

**REFERENCE ACCESS OFFER
IN RESPECT OF
LAYER 2 HIGH SPEED BROADBAND NETWORK SERVICE
WITH QUALITY OF SERVICE
MADE BY
TT DOTCOM SDN. BHD.**

time™

Effective Date: 15 May 2023

TABLE OF CONTENTS

Introduction.....	1
Section A: Scope and Application.....	2
A.1 Eligible Access Seeker.....	2
A.2 Applicable Facilities/Services.....	2
A.3 RAO Effective Date.....	2
A.4 Right to Amend RAO.....	2
A.5 Notification to MCMC.....	3
A.6 Amended RAO coming into effect.....	3
Section B: Access Request Procedure.....	4
B.1 Access Request.....	4
B.2 Access Request Information Package.....	4
B.3 Creditworthiness Information.....	4
B.4 Executing Confidentiality Agreement.....	5
B.5 TTdC may request additional information.....	5
B.6 Access Seeker may request for additional information.....	5
B.7 Method of submitting Access Request form.....	6
B.8 Prioritisation of Access Requests.....	7
B.9 Incomplete Access Request.....	7
Section C: Access Negotiation Requested.....	8
C.1 Access Negotiation Request.....	8
C.2 Negotiation Process.....	8
2.1 Joint Notification Requirement.....	8
2.2 TTdC's Response.....	8
2.3 Negotiation Duration.....	9
2.4 Initial Meeting.....	9
2.5 Subsequent meetings.....	9
C.3 Negotiations to be done in good faith.....	9
C.4 Extension of Time.....	10
4.1 Request.....	10
4.2 Extension of Time must be granted by the Commission.....	10
4.3 Pending grant of extension of time by the Commission.....	10
4.4 Refusal to grant extension is a dispute.....	10
C.5 Dispute Resolution.....	10
C.6 Cost of negotiations.....	11
C.7 Unreasonableness.....	11
Section D: Access Request Accepted/Rejected.....	12

D.1	Access Seeker accepts RAO	12
D.2	Additional Information Required	12
D.3	Rejection of an Access Request	12
3.1	Right of rejection	12
3.2	Rejection Grounds	13
3.6	Dispute resolution	14
D.4	Reporting to MCMC the Refusals	15
D.5	Desk/Field Studies	15
Section E: Form of Access Agreement		16
E.1	Form of Access Agreement	16
E.2	Definitions	16
E.3	Rules of Interpretation	20
Section F: Terms of Access Agreement		22
F.1	Interpretations & Construction	22
F.2	Service Description	22
F.3	Conditions Precedent	22
F.4	Security requirements	23
F.5	Insurance requirements	23
F.6	Access Services Forecast	24
6.1	Initial Forecast	24
6.2	Forecast Request	24
6.3	Acceptance/Rejection of Forecast	25
6.4	Reconsideration	25
6.5	Meeting / Confirmation of Forecast	26
6.6	Use & Distribution of Forecast Information:	26
6.7	Recovery for over-forecasting	26
F.7	Access Services Ordering and Provisioning	27
7.1	Access Services Ordering Process	27
7.2	First & Subsequent Access Services Orders	27
7.3	Use of Access Services Order Information	27
7.4	Acknowledging Receipt of Access Services Orders	28
7.5	Acceptance or Rejection of an Access Services Order	28
7.6	Access Seeker's Confirmation	29
7.7	Estimated Charges	29
F.8	Provisioning of Access Services Orders	30
8.1	Commencement of delivery timeframes:	30
8.2	Delivery dates	30
8.3	Completion of Delivery of Access Services	31

8.4	Third Party Involvement Causing or Contributing To Non-Compliance.....	32
F.9	Forecast & Orders for BTU devices	32
9.1	BTU Devices Forecast	32
9.2	BTU Device Orders	33
9.3	Charging the BTU Port MRC	33
F.10	Cancellation & Variation of Orders.....	33
10.1	Cancellation and variation of ASOs	33
10.2	ASO Cancellation Penalty.....	33
10.3	BTU Device Order Cancellation/Variation Penalty	34
F.11	BTU Installation	34
F.12	Capacity Constraints & Limitation of Use.....	35
12.1	Access Services Order in excess of Forecast	35
12.2	Required extra capacity	35
12.3	Constrained capacity.....	36
12.4	Capacity Allocation Policy	36
12.5	Policies affecting Access Services.....	37
12.6	BTU Device Allocation Policy.....	37
F.13	Proof-of-Concept.....	37
F.14	Right to Enter Buildings.....	38
F.15	Technical Obligations.....	38
F.16	[This clause is intentionally omitted]	39
F.17	Operations and Maintenance Obligations.....	39
17.1	O&M Responsibilities	39
17.2	Fault Reporting & Rectification	39
17.3	Customer Notification.....	40
17.4	Network Fault Rectification	40
17.5	Routine Testing.....	41
17.6	Reports to Access Seeker	41
F.18	Charges & Billing.....	41
18.1	Charges.....	41
18.2	Billing & Billing Cycle.....	41
18.3	Billing Information.....	42
18.4	Billing Errors.....	42
18.5	Billing Disputes.....	42
F.19	Payment Terms.....	43
F.20	Customer Principles	43
F.21	Term of Agreement	43
F.22	Service Periods	44

22.1	Initial Access Service Period.....	44
22.2	Renewals of Access Service Periods	44
22.3	Time to place last Access Service Orders	44
22.4	Survival of Access Service Orders.....	44
22.5	Initial BTU Service Period	44
22.6	Renewal of BTU Service Period	44
22.7	Time of last BTU Installation	45
22.8	Survival of BTU Service Periods.....	45
F.23	Suspension of Access Services Orders.....	45
F.24	Deactivation of BTU Service Period.....	46
F.25	Termination of Agreement.....	46
25.1	Grounds for Termination	46
25.2	Change in law	47
25.3	Special Notification to Commission.....	47
F.26	Termination of Access Service Order	48
F.27	Consequences of Termination	48
F.28	Dispute Resolution	49
F.30	Equivalence of Input.....	49
F.31	Miscellaneous	49
31.1	Compliance with laws.....	49
31.2	Good Faith and Exclusivity	50
31.3	Partial Invalidity	50
31.4	Assignment	50
31.5	Agreement to be reviewed	50
31.6	Intellectual Property Rights	51
	Schedule 1 - Service Descriptions	52
A.	Introduction	52
B.	Access Services.....	52
B.1	HSBB L2 QOS Service	52
B.2	Transmission Service.....	53
C	BTU.....	55
C.1	BTU Installation service	55
C.2	BTU Service	55
	Schedule 2 – Charges and Charging Principles	56
	Part 1 – Charges for HSBB L2 QOS.....	56
	Part 2 – Charges for Value-Added-Services.....	57
	Part 3 – Transmission Service Charges	58
	Part 4 – Charges applicable to BTUs.....	60

Part 5 – Additional Charges	60
Part 6 – Resource Unit Charge.....	62
Part 7 – Desk/Field Study Charges.....	62
Part 8 – Portal VPN License Fees	62
Part 9 – Other Charges	63
Part 10 – Billing Cycle	63
Schedule 3 – Mandated Timelines.....	64
3.1 Service fulfilment timeline	64
3.2 Service Assurance timeline.....	65
3.3 Fault Rectification Timelines	66
Schedule 4 – Applicable Forms Referred in Section F	68
Form 4.1 Access Services Order Form	69
Form 4.2 BTU Device Order form	74
Form 4.3 Notice of Appointment for BTU Installation	76
Form 4.4 BTU Device Acknowledgment form	78
Form 4.5 BTU Device Forecast form.....	79
Form 4.6 Access Services Forecast form	80
Schedule 5 – TTdC’s Applicable Policies	81
Part 1 Capacity Allocation Policy.....	81
Part 2 Queuing Policy	82
Exhibit B.1.2 – Access Request Form	83
Exhibit F.28 – Dispute Resolution Procedure	86
Exhibit E – Access Agreement.....	92
Exhibit F – Confidentiality Agreement.....	96

INTRODUCTION

1. This Reference Access Offer (“**RAO**”) is issued by TT dotCom Sdn. Bhd. (Company No. 52371-A) (“**TTdC**” or “**Access Provider**”) as the access provider, for the provision of the Layer 2 HSBB Network Service with Quality of Service (“**HSBB L2 QoS**”) as defined in the Access List, with transmission service (as stated in the clarification issued by the Malaysian Communications and Multimedia Commission on 13 March 2019 (collectively referred to as “**Access Services**”), pursuant to and in accordance with the following regulatory instruments, issued by the Malaysian Communications and Multimedia Commission in accordance with sections 55 and 104(2) of the Communications and Multimedia Act 1998 (Act 588):
 - (a) Commission Determination on the Mandatory Standard on Access List (Determination No. 6 of 2021) (“**Access List**”),
 - (b) Commission Determination on Mandatory Standard on Access (Determination No.1 of 2022) (“**MSA**”), AND
 - (c) Commission Determination on the Mandatory Standard on Access Pricing (Determination No.1 of 2023) (“**MSAP**”).
2. TTdC is a licensed network facilities, network service and applications service provider under the Communications and Multimedia Act 1998 (“CMA”). TTdC operates its own network in Malaysia.
3. This RAO is a standing offer by Access Provider which sets out the full terms and conditions for a prospective access seeker intending to obtain this Access Services only from the Access Provider.
4. The effective date of this RAO is 15 May 2023.
5. This RAO is structured as follows:
 - (a) Section A – Scope & Application;
 - (b) Section B – Access Request Procedure;
 - (c) Section C – Access Negotiation Requested;
 - (d) Section D – Access Request Accepted/Rejected;
 - (e) Section E – Form of Access Agreement; and
 - (f) Section F – Terms of Access Agreement.

SECTION A: SCOPE AND APPLICATION

This Section specified the scope of the RAO, its application to the specified Access Services only and the eligible access seekers, including matters connected therewith.

A.1 Eligible Access Seeker

- 1.1 Only eligible access seekers may submit an Access Request and/or enter into an Access Agreement with TTdC.
- 1.2 An access seeker is an eligible access seeker if:
 - (a) it is a company incorporated under the laws of Malaysia;
 - (b) it holds licenses issued under the CMA and for any issue relating to licenses, parties are to consult the Commission clarification in writing;
 - (c) such licenses are still valid and subsisting; and
 - (d) no proceedings or actions are in place to suspend, revoke or cancel the licences.

A.2 Applicable Facilities/Services

- 2.1 This RAO is limited only to the provision of HSBB L2 QOS Service and the relevant Transmission Service (collectively referred to as “**Access Services**”) more particularly described in Schedule 1 (Service Description) of this RAO with BTU port service (“**BTU Service**”) to eligible access seekers only by TTdC (as Access Provider).
- 2.2 This RAO does not apply to any other facility or service other than as provided for in Clause 2.1 of Section A.2 above.
- 2.3 The service description of the Access Services is set out in Schedule 1 (Service Descriptions). Any service not in Schedule 1 (Service Description) is not subject to this RAO.

A.3 RAO Effective Date

- 3.1 All RAO will contain a version number and an effective date.
- 3.2 The RAO will be effective upon the date specified herein.
- 3.3 Previous versions of the RAO will not be applicable in respect of any Access Agreement signed between the Access Provider and Access Seeker after the date of the then current RAO.

A.4 Right to Amend RAO

- 4.1 TTdC may amend this RAO and shall, provide a copy of the amended RAO showing the amendments to the existing RAO to:
 - (a) all Access Seekers who are being provided with access to the Access Services under the prior RAO and who have entered into an Access Agreement but such Access Agreement is pending registration by the Commission; and
 - (b) all Access Seekers (other than any such access seekers who have since indicated that it does not wish to proceed with its Access Request) who have, within three (3) months prior to the making of such amendments, requested access to the Access Services under the prior RAO.

SECTION A – SCOPE & APPLICATION

4.2 Such copy of the amended RAO is to be provided to the entitled Access Seekers as specified in Clause 4.1 of Section A, within thirty (30) Business Days before the date the changes to the RAO will become effective.

