to accidents as a result of their works to SDW within twenty four (24) hours from the time of the occurrence.

5.10.3 The Access Seeker shall comply and cause its employees, agents and contractors to comply with all guidelines, rules and regulations issued by SDW from time to time on site access and security procedures with respect to access to and use of the Shared Space. Further, the Access Seeker shall ensure the security of its Shared Space is such that no unauthorised person shall enter the Shared Space.

5.11 Vacating the Shared Space

5.11.1 The Access Seeker shall on the expiration or termination of the Infrastructure Sharing at each Shared Space, at its own cost and expense, remove all its equipment, system and devices which may have been installed by the Access Seeker and to peaceably and quietly yield up the Shared Space to SDW with all SDW's fixtures and additions thereto in good and tenantable repair and condition in accordance with the covenants herein contained.

5.11.2 The Access Seeker shall be given a grace period of five (5) Business Days to vacate the Shared Space effective from the expiry or termination of the Infrastructure Sharing during which no monthly rental will be charged by SDW. Should the equipment, system or devices not be removed within the grace period, SDW shall have the right to:

- (a) charge for the use of the Shared Space at the rate of two (2) times the current rental or the cost of reinstatement as debt due and payable; and
- (b) without any liability to the Access Seeker, dispose of the equipment, system or devices in such manner as SDW deems fit with a one (1) month's written notice. If the Access Seeker fails to settle any debt due, SDW shall have a lien on the equipment, system or devices and is entitled to retain such equipment, system or devices or to sell the equipment, system or devices at any price in such manner as it deems fit for payment of any such debt and the cost of sale shall be borne by the Access Seeker. SDW shall be entitled to set off the proceeds from the sale of the equipment, system or devices against any and all debts due by the Access Seeker to SDW.

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ANNEXURE II

CHARGES AND CHARGING PRINCIPLES

CHARGES AND CHARGING PRINCIPLES FOR NETWORK FACILITIES AND NETWORK SERVICES

1. General

- 1.1 These Sections in Annexure II sets out the type of Charges and charging principles for the Facilities and Services provided by SDW to the Access Seeker.

2. Type Of Charges

- 2.1 In consideration of the Access Provider's obligations in the provision of the Facilities and Services in the Access Agreement Access Seeker shall pay to Access Provider the following Charges:

Type of Services	Type of Charges	Details	Billing Period/
Wholesale Local Leased Circuit Service	Recurring Charges	1. Rental	Monthly/Quarterly/ Half Yearly
	One – Time Charges	1. Installation Charges 2. Interconnection Charges	Before Ready For Service Date
Network Co-Location Service	Recurring Charges	1. Rental	Monthly/Quarterly
	One – Time Charges	1. Supervision Charges (These are Charges for supervision of works to be conducted by Access Seeker at the site of the specified network facility)	Before Handover Date and/or before Access Seeker commence work at site

- 2.1 The recurring Charges including rental Charges shall commence to be payable from the date Service is provided, and shall be paid according to the Billing Period elected by the Access Seeker in the Service Order Form and payments shall be made in advance on or before the payment periods.
- 2.2 In relation to rental Charges, Access Seeker shall also be liable to pay any government taxes (including sales tax) relevant to the Service provided it is legally required to be paid by the Access Seeker and utility charges imposed on utilization of the Infrastructure Sharing. Where applicable such taxes shall be added to the invoice and shall be paid to SDW at the same time as the relevant invoice is settled in accordance with Section 2.1 above.
- 2.3 In relation to the One –Time Charges for each Service, Access Seeker shall pay the Charges no later than the Ready For service Date or Handover Date, whichever is relevant.
- 2.3 All amounts payable by Access Seeker pursuant hereto shall be paid in full free and clear of all bank or transfer charges imposed by the Access Seeker bank(s) to such account(s) as SDW may by notice to Access Seeker designate without reduction for any deduction or withholding for or on account of any tax, duty or other charge of whatever nature imposed by any taxing authority. If Access Seeker is required by law to make any deduction or withholding from any payment hereunder, Access Seeker shall pay such additional amount to SDW so that after such deduction or withholding the net amount received by SDW will be not less than the

amount SDW would have received had such deduction or withholding not been required. Access Seeker shall make the required deduction or withholding, shall pay the amount so deducted or withheld to the relevant governmental authority and shall promptly provide SDW with evidence of such payment.

- 2.5 Any type of Charges chargeable to the Access Seeker shall be determined and made known to the Access Seeker before the commencement of the Service and shall not be changed for the duration of the Service period unless mutually agreed between the Operators or unless provided otherwise in the Access Agreement.