4.3 **Where Access Agreement exist**

4.3.1 Where there is an executed and enforceable Access Agreement between TTdC and an Access Seeker, the terms and conditions of such Access Agreement will prevail over the terms in the amended RAO. Save for that no amendments made to the RAO will vary, modify or change the terms of an executed and enforceable Access Agreement unless agreed in writing by TTdC and Access Seeker.

4.3.2 Nothing herein obligates or is to be construed as obligating either Access Seeker or TTdC to agree to any amendment to an executed and enforceable Access Agreement when amendments are made to the RAO.

4.4 For the avoidance of doubt nothing in this RAO shall be construed as preventing an Access Seeker from initiating a bona fide dispute (pursuant to Exhibit F.28 of this RAO) in relation to an amendment to the RAO made by TTdC under this Section A.4 except if the amendments to the RAO does not apply to the Access Seeker.

A.5 Notification to MCMC

5.1 Within ten (10) Business Days after the amended RAO is published, TTdC will forward a copy thereof to the Commission.

A.6 Amended RAO coming into effect

6.1 If after the expiry of the thirty (30) Business Days referred to in clause 4.2 of Section A.4 above, no disagreement is received by TTdC from the Access Seeker, the Access Seeker will be deemed to have agreed to the amendments and the amended RAO shall come into force and effect on the day following the expiry date.

SECTION B: ACCESS REQUEST PROCEDURE

The following Section B provides for the procedures for making an access request, requesting for additional information and matters connected therewith.

B.1 Access Request

- 1.1 If an Access Seeker requires access to be provided by TTdC in respect of the Access Services, the Access Seeker shall complete and submit the Access Request Form to TTdC as specified in this RAO.
- 1.2 Access Seeker shall complete the Access Request Form, as set out in Exhibit B.1.2 and provide the necessary information and/or documents as specified therein.
- 1.3 The submission of an Access Request Form is required by the Access Seeker when:
 - (a) there is no Access Agreement in force between TTdC and the Access Seeker governing access to the Access Services specified in this RAO to which the Access Seeker seeks access; or
 - (b) there is such an Access Agreement, but either the current term of that Access Agreement will expire within the next six (6) months; or the requested Access Services are outside the scope of any other access agreement between the Parties.

B.2 Access Request Information Package

- 2.1 The Access Seeker shall provide the following documents as part of the Access Request Information Package:
 - (a) Access Seeker's Licences
 - (b) Creditworthiness Information (as specified in Section B.3 below)
 - (c) Company forms showing its incorporation, shareholder and directors (e.g. Form 44 and 49)
 - (d) Insurances Policies
- 2.2 The documents provided as part of the Access Request Information Package must be certified.
- 2.3 If there are any commercially sensitive information, the Access Seeker may redact the same and provide the redacted version as part of the Access Request Information Package.

B.3 Creditworthiness Information

- 3.1 The Access Seeker is to provide the basic creditworthiness information to TTdC as part of the Access Request Information Package:
 - (a) A solvency statement issued pursuant to section 113 Companies Act 2016 which is not issued more than four (4) weeks prior to the date of Access Request Form, and which meets the solvency test in section 112 Companies Act 2016;
 - (b) A statement signed by the either two (2) executive directors or one executive director and the company secretary of the Access Seeker stating that the Access Seeker is not subject to any winding up petition, receivership or administration (judicial management or otherwise) under any laws applicable to it in any jurisdiction and that it is a going concern;
 - (c) A certified true copy of the Access Seeker's most recently published Audited Financial Report (which must not be more than 12 months old); and
 - (d) A certificate issued by the Access Seeker's financial officer providing its currently known Quick Ratio.

- 3.2 If in TTdC's reasonable opinion based on the information provided by the Access Seeker above, that the Access Seeker should provide a security deposit, the provisions in Clause 4.3 of Section F.4 of this RAO shall apply *mutatis mutandis*.

B.4 Executing Confidentiality Agreement

- 4.1 The Access Seeker shall execute the Confidentiality Agreement prescribed in Exhibit F of this RAO.
- 4.2 The executed Confidentiality Agreement by the Access Seeker must be included in the Access Request Form.
- 4.3 No changes requested to the Confidentiality Agreement will be accepted by TTdC.

B.5 TTdC may request additional information

- 5.1 TTdC may request the Access Seeker to provide additional information as may reasonably require for the sole purpose of providing access to the Access Services, additional creditworthiness information from the Access Seeker, and other information as set out in Section D.2 of this RAO.
- 5.2 The Access Seeker shall provide the additional information requested within ten (10) Business Days to TTdC.
- 5.3 If more time is required to provide the additional information requested, the Access Seeker shall apply from TTdC for an extension of time by specifying the grounds for such requirement. If TTdC finds the grounds reasonable, Access Seeker will be granted an extension of time of ten (10) Business Days ("First Extension"). Thereafter, should the Access Seeker require further time to complete the information gathering exercise, the Access Seeker may request from TTdC further time ("Second Extension") to do so and if TTdC agrees, TTdC will grant the Second Extension which shall not be more than ten (10) Business Days. For clarity, all communications made under this sub clause shall be in writing.

If TTdC refuses to grant the Second Extension, TTdC shall notify the Access Seeker of its decision and/or grounds for such refusal. Should the Access Seeker disagree with the given grounds, the Access Seeker may dispute such refusal and refer the same to the Dispute Resolution Procedure as set out in Exhibit F.28 this RAO.

- 5.4 Should the Access Seeker fail, refuse or neglect to do so, the Access Seeker is deemed to have withdrawn its Access Request.
- 5.5 Notwithstanding Clause 5.3 above, a deemed withdrawal does not prevent or prejudice the Access Seeker from submitting a fresh Access Request to TTdC provided that such fresh Access Request is submitted after the expiry of a one (1) month grace period.

B.6 Access Seeker may request for additional information

- 6.1 If an Access Seeker has submitted an Access Request and has executed the prescribed Confidentiality Agreement, then the Access Seeker may request for additional information as specified in Clause 6.2 of Section B.6 below, from TTdC.
- 6.2 The Access Seeker's written request must be sufficiently detailed in order for TTdC to be able to furnish the information within the specified time period, including a summary of the Access Seeker's reasons for seeking such information.
- 6.3 If TTdC is of the reasonable opinion that the Access Seeker is undertaking a fishing expedition, TTdC will notify the Access Seeker of the same and treat the request for information as a dispute and refer such dispute to the Dispute Resolution Procedure set out in Exhibit F.28 of this RAO.
- 6.4 Pending the resolution of the dispute:

SECTION B – ACCESS REQUEST PROCEDURE

- (a) TTdC will not provide any information to the Access Seeker,
 - (b) the Access Seeker cannot withdraw its request for information pending resolution;
 - (c) all time periods to conclude the Access Agreement are suspended pending resolution of the dispute.
- 6.5 Within ten (10) Business Days of receipt of a valid and proper written request issued under this Clause 6.2 above, TTdC will commence the information gathering exercise to meet the request.
- 6.6 On or before the expiry of the ten (10) Business Days referred to in Clause 6.5 above, TTdC will provide to the Access Seeker the following:
- (a) any supplementary details of any other Facility and/or Service offered by TTdC not included in this RAO (other than other Facility and/or Service provided in TTdC's other referenced access offers), 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 (where relevant);
 - (b) any supplementary access charges for access to Facilities and/or Services not included in the RAO, if applicable;
 - (c) all supplementary technical information relating to the Access Services which may be the subject of 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, TTdC's Network if relevant;
 - (d) supplementary details of TTdC'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);
 - (e) any security requirements, insurance requirements and creditworthiness information (including a credit assessment form, if available) required by TTdC under this RAO; and
 - (f) TTdC's reasons for failing to supply any of the information referred to this RAO.
- 6.7 If TTdC requires additional time to provide the information requested, Access Seeker hereby grants TTdC an extension of time of ten (10) Business Days ("**First Extension**"). Should TTdC require further time to complete the information gathering exercise, TTdC may by written notice to the Access Seeker request for additional time ("**Second Extension**") and if the Access Seeker agrees, the Access Seeker shall notify TTdC in writing. The duration of the Second Extension shall not be less than ten (10) Business Days. If the Access Seeker refuses to grant the Second Extension, the Access Seeker shall notify TTdC in writing of its decisions and the grounds for refusal. If TTdC does not agree with the grounds for refusal, TTdC may treat the refusal as a dispute and refer to the Dispute Resolution Procedure set out in Exhibit F.28 of this RAO.

B.7 Method of submitting Access Request form

- 7.1 The completed Access Request Form together with the Access Request Information Package must be signed by the authorised officer of the Access Seeker and sent by prepaid post or hand delivered to the Access Provider at the address specified below

TT dotcom Sdn Bhd,
No. 14, Jalan Majistret U1/26,
HICOM Glenmarie Industrial Park,
40150 Shah Alam, Selangor, Malaysia

Attention: **Head of Regulatory Affairs**

with a copy by e-mail to
Regulatory.My@time.com.my

- 7.2 The Access Request Information Package and Access Request Form received by email is for information purposes only and does not cause the time limited for doing any act as specified in this RAO to commence.

B.8 Prioritisation of Access Requests

- 8.1 On receipt of the Access Request, TTdC will acknowledge receipt of the same and return a duly acknowledge copy (with date/time stamp) to the Access Seeker.
- 8.2 All Access Requests from different Access Seekers for the same Access Services will be prioritized according to the receipt date/time stamp, and where there are 2 or more Access Seekers with the same date/time stamp then the prioritization will be according to the preliminary forecasted requirement (where the higher forecasted requirement will be first).

B.9 Incomplete Access Request

- 9.1 If the Access Request Form is in the reasonable opinion of TTdC incomplete, TTdC may either reject the same or return the same to Access Seeker for the Access Seeker to provide a complete Access Request Form.
- 9.2 Notwithstanding anything to the contrary, the time for TTdC to process an Access Request Form commences only when TTdC has received from the Access Seeker a fully completed Access Request Form.

SECTION C: ACCESS NEGOTIATION REQUESTED

This Section C details the access negotiation process and requirements to be adhered to by the Parties.

C.1 Access Negotiation Request

- 1.1 The Access Seeker may either accept the terms of the RAO that will form an Access Agreement (if Section D.1.2 of this RAO applies) or specify that it wishes to negotiate with TTdC the terms of the Access Agreement in the Access Request Form.
- 1.2 The selection is to be made at the point of time when the Access Request Form is submitted to TTdC and not subsequently. The Access Seeker cannot approbate and reprobate.
- 1.3 If the Access Seeker has indicated that it wishes to negotiate the terms of the Access Agreement, then TTdC may by notice in writing to the Access Seeker either (a) agree to the request to negotiate or (b) refuse to negotiate.
- 1.4 If TTdC agrees to the request of the Access Seeker to negotiate, then Sections C.2 to C.6 shall be applicable, TTdC will copy its agreement to negotiate to the Commission at the same time TTdC informs the Access Seeker.
- 1.5 For the avoidance of doubt, nothing herein or in the applicable regulatory instruments compels TTdC to agree to the Access Seeker's request to negotiate terms different from the terms set out in this RAO.
- 1.6 If the Access Seeker intends to acquire the Access Services for the provision of any value-added services such as video-on-demand, IPTV or voice services, the Access Seeker should specify this in the Access Request Form and the Access Seeker will be deemed to have requested for the provision of the Access Services to be commercially negotiated.

C.2 Negotiation Process

2.1 Joint Notification Requirement

- 2.1.1 As soon as reasonably practicable, Access Seeker shall prepare and submit to TTdC for TTdC's approval the joint notification to be submitted to the Commission when negotiation commences.
- 2.1.2 If TTdC agrees with the contents of the joint notification, TTdC shall sign and return the same to Access Seeker, and the Access Seeker shall execute the joint notification and deliver the same to the Commission.
- 2.1.3 Upon obtaining the acknowledgment of receipt from the Commission, the Access Seeker shall submit the same to TTdC, and only then will negotiations commence.

2.2 TTdC's Response

- 2.2.1 If TTdC is willing to proceed with negotiation as set out in the Access Request Form, TTdC must set out in its response to the Access Seeker:
 - (a) a place, date and time, not later than fifteen (15) Business Days from the date of TTdC's response, when TTdC's representative that is authorised to negotiate on an Access Agreement, will be available for an initial meeting with the Access Seeker's representative that is authorised to negotiate on the Access Agreement; and
 - (b) one (1) copy of the executed confidentiality agreement returned by the Access Seeker in accordance with this RAO, that has also been properly executed by TTdC.

2.3 Negotiation Duration

2.3.1 The duration to negotiate the terms of either a new Access Agreement must not exceed 4 calendar months, or an existing Access Agreement must not exceed 3 calendar months.

2.3.2 The negotiation durations stated above is based on Business Days.

2.4 Initial Meeting

2.4.1 Unless otherwise agreed between the Parties, each Party shall ensure that its representatives meet on the date notified pursuant to negotiation process:

- (a) agree on a timetable for the negotiations, including milestones and dates for subsequent meetings within the applicable timeframe for negotiations;
- (b) agree on negotiating procedures, including:
 - (i) calling and chairing meetings;
 - (ii) responsibility for keeping minutes of the meetings;
 - (iii) the presentation of the issues lists by the Access Seeker prior to commencement of the negotiations;
 - (iv) clearly defined pathways and timetables for escalation and resolution by each Party of matters not agreed in the meetings;
 - (v) procedures for consulting, and including in the negotiating process, relevant experts from each of the Parties; and
 - (vi) procedures for preparing and exchanging position papers;
- (c) review the information requested and provided to date and identify information yet to be provided by each Party; and
- (d) identify what technical investigations, if any, need to be made and by whom such investigations should be made.

2.5 Subsequent meetings

2.5.1 Any subsequent meeting after the initial meeting shall be subject to the following:

- (a) All meetings are confidential, and will not be shared or disclosed to any third party unless expressly authorised;
- (b) Parties shall take turns to chair the meeting at their respective offices and to prepare minutes of the meeting;
- (c) Minutes of the meeting together with the additional information and decision made internally by either parties (if any), to be circulated to both parties prior to the subsequent meeting; and
- (d) Any new issue and/or finding shall be circulated to both parties prior to the subsequent meeting to enable both parties to discuss internally before it could be discussed and/or negotiated during the subsequent meetings.

2.5.2 Any issue which is closed cannot be reopened by either Party, even when there is a change of personnel involved, unless otherwise agreed by the Party who is not requesting that the issue be reopened.

C.3 Negotiations to be done in good faith

3.1 The Access Seeker and TTdC shall co-operate, in good faith and in a commercially reasonable manner, in negotiating the terms of its Access Agreements, including

SECTION C: ACCESS NEGOTIATION

- (a) acting promptly, honestly, and not perversely, capriciously or irrationally;
 - (b) avoiding the imposition of unreasonable restrictions or limitations on the provision of access to Access Services; and
 - (c) avoiding unnecessary disputes and resolving disputes promptly and fairly.
- 3.2 Both Access Seeker and TTdC agree that they will act always in compliance with and give effect to the applicable regulatory instruments issued by the Minister or the Commission as the case may be, and in so doing must ensure that neither TTdC nor the Access Seeker acts or will act in contravention of such applicable regulatory instruments.

C.4 Extension of Time

4.1 Request

- 4.1.1 If the negotiations cannot be completed within the specified timeframe in Clause 2.3 of Section C.2 above, then it is a condition precedent for the continuation of the negotiation process for both Access Seeker and TTdC to apply for an extension of time from the Commission, if the party wishing for the extension of time is:
- (a) the Access Seeker, then the Access Seeker shall inform TTdC in writing the basis for the Access Seeker's extension of time to complete the negotiation to conclude the Access Agreement and if TTdC agrees, TTdC shall sign the same and return to the Access Seeker; or
 - (b) TTdC, then TTdC shall inform the Access Seeker in writing the basis for TTdC's extension of time to complete the negotiation to conclude the Access Agreement and if Access Seeker agrees, Access Seeker shall sign and return the same to TTdC;

4.2 Extension of Time must be granted by the Commission

- 4.2.1 If the Parties require more time than specified in this RAO to conclude the Access Agreement, such additional time shall only be valid if granted by the Commission.
- 4.2.2 No Party can agree to extend the time limited for the completion of the negotiation.

4.3 Pending grant of extension of time by the Commission

- 4.3.1 Upon the issuance of the joint notification to the Commission until receipt of the decision of the Commission, all negotiations shall be suspended.
- 4.3.2 The negotiations shall resume only when the extension of time is granted by the Commission.

4.4 Refusal to grant extension is a dispute

- 4.4.1 If the extension of time requested is not granted by the Commission, there shall be deemed to be a dispute between TTdC and the Access Seeker and either party may initiate the Dispute Resolution Procedures set out in Exhibit F.28 of this RAO.

C.5 Dispute Resolution

- 5.1 If the Parties are unable to conclude the negotiation process within the time limited or within any extension of time that may be granted by the Commission or unable to arrive at an agreement as to the terms of the Access Agreement, then either TTdC or the Access Seeker may declare a dispute ("**Dispute Declaration**") exist and refer the same to the Dispute Resolution Procedures as set out in Exhibit F.28 of this RAO.
- 5.2 The Party that issues the Dispute Declaration, shall also specify the nature of the dispute that requires resolution or the question of law that requires decision.

SECTION C: ACCESS NEGOTIATION

- 5.3 If the Dispute Declaration issued by the Access Seeker, does not so specify then the Access Seeker shall be deemed to have withdrawn the dispute and abandon the Access Request.
- 5.4 For the avoidance of doubt, such an abandonment is without prejudice to the Access Seeker submitting a fresh Access Request to TTdC.

C.6 Cost of negotiations

- 6.1 As the negotiation is at the request of the Access Seeker, the Access Seeker shall pay TTdC its incurred costs in acquiring any external counsel, technical expert or otherwise in attending the negotiations, drafting clauses or changes to the Access Agreement including reviewing the same, drafting and reviewing minutes of meetings and all other matters incidental thereto. The costs for such will be communicated to the Access Seeker prior to the engagements and upon the Access Seeker's agreement of the same, TTdC will then proceed to engage such external parties.
- 6.2 The cost of any external party is the fees, expenses and applicable taxes charged to TTdC as evidenced by invoices issued by such external party to TTdC.
- 6.3 TTdC is not obliged to pay and will not pay for any and all costs incurred by the Access Seeker in negotiating, preparing or drafting the Access Agreement incurred by the Access Seeker.

C.7 Unreasonableness

- 7.1 TTdC may refuse an Access Seeker's request to negotiate if the terms and conditions requested by the Access Seeker are not reasonable.
- 7.2 TTdC shall notify the Access Seeker if TTdC refuses to the negotiation request of the Access Seeker, and the Access Seeker may within five (5) Business Days from the date of the notice by TTdC withdraw its request to negotiate.
- 7.3 If Access Seeker withdraws its request to negotiate, the Access Seeker may submit a fresh Access Request after the lapse of not less than one (1) month from the date of notice issued by TTdC under Clause 7.2 above.
- 7.4 If TTdC does not agree to the Access Seeker's request to negotiate, such decision or difference may be referred for resolution under the Dispute Resolution Procedure in Schedule 5 in this RAO or is it a subject matter for determination by a Court or authority of competent jurisdiction.

SECTION D: ACCESS REQUEST ACCEPTED/REJECTED

This sets out the provisions applicable to an acceptance or a rejection of an Access Request by TTdC.

D.1 Access Seeker accepts RAO

- 1.1 If the Access Seeker accepts the RAO as indicated in the Access Request Form, the following provisions shall be applicable.
- 1.2 For the avoidance of doubt, the RAO can only be accepted by Access Seeker if the Access Services is for the provision of high-speed Internet services for residential and business customers.
- 1.3 TTdC will, unless Sections D.2 and/or D.3 of this RAO applies, provide in a written notice, to Access Seeker within ten (10) Business Days of receipt of the Access Request accepting the RAO:
 - (a) two (2) copies of the Access Agreement (as specified in Section E of this RAO) executed by TTdC to the Access Seeker and
 - (b) one (1) copy of the executed confidentiality agreement returned by the Access Seeker that has also been properly executed by TTdC;and copy such written notice to the Commission.

D.2 Additional Information Required

- 2.1 After receipt of the Access Request Form, TTdC may by written notice to the Access Seeker require:
 - (a) additional information or clarification to be provided by the Access Seeker, in respect of any matter set out in the Access Request to make a decision on the Access Request in accordance with this RAO, and copy the same notice to the Commission; and/or
 - (b) provision of acceptable security (as required under Clause 3.2 of Section B.3 of this RAO).
- 2.2 The Access Seeker shall as soon as reasonably practicable provide the additional information, clarifications and/or security as requested by TTdC and copy the same to the Commission.
- 2.3 Pending the receipt of the additional information, clarification and/or security, the status of the Access Request is that it is neither rejected nor accepted.
- 2.4 Once such additional information, clarification and/or security to be provided by the Access Seeker is received by TTdC, TTdC shall reconsider the Access Request and within ten (10) Business Days from date of receipt of the additional information and/or clarification, TTdC will either:
 - (a) issue two (2) copies of the Access Agreement, based on this RAO, duly executed by TTdC for execution by the Access Seeker, together with one (1) completed executed confidentiality agreement, with a copy of the written communication enclosing these documents sent to the Commission; or
 - (b) reject the Access Request (which shall be in accordance with Section D.3 below), and a copy thereof sent to the Commission.

D.3 Rejection of an Access Request

3.1 Right of rejection

- 3.1.1 TTdC may refuse an Access Request submitted by the Access Seeker upon the Rejection Grounds only.

3.1.2 A rejection of an Access Request shall be in writing (“**Rejection Notice**”) and sent by prepaid post to the Access Seeker with a copy by email. The rejection notice shall comply with Clause 3.3 of this Section D.3 below.

3.2 Rejection Grounds

The grounds upon which TTdC may reject or refuse an Access Request are as set out below:

- (a) TTdC does not currently supply, provide access to or has ceased supplying, the Access Services to itself or to any third parties;
- (b) the Access Seeker has not provided all of the information required to be provided in accordance with this RAO;
- (c) **Technical Infeasibility.** It is not technically feasible to provide access to the Access Services requested by the Access Seeker, where
 - (i) TTdC reasonably establishes that there are substantial technical or operational concerns preventing the fulfilment of the Access Request.
 - (ii) each of the following matters shall be taken into account in determining whether access is technically infeasible:
 - (1) economic, accounting, billing, space or site concerns shall be disregarded by TTdC 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;
 - (2) any requirement for TTdC to modify its facilities, Network or Equipment in order to meet the Access Request will not, on its own, mean that the access is not technically feasible but may mean that it is technically not feasible i.e. for reasons of safety, security, reliability or difficulty of a technical or engineering nature as per section 228 (2) of the CMA;
 - (3) if TTdC asserts that meeting the Access Request would have an adverse impact on network reliability, TTdC must provide evidence that provision of the requested Access Services would result in a specific and significant adverse impact on network reliability; and
 - (4) TTdC must be able to demonstrate that it has considered and found not to be technically feasible (in accordance with this subsection) improvements that would allow TTdC to meet the Access Request (in whole, or in part, and including for an interim period until any primary difficulties can be resolved).
- (d) **Capacity constraints.** TTdC has insufficient capacity or space to provide the requested Access Services PROVIDED THAT TTdC notifies the Commission in writing that it does not have sufficient capacity to meet the Access Request because:
 - (i) it is already carrying traffic to full capacity or near full capacity; or
 - (ii) it is already reserved for future use by TTdC or another Access Seeker, where such future use shall commence not later than six (6) months from the date of the Access Request. However, if the reserved capacity is not subsequently used by the reserving party within seven (7) months from the date of the Access Request, TTdC must promptly inform the Access Seeker and, if required by the Access Seeker, re-consider the Access Request in accordance with the process set out in this RAO; and
 - (iii) TTdC is unable to expand capacity to meet the requirements in the Access Seeker’s Access Request.