3. Charging Principle on Wholesale Local Leased Circuit Service

- 3.1.1 The rental Charges for Wholesale Local Leased Circuit Service are charged according to the link from end-to-end of the Facilities or Services.
- 3.1.2 In relation to Wholesale Local Leased Circuit Service the rate of charge for rental are based on the following factors:
- (a) Number of pairs of fibers or the bandwidth required;
 - (b) Straight line distance of the link in the Service;
 - (c) Geographical location of the link in the Service; and
 - (d) Required Service Availability for the link in the Service
- 3.2 The rental Charges for Network Co-Location Service are charged according to the space provided to Access seeker. The rental rate shall be based on the following factors:
- (a) Size of the Shared Space;
 - (b) Geographical location the Shared Space; and
 - (c) Type of utilities requirement at the Shared Space

4. Charging Principle on One-Time Charges

One-Time charges are installation charges, interconnect charges and supervision charges which may be charged to the Access Seeker in relation to the Service provided to the Access Seeker and such charges may vary from case to case depending on the extend and complexity of the work involved for the installation, interconnection or supervision work related thereto. Supervision charges are charged according to the number of times that supervision work is required of SDW or its contractor or agent on the works to be conducted by the Access Seeker at the site of the Shared Space.

5. Charging Principle For Service Outside SDW's Existing Network Topology

Any request for Service located outside of SDW's existing Network Topology and subsequently provided to the Access Seeker shall be subject to other charges including third party charges, if any.

6. Cancellation Charges

If Access Seeker cancels a confirmed order for a Service, Access Seeker shall be liable to pay SDW cancellation charges.

SDW'S CHARGES FOR WHOLESALE LOCAL LEASED CIRCUIT SERVICE

1. Charges and Charging Principles

- 1.1 Wholesale Local Leased Circuit Service supplied by SDW shall, only to the extent necessary, be subject to the Charges listed in herein below which shall be subjected to to the Commission Determination on the Mandatory Standard on Access Pricing duly declared by the Commission.
- 1.2 The Access Seeker will not be entitled to terminate any of the lease agreements in respect of any Wholesale Local Leased Circuit Service in the first year. If the Access Seeker terminates The Access Seeker shall pay the applicable charges for the minimum period of one (1) year irrespective of use. After the first year, the Access Seeker may terminate the lease agreement by providing SDW six (6) months prior written notice. Any advance payment for the utilised portion of the lease agreement will be refunded on a pro-rated basis. Upon expiry, the lease agreement will be automatically renewed for the same duration unless either Operator gives a written notice to the other Operator, three (3) months prior to the expiry of the agreement, stating its intention not to renew the agreement.

2. SDW's Payment Terms

- 2.1 The payment terms for Wholesale Local Leased Circuit Service is as follows:
 - (a) for the first year, one (1) year in advance; and
 - (b) for subsequent years, quarterly in advance.
- 2.2 The contract period for the lease agreement shall commence from the date of commissioning of the respective Wholesale Local Leased Circuit Service.

-End of Page-

Table A: Wholesale Local Leased Circuit

	Ringgit Malaysia
Dark Fibre	
Installation (one time)	2,000.00
Tail segment per pair (per km, per year)	372.00
Local Leased Circuit (Layer 2)	
10Mbps – 100Mbps (per MB per month)	8.50 per Mb
>100Mbps – 500Mbps (per MB per month)	8.60 per Mb
1Gbps – 10Gbps (per GB per month)	8,800 per Gbps

Table B: Network Co-Location Service

The rental Charges for Network Co-Location Service are charged according to the price below:

	Ringgit Malaysia
Physical Co-location	
Rack space (per month)	2,500.00

The rental Charges for physical co-location space is inclusive of space, environmental services (light, ventilation and air-conditioning), security, site maintenance and access for the personnel of the Access Seeker.

ANNEXURE III
EXISTING POIs/POPS LIST
LIST OF EXISTING NODES ALONG SDW'S NETWORK FOR WHOLESALE LOCAL LEASED CIRCUIT SERVICES

A. List of Existing Nodes and Add Drops along SDW's for Wholesale Local Leased Circuit Services

- | | |
|----|----------------------------------|
| 1. | Bandar Sunway, Selangor |
| 2. | Sunway Wellesley, Bukit Mertajam |

Note:

- Access Seeker may add drop at any of SDW Nodes above provided there is an available Add Drop MUX and may be subject to any cost payable by the Access Seeker.
- Any interconnectivity arrangements outside the parameter of SDW's network shall be considered as additional customized network connectivity solution and shall be subject to additional costs payable by Access Seeker.