SECTION D: ACCESS REQUEST ACCEPTED/REJECTED

- (e) TTdC has reasonable grounds to believe that the Access Seeker may fail to make timely payment for the requested Access Services and such concern cannot be addressed through a security requirement in accordance with this RAO;
 - (f) there are reasonable grounds 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 Access Services i.e. service level agreement which is to be agreed by both parties to ensure that service quality is fulfilled in reference to Schedule 3 – Mandated Timelines;
 - (g) there are reasonable grounds for TTdC to refuse access in the national interest;
 - (h) if the supply of the Access Services would not be reasonable; or supply of the Access Services would be reasonable, but the terms and conditions requested by the Access Seeker are not reasonable;
- 3.3 The Rejection Notice to be issued by TTdC shall contain the following:
- (a) the grounds in Clause 3.2 above which are relied upon;
 - (b) the basis of TTdC's decision with sufficient particulars to enable the Access Seeker to make its own assessment about the applicability of the specified grounds of refusal; and
 - (c) a place, date and time, which shall not be later than seven (7) Business Days from the date of TTdC's Rejection Notice, when the authorised representatives of TTdC will be available to meet with authorised representatives of the Access Seeker.
- 3.4 Upon receipt of the Rejection Notice, the Access Seeker must within three (3) Business Days submit in writing the names of its authorised representatives and their designation and role to TTdC; and in default thereof the Access Seeker will be presumed to have agreed with the Rejection Notice.
- 3.5 When the Access Seeker and TTdC meet at the first meeting,
- (a) they shall discuss the refusal of the Access Request in good faith;
 - (b) at this meeting, the Access Seeker may request TTdC to substantiate its reasons for refusal;
 - (c) TTdC shall do its best to substantiate its reasons for refusal but if TTdC require more time to do so, the first meeting may be adjourned;
 - (d) The authorised representatives shall determine the process for addressing the refusal; and
 - (e) Where:
 - (i) TTdC must reassess the Access Seeker's original Access Request considering any supplementary information provided by the Access Seeker at the first meeting (if any);
 - (ii) TTdC must identify when additional capacity or space is likely to be available (if the ground of refusal is based on capacity constrained); and
 - (iii) TTdC must identify the form of security requirement which would satisfy its concern that the Access Seeker may fail to make timely payment for the requested Access Services, its reasons for the security requirement and why it considers such concern cannot be addressed through a security requirement under this RAO, if the ground for refusal is the lack of creditworthiness.
- 3.6 Dispute resolution

If, following the meeting between the Parties required to be held pursuant to this RAO, for the purposes of discussing TTdC's refusal of an Access Request, the Parties have been unable to resolve any differences about the validity of the Access Request and the Access Seeker disagrees

with TTdC's refusal of the Access Request, either Party may request resolution of the dispute in accordance with the Dispute Resolution Procedures set out in Exhibit F.28 of this RAO.

D.4 Reporting to MCMC the Refusals

- 4.1 Any Rejection Notice issued by TTdC to the Access Seeker shall be provided to the Commission within five (5) Business Days of that refusal together with an explanation of its reason for refusal under this RAO.

D.5 Desk/Field Studies

- 5.1 If the Access Seeker requires a desk/field study to be undertaken in respect of the Access Services, the Access Seeker shall give a notice requesting TTdC undertake such desk/field study.
- 5.2 Upon receipt of the notice from the Access Seeker under this Section D.5, TTdC will provide an estimate of the total costs for undertaking the desk/field study, and the Access Seeker shall pay the amount as an advance payment of the total costs of the desk/field study, before the commencement of the desk/field study. The charges are as specified in Part 5 of Schedule 2 (Charges).
- 5.3 In undertaking the desk study TTdC will collate, review and assess already available information pertaining to the subject matter of the study that TTdC has in its possession.
- 5.4 In undertaking a field study, TTdC will do the following:
- (a) Conduct a visual and in-site inspection of TTdC's external network facilities;
 - (b) Conduct a visual external inspection of other third party network facilities;
 - (c) If permitted by building managers, joint management boards, or building owners, to enter and inspect the status of TTdC's splitters within the building to ascertain the number of available ports at each existing splitter;
 - (d) Such other reasonable activities that are commonly undertaken by TTdC in carrying out a field study.
- 5.5 As soon as reasonably practicable, after completion of the desk/field study, TTdC will provide a copy of the report to the Access Seeker, and such report shall be kept confidential and restrict its access and use by the Access Seeker.
- 5.6 The Access Seeker shall pay any charges that have been incurred in the carrying out and completion of the desk/field study if the total costs exceeds the sums paid pursuant to Clause 5.2 of Section D.5 above.
- 5.7 Within ten (10) Business Days after receipt of the desk/field study report, the Access Seeker is to notify TTdC in writing as to whether it wishes to continue with its Access Request for the Access Services or withdraw and discontinue the same, and copy the same to the Commission. If the Access Seeker does not notify TTdC within the time limited for so doing, the Access Seeker is deemed to have withdrawn its Access Request.
- 5.8 If Access Seeker decides to withdraw its Access Request, the Access Seeker cannot submit an Access Request for the Access Services unless at least six (6) months have lapsed as there may be no changes in the result of the desk/field study.

SECTION E: FORM OF ACCESS AGREEMENT

E.1 Form of Access Agreement

1.1 The form of the Access Agreement is as set out in Exhibit E.

E.2 Definitions

2.1 Wherever in the RAO a word and/or phrase as set out below is used, such word or phrase shall have the meaning as ascribed to it, unless the context otherwise requires.

2.2 The following words in this RAO and/or in the Access Agreement (as the case may be) have the prescribed meanings unless the contrary intention appears:-

“Access Agreement” or “Agreement”	means an agreement entered into between Operators whereby TTdC provides the Access Services to an Access Seeker in accordance with the terms contained in such agreement;
“Access Determinations”	means collectively the MSA, the Access List and the MSAP;
“Access List”	means the Commission Determination on Access List Determination No.2 of 2015;
“Access Request Information Package”	means the information package referred to in Section B.2 of this RAO;
“Access Request”	means a request for access made by an Access Seeker in the form set out in Exhibit B.1.2 to this RAO;
“Access Seeker”	means a party who meet the eligibility requirements specified in Section A.1 of this RAO, and who makes an Access Request;
“Access Service Period”	means a period of twelve (12) months only from the date of provisioning of the Access Services;
“Access Services Charges”	means collectively the HSBB L2 QOS recurring charge and the Transmission Service recurring charge as set out in Parts 1 and 2 of Schedule 2;
“Access Services Order” or “ASO”	means the order issued by the Access Seeker for the provision of the Access Services pursuant to the Agreement;
“Access Services”	means the Layer 2 HSBB Network Service with QoS and Transmission Service only, more particularly described in Schedule 1 (Service Description);
“Act” or “CMA”	means the Communications and Multimedia Act 1998.
“B2B”	means business to business;
“Billing Cycle”	means the regular and periodic basis as specified in of Part 4 of Schedule 1 on which TTdC shall issue invoices for the supply of the Access Service to the Access Seeker;
“Billing Dispute”	means a dispute as to the billing more particularly specified in Clause 18.5 of the Agreement;
“BTU Charges”	mean the BTU Port MRC multiplied by the number of BTUs;

“BTU Day Rate”	means the sum of the BTU monthly recurring charge multiply by 12, divided by 365;
“BTU Installation”	means the work involved in the set up and activation of the BTU at the Access Seeker’s Customer’s premises only as described in Schedule 1;
“BTU Port MRC”	means the monthly recurring charge of the BTU port fee as specified in Part 3 of Schedule 2;
“BTU Service”	means the operation of the BTU after the BTU Installation at the Access Seeker’s Customer’s premises;
“BTU”	means Broadband Termination Unit or optical network unit (ONU) as the case may be;
“Business Day”	means a day other than the following days: (a) a Saturday and Sunday; (b) in the states of Kelantan, Terengganu, Johor and Kedah, where Friday is observed as the weekly holiday, a Thursday and Friday; or (c) a day which is lawfully observed as a national public holiday throughout Malaysia;
“Call Communication”	has the meaning given to it in paragraph 3 of the Access List Determination;
“Capacity Allocation Policy”	is as specified in Schedule 5;
“Charges”	means collectively the various fees and charges that may be imposed on the Access Seeker under the terms of the Agreement and includes the Access Services Charges, BTU Port MRC, additional charges and other charges as set out in Schedule 2;
“Churn”	means the processes which are required to be carried out by Operators in relation to the provision of Services and transfers of, whenever a Customer requests for a transfer from the Operator who has been providing the said Customer with one or more Services (Releasing Service Provider) to another Operator (Gaining Service Provider);
“Churn Service”	means the Service which the Customer requests a Gaining Service Provider to provide;
“Commission”	means the Malaysian Communications and Multimedia Commission established under the Malaysian Communications and Multimedia Commission Act 1998;
“Confidential Information”	means all information, know how, ideas, concepts, technology, manufacturing processes, industrial, marketing and commercial knowledge of a confidential nature (whether in tangible or intangible form) relating to or developed in connection with or in support of the business of the Disclosing Party but does not include:

(a) information which is or becomes part of the public domain (other than through any breach of an Access Agreement);

(b) information rightfully received by the Receiving Party from a third person without a duty of confidentiality being owed to the third person, except where the Receiving Party has knowledge that the third person has obtained that information either directly or indirectly as a result of a breach of any duty of confidence owed to the Disclosing Party;

(c) information which has been independently developed by the Receiving Party; or

(d) information required by law or the business rules of any stock exchange to be disclosed, provided that:

the Receiving Party, gives twenty-four (24) hours' notice to the Disclosing Party of the particulars of the required disclosure; and

the Receiving Party provides the Disclosing Party with all assistance reasonably required by the Disclosing Operator (at the Disclosing Party's cost) to enable the Disclosing Party to take any steps available to it to prevent that disclosure or to ensure that it occurs subject to a reasonable obligation of confidence;

“Customer”

means in relation to an Operator, a person having a contractual relationship with the Operator for the provision of communications services;

“Customer Demand List”

means a request submitted by the Access Seeker from time to time through a Portal requiring certain information about a premise or exchange service area (or part thereof) or actions to be taken by TTdC prior to submitting an Access Service Order;

“Disclosing Party”

means the party disclosing the Confidential Information;

“Dispute Resolution Procedures”

means the procedures set out in Exhibit F.28 of this RAO;

“Effective Date”

means the date on which the Access Agreement is duly registered in its entirety by the Commission pursuant to section 150 of the Act and all other conditions precedent specified in Section F are satisfied;

“Equipment”

means any equipment (whether hardware or software), or device which is part of or within the Network;

“Equivalence of Input”

means concept that describes an Access Provider providing to itself and to all Access Seekers the same Facilities and Services on the same terms and conditions including at the same prices and service levels, using the same systems and processes and to the same timescales. For clarification, references in this Standard to "itself" includes its own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest;

“Facilities”

means network facilities and/or other facilities which facilitate the provision of network services or applications services, including content applications services, as listed in the Access List Determination;

“Fixed Network”	means network facilities and/or network services comprising the public switched telephone network and/or networks based on Internet Protocols for the provision of communications by guided electromagnetic energy or by point-to-point unguided electromagnetic energy;
“Force Majeure”	means an event or circumstance beyond the reasonable control of TTdC which affects TTdC’s ability to perform its obligations under this RAO or under an Access Agreement;
“Gaining Service Provider”	means an Operator to whom another Operator’s Customer requests for a transfer to be made to;
“Government”	means the Government of Malaysia, a state government, a federal or state ministry, department or agency or body of such federal or state government (as the case may be);
“HSBB Day Rate”	means the sum of the HSBB L2 QOS recurring charge of the bandwidth subscribed for a single Service Gateway multiplied by 12, divided by 365;
“HSBB L2 QoS”	means Layer 2 High Speed Broadband network service with quality of service (more particularly described in Schedule 1);
“Installation Charges”	means collectively the charge for Access Service installation and BTU Installation being a non-recurring charge as specified in Schedule 2;
“Intellectual Property”	means all rights conferred under statute, common law and equity and in relation to trademarks, trade names, logos and get up, inventions, patents, designs, copyright, circuit layouts, Confidential Information, know-how and trade secrets and all rights and interest in them or licenses to use any of them;
“Internet Protocol”	has the meaning given to it in paragraph 3 of the Access List;
“MDF”	means Main Distribution Frame or similar facility;
“MSAP”	means Commission Determination on the Mandatory Standard on Access Pricing No.1 of 2023;
“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, and in relation to an Operator, means so much of the network as is owned or operated by the Operator;
“OLT”	means Optical Line Terminal, the endpoint hardware device in a passive optical network (PON);
“Operational Support System” or “OSS”	means the interactive operational support system provided, or to be provided, by TTdC to the Access Seeker to perform the functions required in respect of access to Facilities and/or Services including but not limited to the service fulfilment and service assurances operational support system;
“Operator”	has the meaning given to it in paragraph 3 of the Access List Determination;
“Point of Interconnection” or “POI”	has the meaning given to it in paragraph 3 of the Access List;

“Point of Presence” or “POP”	has the meaning given to it in paragraph 3 of the Access List;
“Portal”	means an interactive self-service portal that is used or provided by TTdC to the Access Seekers in respect of this Access Service;
“Quick Ratio”	means the value expressed as a ratio of current assets divided by current liabilities of the Access Seeker;
“RAO”	means this Referenced Access Offer as issued by TTdC from time to time and published on its website;
“Receiving Party”	means the party receiving the Confidential Information;
“Releasing Service Provider”	means an Operator from whom its Customer request a transfer;
“Standard Access Obligations” or “SAO”	means the obligations which relate to access as referred to in section 149 of the Act;
“Standard” or “MSA”	means the Mandatory Standard on Access as determined by the Commission in this Determination;
“Term”	means the period of five (5) years or any other period beyond five (5) years to be agreed by both parties commencing from the date when the last condition precedent in the Agreement is satisfied;
“Transfer Form”	means a form which is executed by a Customer for the purpose of authorising a Churn;
“Transfer Request”	means a request from Gaining Service Provider to an Access Service Provider to implement a Churn, including a transfer Form;
“Transmission Services”	means the transmission service from TTdC’s network to the pre-designated POI more particularly described in Schedule 1 hereto;
“VLAN”	means Virtual Local Area Network.

E.3 Rules of Interpretation

3.1 In this RAO and the Access Agreement, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;
- (b) a reference to, this RAO or other forms of legal instruments issued under the Act or the Access Agreement, includes any variation or replacement of any of them;
- (c) a reference to an annexure, schedule or exhibit is a reference to annexure, schedule or exhibit to this RAO and a reference to this RAO includes annexure, schedule or exhibit;
- (d) a reference to a Section is a reference to a section of this RAO and a reference to a paragraph is a reference to a paragraph in a Section in this RAO;
- (e) a reference to a statute, ordinance, code or other law includes regulations and other instruments issued under them and consolidations, amendments, re-enactments or replacements of any of them;
- (f) the word “person” includes a firm, body corporate, unincorporated association or an authority;

SECTION E: FORM OF ACCESS AGREEMENT

- (g) a reference to a person includes the person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation), and assigns;
 - (h) all monetary amounts are expressed in Ringgit Malaysia;
 - (i) if the day on which the payment of money or the performance of an obligation falls due is not a Business Day, the due date or performance date shall be deemed to be the next Business Day;
 - (j) in computing a period of time, the day of receipt of the form, notice or request is to be ignored in accordance with the Interpretation Acts 1948 & 1967;
 - (k) a reference to a third person or a third party is a reference to a person who is not TTdC or the Access Seeker; and
 - (l) any capitalized term, word or expression, which is defined in:
 - (i) Clause 2.1 of Section E.2 of this RAO, has the meaning given to it therein;
 - (ii) the body of this RAO, has the meaning given to it therein; and
 - (iii) the Act, relevant subsidiary legislations made under it or the Access Determinations (collectively "**Statutory Rules**"), but not expressly defined herein, has the same meaning as in the Statutory Rules.
- 3.2 A definition provided in the Statutory Rules shall prevail over a definition provided in this RAO to the extent of any inconsistency.
- 3.3 In respect of the Access Services only a single Access Seeker is to make an Access Request, regardless of whether the Access Seeker is a member of a group of companies, all of whom are Licensees.
- 3.4 For the avoidance of doubt, this RAO is intended to apply only to the provision of the Access Services by TTdC to the Access Seeker and in respect of related matters thereto and does not confer any benefits on third persons (regardless of whether such third parties are known or ought to have been known).

SECTION F: TERMS OF ACCESS AGREEMENT

The following are the applicable terms that will be incorporated into the Access Agreement for the Access Services.

F.1 Interpretations & Construction

- 1.1 The rules of interpretation and construction as set out in Section E.3 of the RAO shall be applicable in interpreting and construing the provisions and terms in the Agreement.
- 1.2 Any reference to "**writing**" or "**written**" means any method of reproducing words in a legible and non-transitory form (excluding, for the avoidance of doubt, email).
- 1.3 References to a "**company**" include any company, corporation or other body corporate wherever and however incorporated or established.
- 1.4 References to a "**person**" include any individual, company, partnership, joint venture, firm, association, trust, governmental or regulatory authority or other body or entity (whether or not having separate legal personality).
- 1.5 Reference to "**applicable law**" is a reference to any applicable constitution, law, by-law, statute, ordinance, code, rule, regulation, order, judgment or decree of any government, state or political subdivision thereof, courts, regulatory or semi-regulatory or administrative body.
- 1.6 The headings are inserted for convenience only and do not affect the construction of this Agreement.
- 1.7 References to any statute or statutory provision include a reference to that statute or statutory provision as amended, consolidated or replaced from time to time and include any subordinate legislation made under the relevant statute or statutory provision.
- 1.8 In the event any ambiguity or question of intent or interpretation arises, this Agreement will be construed as if drafted jointly by all Parties, and no presumption or burden of proof will arise favouring or disfavouring any Party by virtue of the authorship of any provision of this Agreement.
- 1.9 Any construction or interpretation of the terms of the Agreement shall be based on the terms set out in the Agreement without reference to any extrinsic evidence to determine the intent of the Parties.

F.2 Service Description

- 2.1 The services to be provided by TTdC to the Access Seeker is as described in Schedule 1 (Service Description), and is for the Access Seeker's own use only, and not to be offered as an access service to third parties.
- 2.2 Provision of the Access Services and the BTU is for the Access Service Period only.

F.3 Conditions Precedent

- 3.1 This Agreement is conditional upon the satisfaction or completion of all of the following:
 - (a) the registration of the duly stamped Agreement by the Commission pursuant to section 150 CMA;
 - (b) the furnishing of the Security Sum by Access Seeker (if required by TTdC);
 - (c) a duly stamped Confidentiality Agreement is submitted to TTdC; and

- (d) the applicable ad-valorem stamp duties on the Access Service Order is duly paid.
- 3.2 Until all conditions precedent as set out in Clause 3.1 above is satisfied, the Agreement is not enforceable against either Party.
- 3.3 Upon these conditions precedent being satisfied, the Access Seeker shall notify TTdC of the same, and shall specify in such notice the date when each of the conditions were satisfied.
- 3.4 If TTdC does not agree with the dates specified, TTdC shall notify the Access Seeker of the same and the Parties shall meet to discuss in good faith the dates that the conditions precedent were in fact satisfied.

F.4 Security requirements

- 4.1 Unless a security deposit has been previously provided by Access Seeker pursuant to TTdC's request under clause 3.2 of Section B.3 of this RAO, if TTdC is of the reasonable opinion that a security deposit is warranted notwithstanding that the Access Seeker has provided the solvency statement as required under Section B.3 of the RAO, TTdC shall notify the Access Seeker that it requires the provision of a security deposit to TTdC.
- 4.2 The amount of such security deposit is equal to twelve (12) months of the Access Services Charges for the Access Services as determined by the Initial Forecast submitted by the Access Seeker ("**Security Sum**").
- 4.3 Upon such notice being issued, the Access Seeker shall:
 - (a) Procure an irrevocable and on-demand bank guarantee from a reputable financial institution in Malaysia for an amount equal to the Security Sum (as may be acceptable to TTdC); or
 - (b) Procure such other form of security acceptable to TTdC for an amount equal to the Security Sum.

F.5 Insurance requirements

- 5.1 The Access Seeker shall provide written confirmation to TTdC that it has in force the following policies of insurance with total amount of RM20,000,000.00:
 - (a) Workmen compensation and/or Employer's Liability Insurance;
 - (b) Comprehensive General Liability Insurance;
 - (c) Public Liability Insurance.
- 5.2 The policies of insurance should include TTdC as a beneficiary therein and the cost of such addition shall be borne by the Access Seeker.
- 5.3 The policies of insurance shall be maintained throughout the Term and the Access Service Period.
- 5.4 On or before each anniversary of the date of the Agreement, the Access Seeker shall provide written confirmation that these policies of insurance are still valid and subsisting and all premiums due have been paid, together with written proof of payment of such premiums.

F.6 Access Services Forecast

6.1 Initial Forecast

- 6.1.1 Prior to the Access Seeker issuing an Access Services Order, the Access Seeker must prepare the Initial Forecast in respect of the Access Services in good faith and provide the Initial Forecast to TTdC.
- 6.1.2 The Initial Forecast is for a period of twelve (12) months only, and may be updated on every three (3) months.
- 6.1.3 The Initial Forecast shall contain the following information:
- (a) the Service Gateway bandwidth and the basis for determining the Service Gateway bandwidth,
 - (b) the Transmission Service bandwidth and the basis for determining the Transmission Service bandwidth,
 - (c) the estimated number of customers that the Access Seeker thinks they will secure, the average bandwidth per subscriber (TTdC does not require the Access Seeker to provide information about its service packages),
 - (d) such other information that TTdC reasonably requires in order to provide access to Access Services requested by the Access Seeker (which shall not include any information that TTdC does not provide to itself in connection with forecasting for its own facilities and/or services) if any.

referred to collectively as “**Forecast Information**”, and to be set out in Form 4.6 to Schedule 4.

- 6.1.4 After receipt of the Initial Forecast, TTdC may either agree or disagree with the Access Seeker's Initial Forecast.
- 6.1.5 If TTdC agrees with the Initial Forecast, TTdC may request the Access Seeker to confirm the Initial Forecast, in accordance with the terms of this Agreement, and if Access Seeker refuses to do so, TTdC may withdraw its Agreement and the Initial Forecast is deemed not to have been provided by the Access Seeker.
- 6.1.6 If TTdC disagrees with the Initial Forecast, TTdC shall inform the Access Seeker in writing of its disagreement, the basis and grounds for disagreeing and offering the Access Seeker to revise the Initial Forecast. If the Access Seeker revises the Initial Forecast, the Access Seeker must confirm the same if it is agreed to by TTdC. If Access Seeker refuses to revise the Initial Forecast, the Access Seeker may refer the matter to the Dispute Resolution Procedure in this Agreement.

6.2 Forecast Request

- 6.2.1 TTdC may request the Access Seeker to provide subsequent Forecast periodically, which shall be no more than (a) a period of 12 months for the Access Services; (b) at intervals or units of time to be used of three (3) months; and (c) a period of 3 months being the maximum frequency to update or to make further Forecasts.
- 6.2.2 **Time to Provide:** The Access Seeker shall provide the Forecasts (in Form 4.6 of Schedule 4) in accordance with a Forecast Request no sooner than four (4) weeks after receipt of a Forecast Request from TTdC.
- 6.2.3 **Non-permitted information:** TTdC must not request an Access Seeker to provide nor is the Access Seeker obliged to provide a Forecast that contains:
- (a) any information that is or would allow TTdC to infer any non-permitted information listed in the MSA; or

- (b) any information that identifies or would enable the identification of Customers or particular services of the Access Seeker.

6.2.4 The Access Seeker may request preliminary information from TTdC about the availability and capacity of the Access Services to the extent the Access Seeker requires such information to provide the Forecasts requested.