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ANNEXURE IV SERVICE ORDER FORM TEMPLATE

Ver 2.0



WHOLESALE LEASED LINE ACCESS SERVICE ORDER FORM

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS AS PRINTED IN THE MASTER SERVICE AGREEMENT (MSA) AND THE SPECIFIC TERMS AND CONDITIONS APPLICABLE TO THE SERVICE THAT YOU REQUIRE AS ATTACHED BEFORE COMPLETING THIS SERVICE ORDER FORM.
REGISTRATION BY COMPANY MUST BE MADE BY AUTHORIZED PERSONNEL OF THE COMPANY.

- INSTRUCTIONS:**
1. Please double click the shaded fields to fill out, delete or amend details.
 2. Please fill out ALL shaded fields Part A, B, C, D, E and F only.
 3. Please send this application to TM Sales

Customer
Reference No:

☐ New Request ☐ Relocation ☒ Upgrade ☐ Downgrade ☐ Termination

A - CUSTOMER INFORMATION

Date: Business Registration Number:
 Company Name: Account Number: (existing customer)
 Correspondence Address:
 Postal Code: City/State:
 Contact Person Details:
 Title: ☐ Mr. ☐ Mrs. ☐ Miss Name: Designation:
 Telephone Number: Mobile Number: Fax Number:
 E-mail:

B - SERVICE REQUIREMENT

Please list out following details on TM Wholesale Internet Access services that your organization would require

Access	Routing Protocol (pls select either)	Route (pls choose which one(s) is applicable)
<input type="checkbox"/> Metro Ethernet	<input type="checkbox"/> (a) Static Route or	BGP
	<input type="checkbox"/> (b) BGP	<input type="checkbox"/> Full route
	(a) Static Route	<input type="checkbox"/> Default route
<input type="checkbox"/> Dark Fiber	(b) BGP	Note: pre-selection route type for static route configuration is default route.
	AS Number: <input type="text"/>	
	IP Address Prefix: <input type="text"/>	

No	Customer Installation Address	Service Details		Price (RM)		Contact Person
1	Site Address	Bandwidth	Port Interface	Installation (One Time Charge)	Recurring Charge	Name:
						Phone:
		SLA	Router Type			Fax:
						Email:

C - SERVICE DESCRIPTION

Attached Documents
☐ Brief Write-up / Proposal ☐ Network Diagram ☐ Customer IP Prefix
☐ Import/Export Policy ☐ BGP Password (Optional) ☐ Encapsulation ☐ Others
 * Minimum bandwidth 100 Mbps
 Contracting period: Total required bandwidth:

- 1/2 -

**WHOLESALE LEASED LINE ACCESS SERVICE
ORDER FORM**

D – TERMINATION * Applicable for termination request only	
Service Number :	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
RFS Date :	<input type="text"/>
E - BILLING INFORMATION	
Billing Frequency:	<input type="text"/>
Billing Address:	<input type="checkbox"/> Same as above <input type="checkbox"/> Others (Please specify below)
Address:	<input type="text"/>
Postcode:	<input type="text"/>
F – DECLARATION OF APPLICATION	
We hereby agree to be bound by the terms and conditions stated in the Master Service Agreement and the Specific Terms and Conditions as attached, for the provision of the telecommunication service requested by us and provided by you. We further confirm that the information given on this form is true and correct.	
Signature :	<input type="text"/>
Name :	<input type="text"/>
Designation :	<input type="text"/>
Witness by :	<input type="text"/>
Name:	<input type="text"/>
Designation :	<input type="text"/>
Date:	<input type="text"/>
Business Stamp:	<input type="text"/>
G – FOR TM OFFICE USE ONLY	
1. Date of Service Order Form Received : 2. Mutually Agreed RFS Date : 3. Remarks :	
Signature :	<input type="text"/>
Name :	<input type="text"/>
Designation :	<input type="text"/>
Staff Number :	<input type="text"/>
Customer Wholesale ID :	<input type="text"/>
Date :	<input type="text"/>
Telephone Number :	<input type="text"/>
Mobile Number :	<input type="text"/>
Fax Number :	<input type="text"/>
Email :	<input type="text"/>
Attached Documents: <input type="checkbox"/> Brief/Write-up/ Proposal <input type="checkbox"/> Network Diagram <input type="checkbox"/> Customer IP Prefix: <input type="checkbox"/> Others:	