6.3 Acceptance/Rejection of Forecast

6.3.1 Pursuant Section 5.6.13 MSA, TTdC will notify the Access Seeker within fifteen (15) Business Days of receiving a Forecast whether TTdC accepts the Forecast, rejects the Forecast (in accordance with Clause 6.3.2 below) or considers the Forecast not to be in compliance with the Forecast Request and

- (a) if, TTdC considers that the Forecast does not comply with the Forecast Request, to specify in that notice the additional information which the Access Seeker is to provide to comply with the Forecast Request and TTdC will not require such information to be provided sooner than four (4) weeks after such a notice; or
- (b) if, TTdC considers that 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 the matters set out in this RAO.
- (c) such Rejection Notice (if any) must specify:
 - (i) the grounds on which TTdC rejects the Forecast in accordance with this RAO, at a sufficient level of detail to enable the Access Seeker to understand the basis of the rejection and to undertake its own re-assessment of the Forecast; and
 - (ii) an offer to meet within five (5) Business Days of the Rejection Notice of the Forecast to discuss the reasons for rejection and alternative methods of compliance. The meeting shall take place between TTdC and Access Seeker if the offer is accepted by the Access Seeker.

6.3.2 TTdC may only reject a Forecast following provisional acceptance where TTdC reasonably believes that the Forecast is inaccurate or, there is insufficient capacity having regard to:

- (a) total current usage of the Facilities and/or Services by TTdC and all Access Seekers;
- (b) the current rate of growth of the Access Seeker's usage of the Facilities and/or Services;
- (c) the current rate of growth of total usage of the Facilities and/or Services by TTdC and All Access Seekers; and
- (d) subject to this RAO, the amount of capacity in the Facilities and/or Services that TTdC currently has available and can reasonably provision for the Access Seeker over the Forecast period, which must be at least equivalent to that which TTdC can reasonably provision for itself.

6.4 Reconsideration

6.4.1 **by Access Seeker.** TTdC must allow an Access Seeker to reconsider its Forecast following a Rejection Notice and allow the Access Seeker, within twenty-one (21) Business Days of receipt of a Rejection Notice, either to confirm its rejected Forecast, and explain why the Access Seeker considers that TTdC is obliged to accept the Forecast under this RAO; or to submit a new Forecast which the Access Seeker regards as meeting TTdC's concerns.

6.4.2 **by TTdC.** TTdC shall reconsider any re-submitted or amended Forecast provided by the Access Seeker in this RAO.

6.5 Meeting / Confirmation of Forecast

- 6.5.1 **Meeting Forecast.** Subject to this Agreement, TTdC must carry out network planning in order to enable the Forecasts to be met.
- 6.5.2 If TTdC, acting reasonably will incur significant costs to ensure that access can be provided in accordance with a Forecast (for example, because it will need to proactively augment its Network to provide access within the requested timeframes), TTdC may request the Access Seeker to confirm the relevant Forecast. Once confirmed, the Forecast is deemed to be an Access Services Order for the purposes of this Agreement, and the Access Seeker shall immediately issue an Access Services Order in the form of Form 4.1 in Schedule 4.
- 6.5.3 **Non-binding:** Subject to this RAO, TTdC shall not require an Access Seeker to provide Forecasts that are legally binding on the Access Seeker, except to the extent that TTdC is permitted to recover costs and expenses as set out in Clause 6.5.2 above, and subject to Clause 6.7.1dx
- 6.5.4 TTdC and Access Seeker must agree on the Forecast and upon such agreement, the Forecast will become a confirmed order and the Access Seeker will issue an ASO to TTdC, as this is required in order that the Access Services can be adequately and properly provisioned so that the ability of the Access Seeker to undertake marketing activities is unrestricted. If an Access Seeker has confirmed a Forecast under this Agreement, it will be binding on the Access Seeker and TTdC.

6.6 Use & Distribution of Forecast Information:

- 6.6.1 Forecast Information provided by the Access Seeker shall be treated by TTdC as the Confidential Information of the Access Seeker and shall only be used by those personnel of TTdC whose role is within either TTdC's wholesale or interconnection group; or that part of the network engineering group of TTdC responsible for interconnection or access, for the purpose of responding to and planning for the Forecast and related Orders. TTdC must maintain 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 TTdC's Chief Executive Officer or Chief Operating Officer.
- 6.6.2 **Distribution of Forecast Information:** TTdC may only distribute Forecast Information of an Access Seeker outside the groups of people referred to in this RAO if:
- (a) the Forecast Information of the Access Seeker is aggregated with Forecasts provided by other Operators and TTdC'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.

6.7 Recovery for over-forecasting

- 6.7.1 TTdC shall not 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 unless:
- (a) such costs and expenses were reasonably and necessarily incurred by TTdC;
 - (b) TTdC reasonably seeks to mitigate its loss (including through its own usage) provided TTdC shall not be required to do so for any greater period than the relevant Forecast period; and
 - (c) TTdC only recovers from the Access Seeker, seventy-five percent (75%) of such costs and expenses which could not be mitigated under sub-clause 6.7.1(b) above.

F.7 Access Services Ordering and Provisioning

7.1 Access Services Ordering Process

- 7.1.1 All Access Services Orders must be in the form set out in Form 4.1 of Schedule 4, once the Forecast is accepted by TTdC and/or confirmed by Access Seeker, and are separate contracts between the Parties and not a series of contracts.
- 7.1.2 All Access Services Orders shall be submitted by email in a scan copy with the original being sent to TTdC by prepaid post or by hand. If the method to submit Access Services Orders changes due to the introduction of IT systems, (such as a web portal or B2B gateway), TTdC shall inform the Access Seeker who may either continue with the original process specified in Clause 7.1.2 or adopt the new method.
- 7.1.3 TTdC shall provide the Access Seeker with access to the Portal which shall be operational in accordance with Schedule 3 - Mandated Timeline Item 3.2 j) and subject to Part 8 of Schedule 2.

7.2 First & Subsequent Access Services Orders

- 7.2.1. The Access Seeker shall submit the First ASO no later than sixty (60) days. Upon the fulfillment of the conditions precedent under this Agreement and during the Access Service Period, if there is any proof-of-concept issue which resulted the failure of the Access Seeker to comply, parties are to mutually agree on a new timeline. This Agreement shall automatically expire and be determined, without any procedures being taken, in the event that the First ASO has not been submitted within the time specified herein. Upon the deemed expiry or determination, the Access Seeker may submit a fresh Access Request provided that such Access Request is submitted after the expiry of not less than thirty (30) days.
- 7.2.2 The First Access Services Order and all subsequent Access Services Orders shall be in Form 4.1 as set out in Schedule 4 to this Agreement.
- 7.2.3 All subsequent Access Services Orders shall be placed during the Term, Subject Always to Clauses 22.1, 22.2 and 22.3 of this Agreement.

7.3 Use of Access Services Order Information

- 7.3.1 **Use of ordering information:** All information provided in Access Services Orders by the Access Seeker shall be deemed as “Confidential Information” of the Access Seeker and shall only be used by those persons within TTdC whose role is within:
 - (a) TTdC’s wholesale or interconnection group;
 - (b) that part of the network engineering group of TTdC responsible for interconnection or access;
 - (c) TTdC’s regulatory affairs group.for the purpose of responding to and provisioning for the Access Services Order.
- 7.3.2 TTdC may request such other and/or additional information that TTdC reasonably requires in order for it to assess the Access Services Order submitted by the Access Seeker, provided that such information shall not include any information which:
 - (a) TTdC does not require from itself for similar provisioning;
 - (b) identifies, or which enables the identification of, a Customer or services of the Access Seeker; or
 - (c) is non-permitted information under this RAO.

7.3.3 The Access Seeker shall provide the other and/or additional information requested by TTdC within ten (10) Business Days after the date of the request made by TTdC.

7.4 Acknowledging Receipt of Access Services Orders

7.4.1 **Acknowledgment of receipt.** TTdC shall acknowledge receipt of an Access Services Order, in writing (“**Notice of Receipt**”), within one (1) Business Day.

7.4.2 **Notice of Receipt:** TTdC must include in its Notice of Receipt the following information:

- (a) the time and date of receipt of the Access Services Order (or other evidence showing the same);
- (b) a list of any additional information reasonably required by TTdC from the Access Seeker to clarify provision the Access Services Order; and
- (c) if the relevant Access Services available to TTdC are below the capacity required to provide the relevant Facilities and/or Services to the Access Seeker, TTdC shall inform the Access Seeker of the available capacity and timeframe for the fulfilment of the Access Services Order at the available capacity and (if relevant) with such augmentation as may be required to fulfil the Access Services Order as submitted; and
- (d) whether TTdC needs to perform post-Order Service Qualification because information is not readily available to TTdC, together with the reasons for needing to undertake the post-Order Service Qualification; and
- (e) the indicative position of the Access Services Order in TTdC’s queue, as such ASO is subject to Clause 7.5 below.

7.5 Acceptance or Rejection of an Access Services Order

7.5.1 All Access Services Orders issued by Access Seeker may be either accepted or rejected by TTdC. TTdC will use its reasonable efforts to accept all Access Services Orders from the Access Seeker for the Access Services which comply with a Forecast issued by Access Seeker and accepted by TTdC pursuant to Clause 6 in this Agreement.

7.5.2 TTdC must notify an Access Seeker that an Access Services Order is accepted or rejected within one (1) Business Day after either:

- (a) the date of issue of the Notice of Receipt in respect of an ASO, where TTdC did not undertake any post-Order Service Qualification for that ASO; or
- (b) providing the Access Seeker with the result of post-Order Service Qualification, where TTdC did undertake post-Order Service Qualification for that ASO.

7.5.3 **Notice of Rejection.** If TTdC notifies the Access Seeker that an Access Services Order is rejected, such notice shall specify:

- (a) the grounds on which TTdC relies on to support the rejection of the Access Services Order, at a sufficient level of detail to enable the Access Seeker to understand the basis of the rejection and to undertake its own re-assessment of the Access Services Order;
- (b) offer to meet, and meet if the offer is accepted by the Access Seeker, within five (5) Business Days of the notice of rejection of the Access Services Order to discuss the reasons for rejection and alternative methods of compliance; and
- (c) whether TTdC would be able to accept the Access Services Order in a modified form.

7.5.4 **Reasons for rejection:** TTdC may reject an Access Services Order from an Access Seeker where:

- (a) subject to this RAO, the ASO is in excess of agreed Forecast levels;

- (b) the ASO or variation request duplicates an ASO awaiting fulfilment;
- (c) the Access Seeker has not obtained the necessary related agreements from TTdC (e.g. regarding access to a new POI);
- (d) there are reasonable grounds 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 TTdC's satisfaction, acting reasonably (e.g. through a security requirement in accordance with this RAO); or
- (e) there are reasonable grounds to believe that the Access Seeker would fail, in connection with the supply of the Access Services to ensure the integrity of a Network; or the safety of individuals working on, or using services supplied by means of, a Network or Equipment is protected, and such concern cannot be addressed to TTdC's reasonable satisfaction, through the application of reasonable security or escorted access requirements.

7.5.5 **Notice of Acceptance.** If TTdC accepts an Access Services Order, it shall issue a notice of acceptance to the Access Seeker which shall contain the following information:

- (a) the delivery date or activation date (as applicable), which must be the date that is requested by the Access Seeker, or, if that date cannot be met by TTdC, then no later than the indicative delivery timeframe or activation timeframe specified in Schedule 3;
- (b) the date when civil works (if any) are intended to commence;
- (c) the charges applicable to fulfil the Access Services Order;
- (d) such information as is reasonably necessary for the Access Seeker to benefit from access to the Access Services (if any);
- (e) the validity period, which shall be a period that is not shorter than three (3) months commencing from the date of the Notice of Acceptance ("**Validity Period**"); and
- (f) the confirmed position in TTdC's queue of the ASO.

7.5.6 Each Access Services Order that is accepted by TTdC forms a separate and independent contract between the Access Seeker and TTdC which is governed by the terms of this Agreement, as the same is deemed to be incorporated by reference into the accepted Access Services Order.

7.5.7 After receipt of the Notice of Acceptance issued by TTdC, the Access Seeker shall first submit the ASO to the stamp office and pay the requisite stamp duty thereof. The full stamp duty is borne by Access Seeker and not TTdC.

7.5.8 The Access Seeker shall provide a duplicate copy of the ASO duly stamped (as copy) together with the original copy of the ASO showing the full stamp duty thereon, to TTdC and TTdC shall commence installation and network provisioning work on the Business Day following the day of receipt of the stamped ASO.

7.6 **Access Seeker's Confirmation**

7.6.1 Upon the issuance of an Access Services Order by the Access Seeker, the Access Seeker is deemed to have confirmed the Access Services Order, but such issuance is subject to TTdC's acceptance or rejection as set out in Clause 7.5 above

7.7 **Estimated Charges**

7.7.1 If the Notice of Acceptance provided by TTdC contains estimates of charges based on a time and materials basis to undertake any additional works, post-Order Service Qualification:

- (a) TTdC agrees not to exceed the estimate unless TTdC provides the Access Seeker with a written notice prior to exceeding the estimate informing the Access Seeker:

- (i) the estimate will likely be exceeded;
 - (ii) the reasons for exceeding the estimate; and
 - (iii) a further estimate of the charges for the work necessary to fulfil the ASO;
 - (b) where the actual cost incurred by TTdC exceeds an estimate or revised estimate for a specific scope of work provided by TTdC due to (i) information or facts provided 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, the Access Seeker shall pay TTdC the actual cost incurred.
- 7.7.2 If within ten (10) Business Days from the date of the notice given by TTdC under Clause 7.7.1(a) above the revised estimate of the total charges exceeds the original estimate by more than ten percent (10%), the Access Seeker may withdraw the Access Services Order without penalty.
- 7.7.3 Once the estimated and/or revised charges are accepted by Access Seeker the Access Seeker shall pay the actual charges incurred by TTdC up to the estimated amount or revised estimated amount.
- 7.7.4 TTdC shall only commence the work after the Access Seeker confirms in writing that it is agreeable to the estimate or revised estimate, and such confirmation is provided by the Access Seeker within the Validity Period. If Access Seeker is not agreeable, nor if there is no such confirmation within the Validity Period, then the Access Seeker may withdraw or is deemed to have withdrawn (as the case may be), without any penalty.
- 7.7.5 There shall be no cancellation, withdrawal or variation of the ASO once TTdC has commenced work pursuant to clause 7.7.4.

F.8 Provisioning of Access Services Orders

8.1 Commencement of delivery timeframes:

- 8.1.1 The applicable provisioning timeframe for an Access Services Order, as determined under this Agreement, shall commence from the Business Day following the day TTdC receives the stamped ASO from the Access Seeker.

8.2 Delivery dates

- 8.2.1 TTdC shall subject to Clause 8.1.1 above, the indicative activation timeframe for the Access Services is:
- i) in respect of premises on a street that is connected to HSBB Network, five (5) Business Days including the date of the BTU installation appointment (whether or not a BTU has been installed at such premises as at the date of relevant Notice of Acceptance); or
 - ii) otherwise, up to fourteen (14) Business Days including the date of the BTU installation appointment.

The above timeframe may be changed upon agreement between TTdC and the Access seeker to suit the installation processes by both parties.

- 8.2.2 **Indicative activation timeframes:** Any activation date provided by TTdC is merely an indicative activation timeframe or date for the Access Services, and commences after the Business Day following the day TTdC receives the stamped ASO from the Access Seeker.
- 8.2.3 **Early delivery dates:** If TTdC, in the normal course of business, is able to offer a delivery date earlier than the delivery date that would otherwise apply, it must advise the Access Seeker and, if requested by the Access Seeker, deliver access to the Access Services at the earlier delivery date.

8.3 Completion of Delivery of Access Services

- 8.3.1 TTdC shall undertake the necessary and appropriate tests that it does for itself to determine that the Access Services are ready for use.
- 8.3.2 Upon completion of the test, TTdC will notify the Access Seeker that the Access Services are ready for use, and specifying the provisioning completion date and the date of commencement of the Access Service Period for the Access Services.
- 8.3.3 When TTdC undertakes the above testing of the Access Services, the Access Seeker shall fully cooperate with TTdC and provide relevant personnel to attend and be present during such test (subject to TTdC's prior written agreement).
- 8.3.4 **Delayed delivery dates:** If the provisioning of an Access Services Order is delayed beyond the applicable time periods specified in Schedule 3, and:
- (a) the delay is solely caused by TTdC:
 - (i) TTdC shall notify the Access Seeker of the delay to the delivery date, together with the reasons for the delay, as soon as practicable after TTdC becomes aware of the possible delay;
 - (ii) TTdC shall permit the Access Seeker to cancel the Access Services Order without penalty if the delay is longer than the equivalent time period for the delivery of the Facility and/or Service; and
 - (iii) the delivery date shall be extended for a further period as reasonably necessary, and TTdC shall promptly notify the Access Seeker of the revised delivery date; or
 - (b) the delay is caused or contributed by the Access Seeker:
 - (i) TTdC shall notify the Access Seeker of the delay to the delivery date as soon as practicable after TTdC becomes aware of it;
 - (ii) TTdC and Access Seeker must work together to minimise the effect of the delays; and
 - (iii) the delivery date shall be extended for a further period as reasonably necessary, and TTdC shall promptly notify the Access Seeker of the revised delivery date; and
 - (iv) TTdC shall have the burden of demonstrating that allegations; and that TTdC has done all things reasonably practicable to minimize or avoid such failure.
 - (c) the delay is caused by events or circumstances beyond the reasonable control of TTdC or the Access Seeker:
 - (i) TTdC shall notify the Access Seeker of the delay and the causes;
 - (ii) TTdC and the Access Seeker must work together to minimize the effect of the delays;
 - (iii) the delivery date shall be extended by such period as may be reasonably necessary for TTdC to complete the provisioning works, as notified by TTdC to the Access Seeker.
- 8.3.5 **Late delivery rebate.** If TTdC fails to meet the delivery date or any extended delivery date notified to the Access Seeker, except where such delays are caused or contributed by the Access Seeker's delay, actions or omissions, or where such delays are caused or contributed by acts or omissions of third parties including Government or local authorities:
- (a) TTdC shall without limitation to any other rights the Access Seeker may have under this Agreement or at law, provide a rebate to the Access Seeker; and

- (b) The rebate shall be for an amount equivalent to the HSBB Day Rate and/or BTU Day Rate multiplied by the number of Business Days of TTdC's delay.

Provided always that the Access Seeker will only be charged a ratable proportion of the monthly recurring charge from the actual activation date of the Access Services to end of the month in which activation was undertaken. The rebate shall be for an amount equivalent to the recurring charges including broadband termination port charges payable for access to facilities and/or services for the period of TTdC's delay.

8.4 Third Party Involvement Causing or Contributing To Non-Compliance

- 8.4.1 If (a) TTdC fails to comply with a timeframe under this Agreement; and (b) TTdC considers that such failure was caused or contributed to by necessary third party involvement or other matters reasonably outside TTdC's control (for example, where approval from local or other authority is required), TTdC must notify the Access Seeker with a copy to the Commission of such non-compliance and such third party involvement, and provide the contact details of such third party, to permit the Commission to investigate the non-compliance.
- 8.4.2 Upon notifying the Commission as per Clause 8.4.1 above, the time to complete the provisioning or activation shall be at large.

F.9 Forecast & Orders for BTU devices

9.1 BTU Devices Forecast

- 9.1.1 The Access Seeker shall at the same time as the Access Seeker provides the forecast for the Access Services, provide TTdC with the forecast of the number of BTU devices that is required over a 12 month period, shown in quarters, in order for TTdC to ascertain if there are sufficient stock of the BTU devices. The form of the BTU Devices forecast is as set out in Form 4.5 of Schedule 4.
- 9.1.2 The forecast provided by the Access Seeker may be updated on a quarterly basis only, and the provisions in Clause 6 of Section F shall be applicable.
- 9.1.3 **Confirmation of Forecast:**
 - (a) if the BTU device forecast is the first forecast issued by Access Seeker,
 - (i) TTdC shall within five (5) Business Days after receipt, notify the Access Seeker of the quantity of BTU devices in TTdC's warehouse that TTdC has for deployment to Access Seeker's Customers;
 - (ii) Within five (5) Business Days after receipt of the aforementioned notice, Access Seeker is to confirm if it accepts the allocated BTU devices by TTdC or does not so accept;
 - (iii) If Access Seeker does not accept, then Access Seeker agrees that the quantity of BTU required by Access Seeker is subject to TTdC's ordering process to its supplier and/or manufacturer and the delivery schedule thereto; and
 - (iv) in either case (ii) or (iii) above, the Access Seeker shall issue a BTU Device Order shall so reflect the agreement of the Parties.
 - (b) in respect of all subsequent BTU device forecast, the Access Seeker must confirm the same, as TTdC will incur significant costs to order the number of BTU devices required by Access Seeker (due to the time required for ordering, manufacture and shipment to TTdC). Once confirmed, the forecast is deemed to be a BTU Device Order for the purposes of this

Agreement, and the Access Seeker shall immediately issue the BTU Device Order in the form as set out in Form 4.2 in Schedule 4.

9.2 BTU Device Orders

- 9.2.1 The Access Seeker shall from time to time issue a BTU Device Order which shall be in Form 4.2 in Schedule 4, in order that TTdC may place an order with its BTU device supplier and/or manufacturer for the requisite quantity of BTU devices required by the Access Seeker.
- 9.2.2 If the Access Seeker issues a BTU Device Order (other than the first BTU Device Order) for the same quantity as specified in the Access Seeker's BTU device forecast, TTdC will issue a written notice to Access Seeker ("**Availability Notice**") and make available the quantity of BTU devices specified in that BTU Device Order, upon receipt of the BTU devices from TTdC's supplier and/or manufacturer.
- 9.2.3 Upon issuance of the Availability Notice, the Access Seeker shall pay TTdC the BTU Charges for a period of 12 months ("**BTU Availability Period**") but such payment shall stand to the credit of the Access Seeker, and notwithstanding anything herein to the contrary, be off-set against any BTU that is installed during the BTU Availability Period. For the avoidance of doubt the period of off-set is equal to 12 months from the date of BTU Installation (being the BTU Service Period). If the Access Seeker does not fully utilise the quantity of BTU devices specified in the BTU Device Order by the expiry of the BTU Availability Period, then any balance of the BTU Charges paid by Access Seeker shall be forfeited as compensation for the costs incurred by TTdC in the purchase for the BTU devices from the manufacturers, shipment and insurance costs, warehousing charges, import duties and sales tax, and administration costs, but the excess of BTU devices may be utilised by the Access Seeker in the subsequent 12 month period (subject to payment of the BTU Port MRC).
- 9.2.4 The Access Seeker may only place subsequent BTU Device Orders once the remainder of the quantity of BTU devices in a prior BTU Device Order is at twenty percent (20%).
- 9.2.5 Once a BTU Order is placed by the Access Seeker any cancellation or variation is subject to Clause 10.3 herein.

9.3 Charging the BTU Port MRC

- 9.3.1 Upon Installation of a BTU, the BTU Port MRC shall be due for the BTU Service Period and shall be invoice by TTdC to the Access Seeker on a monthly basis, unless Clause 9.2 above applies.
- 9.3.2 If the Access Seeker's Customer terminates the service provided by the Access Seeker before the expiry of the BTU Service Period, the Access Seeker shall immediately pay TTdC the BTU Port MRC for the remainder of the BTU Service Period.

F.10 Cancellation & Variation of Orders

10.1 Cancellation and variation of ASOs

- 10.1.1 The Access Seeker may cancel or vary an Access Services Order at any time except where work has commenced by TTdC and/or where Clause 7.7.5 applies.

10.2 ASO Cancellation Penalty

- 10.2.1 Except where this Agreement expressly provides that a cancellation of an Access Services Order by the Access Seeker is to be without any penalty, the Access Seeker shall pay a sum to TTdC as pre-agreed compensation for any cancellation, or variation of an Access Services Order and such sum shall be the lesser of the following amounts:

- (a) the sum of wasted expenditure (being costs, expenses and charges necessarily incurred by TTdC which is directly attributable to the Access Services Order and is wasted due to its cancellation or variation) less any reasonable mitigation of those wasted expenditure; or
- (b) an amount equal to the sum of the monthly recurring charges that would have been payable by the Access Seeker in the six (6) months immediately following the cancellation or variation had the Access Services Order not been cancelled or varied, and such value is then reduced to the extent that those costs have been mitigated, or would have been, mitigated had TTdC used its best endeavours to do so.

10.3 **BTU Device Order Cancellation/Variation Penalty**

10.3.1 Except where this Agreement expressly provides that a cancellation of a BTU Device Order by the Access Seeker is to be without any penalty, the Access Seeker shall pay a sum to TTdC as pre-agreed compensation for any cancellation, or variation of a BTU Device Order, the sum is as ascertained as follows:

- (a) if the BTU Device Order is cancelled, the pre-agreed compensation amount is the sum of the quantity of the BTU devices specified in the cancelled BTU Device Order multiplied by the BTU Port MRC for the BTU Service Period; or
- (b) if the BTU Device Order is varied by reducing the quantity ordered, the pre-agreed compensation amount is the sum of the difference between the original quantity of BTU devices ordered and the varied quantity (if less than the ordered quantity), multiplied by the BTU Port MRC for the BTU Service Period;

UNLESS TTdC is able to cancel or vary the orders to TTdC's BTU device supplier or manufacturer without any penalty or charge being imposed on TTdC by its device supplier or manufacturer.

10.3.2 If the Access Seeker intends to vary the BTU Device Order by increasing the quantity ordered, the Access Seeker shall notify TTdC in writing of its intention, and TTdC will discuss with and try to determine if the supplier or manufacturer can meet the additional quantity requested by the requested delivery date, and at what cost. If the device supplier and/or manufacturer agrees, TTdC shall inform the Access Seeker and the Access Seeker shall issue a variation to the BTU Device Order. However, if the device supplier and/or manufacturer is unable to meet the additional quantity by the required delivery date, TTdC will reject the variation requested. If the variation requested can be met, the Access Seeker is to pay the BTU Charges for the additional quantity for the BTU Availability Period.

F.11 BTU Installation

11.1 The Parties agree that the BTU Installation of BTU devices at the Access Seeker's Customer's premises is subject to the following timelines:

- (a) in respect of a premises on a street that is connected to TTdC's HSBB Network, shall be five (5) Business Days including the date of the BTU Installation appointment; or
- (b) otherwise, up to fourteen (14) Business Days including the date of the BTU installation appointment; and

SUBJECT TO Clause 14 herein.

11.2 TTdC may perform BTU Installations within a shorter timeframe specified in Clause 11.1, the time within which TTdC performs activations for itself and the time which would permit the Access Seeker to comply with the Mandatory Standard for Quality of Service (Customer Service) No. 4 of

- 2021 including such modifications or variations as may be determined by the Commission from time to time.
- 11.3 Access Seeker must make an appointment for TTdC to undertake BTU Installation by giving notice to TTdC which is in the form of Form 4.3 in Schedule 4.
- 11.4 If the proposed appointment date:
- (a) can be met by TTdC, TTdC will confirm the same to the Access Seeker; or
 - (b) cannot be met by TTdC, TTdC will notify Access Seeker of the next available appointment slot, and TTdC will undertake the BTU Installation at the next available appointment date.
- 11.5 On completion of the BTU Installation, TTdC will require the Access Seeker's personnel to acknowledge receipt of the BTU and that the BTU Installation is completed, which is in the form set out in Form 4.4 of Schedule 4.
- 11.6 The BTU Port MRC is payable for the BTU Service Period, and the BTU Service Period shall commence from the date specified in Form 4.4. Each BTU Service Period is for that BTU only.
- 11.7 If Access Seeker request that TTdC deactivate, remove or replace the BTU, Access Seeker shall submit a written request to TTdC, which TTdC will acknowledge. Thereafter TTdC shall carry out the deactivation, removal or replacement, but such activities is subject to Access Seeker paying the additional charges (as specified in Schedule 3), and is subject to Access Seeker obtaining the necessary permissions from the building manager and home owner/occupier for TTdC to enter the building and its Customer's home/unit. Any delay, cancellation or deferment of the appointed date for TTdC to do so, shall be subject to the charges as specified in Schedule 3 and payable by Access Seeker.

F.12 Capacity Constraints & Limitation of Use

12.1 Access Services Order in excess of Forecast

- 12.1.1 Notwithstanding anything to the contrary, TTdC must use its reasonable efforts to provide sufficient capacity to enable TTdC to accept and fulfil the Access Services Orders from the Access Seeker for Access Services which are in excess of the relevant Forecast.
- 12.1.2 TTdC is only required to do so if, after meeting the Forecast requirements of other access seekers and itself, there is available capacity to meet the excess capacity of the Access Seeker or TTdC could readily upgrade existing capacity.
- 12.1.3 TTdC shall allocate the available capacity on a non-discriminatory basis to meet the over Forecast requirements of all other access seekers, the Access Seekers and itself.
- 12.1.4 TTdC is not required to supply Access Services in excess of the Forecast if, despite adopting any reasonable improvements (including upgrading capacity), this would cause a material degradation in the quality of Access Services provided to all other access seekers and/or itself.

12.2 Required extra capacity

TTdC may require an Access Seeker to procure such additional capacity on the Access Seeker's side of the Network to the extent that TTdC, 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 TTdC's Network. Where the Access Seeker fails to so procure additional capacity and the demand exceeds the capacity on the Access Seeker's Network, TTdC must notify the Access Seeker in writing, and the Access Seeker and TTdC must meet no later than five (5) Business Days after receipt of the notice from TTdC to attempt to identify alternative sources of capacity. If the matter cannot be resolved

within ten (10) Business Days of the date of that meeting, TTdC may bar or block calls or traffic to the Access Seeker's Network to the extent necessary to minimise congestion within TTdC's Network.

12.3 **Constrained capacity**

If TTdC reasonably believes that the capacity in any part of the Access Services required by:

- (a) the Access Seeker pursuant to the relevant Forecasts and/or ASOs;
- (b) other access seekers, pursuant to their relevant Forecasts and/or ASOs; and
- (c) TTdC, for the purposes of its own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest,

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

- (d) notify the Access Seeker and all other access seekers to whom relevant capacity is supplied; and
- (e) allocate the available capacity between itself, the Access Seeker and other access seekers of this Access Services in accordance with TTdC's Capacity Allocation Policy set out in Clause 12.4.

12.4 **Capacity Allocation Policy**

12.4.1 If TTdC claims that it has insufficient capacity to meet an Access Seeker's Forecasts or ASOs, TTdC 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 TTdC 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 TTdC shall determine how to allocate capacity between itself (including its related bodies corporate) and any other Operator or Operators, in circumstances where the amount of capacity available is less than the aggregate of capacity required by TTdC, its related bodies corporate and the other Operator or Operators; and
- (c) shall:
 - (i) be fair and reasonable;
 - (ii) be consistent, so far as practicable, with TTdC's general duty of non-discrimination in accordance with subsection 149(2) of the Act;
 - (iii) treat the requirements of the Access Seeker and third parties on an equivalent basis to TTdC's own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest; and
 - (iv) allocate the available capacity in the relevant Facilities and/or Services in proportion to each Operator's Forecast and/or Order requirements.
- (d) shall set out TTdC's plans to expand their capacity over time (if any), where such information must be provided to Access Seekers on a non-discriminatory basis in terms of its content and frequency of updates.

12.4.2 All ASOs are subject to the capacity allocation policy as set out in Schedule 5.

12.5 Policies affecting Access Services

12.5.1 The Access Seeker may use capacity installed in connection with the provision of the Access Services to be used, to the extent technically feasible, in connection with another network service, and the Access Seeker is to notify TTdC of its intention to do so, and if TTdC objects because it is technically not feasible, then the Access Seeker shall not use such capacity.

12.5.2 Access Service Orders issued by the Access Seeker is subject to the queuing policy set out in Schedule 5.

12.6 BTU Device Allocation Policy

12.6.1 The BTU devices shall be allocated between the Access Seeker, other access seekers and TTdC in accordance with the following principles:

- (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 the Access Provider 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 the Access Provider shall determine how to allocate BTU devices 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 BTU devices available is less than the aggregate of BTUs required by the Access Provider's own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest, and the other Operator;
- (c) shall:
 - i. be fair and reasonable;
 - ii. be consistent, so far as practicable, with the Access Provider'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 (so far as practicable) to the requirements of Access Providers own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest; and
 - iv. allocate the available BTU devices in proportion to each Operator's Forecast and/or Order requirements.

12.6.2 The above BTU device allocation policy does not apply if Clause 9 applies

F.13 Proof-of-Concept

13.1 If the Access Seeker requires a proof-of-concept to be undertaken before issuing an Access Services Order, it shall first notify TTdC of such requirement together with sufficient details and information necessary for TTdC to design the proof of concept.

13.2 As soon as reasonably practicable, TTdC shall inform the Access Seeker that the proof of concept can be undertaken, the proposed dates, and the applicable charges payable by Access Seeker.

13.3 Upon agreement of the Access Seeker to the carrying out of the proof of concept and the applicable charges, the charges shall be paid by the Access Seeker prior to the commencement of the proof of concept.

- 13.4 Pending the completion of the proof of concept, neither a forecast, an Access Services Order, BTU Device Order nor any other order that may be required to be issued under this Agreement, is to be issued by the Access Seeker, and if so issued the time limited for accepting or rejecting the same shall not commence until after the completion of the proof of concept.
- 13.5 TTdC may negotiate with the Access Seeker on its proof-of-concept during the negotiation stage of the Access Agreement upon receiving the Access Seeker's proposal on the scope, terms and condition of proof-of-concept based on Access Seeker's requirement. However, any processes and/or activities to be conducted for the purposes of implementing the proof-of-concept shall only be conducted upon conclusion and signing of the Access Agreement.

F.14 Right to Enter Buildings

- 14.1 The Access Seeker shall procure and obtain and grant TTdC, all rights to enter and lay fibre or extend the fibre within the building to the Access Seeker's Customer's premises, and all cost relating to, in connection with or arising out of obtaining such rights, shall be borne by the Access Seeker. For avoidance of doubt, the cost relating to obtaining rights to enter, lay fibre or extend the fibre within the building to the Access Seeker's Customer's premises shall vary subject to location, distance of the building from TTdC's last fibre distribution point, any fee and/or charges to be imposed by local respective authorities and other related costs if any.
- 14.2 The Access Seeker shall obtain the permission, approval or consent of the building owner, building manager or the joint management board or committee (as the case may be) for the laying of horizontal trunking or conduit from the riser to the Access Seeker's Customer's premises in order for TTdC to lay its fibre into the Access Seeker's Customer's premises, and all such costs shall be borne by the Access Seeker (including the costs to make good any damage or defect).

F.15 Technical Obligations

- 15.1 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 Agreement, and Access Seeker is to comply with all TTdC's technical requirements or instructions.
- 15.2 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.
- 15.3 Technical Standards:** An Operator must comply with any applicable technical standard adopted by the Commission under Chapter 3 of Part VII of the Act.
- 15.4 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.
- 15.5 Notice of interference and rectification:** If an Operator notifies (“**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 is not able to locate the source of the interference within twenty-four (24) hours under Clause 15.4(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.

15.6 Contention Ratio. The Access Seeker may determine its contention ratio in respect of the Access Services and shall notify TTdC of the same, PROVIDED ALWAYS that the contention ratio determined by the Access Seeker shall always enable TTdC to meet and comply with Section 3.2 of Schedule 3 and the Mandatory Standard for Quality of Service (Wired Broadband Access Service) Determination No. 1 of 2021.

F.16 [This clause is intentionally omitted]

[There is no clause F.16 as it is intentionally left blank in order to preserve the numbering of this Agreement.

F.17 Operations and Maintenance Obligations

17.1 O&M Responsibilities

17.1.1 Each Operator shall be responsible for the operations and maintenance of its own facilities, network and services.

17.1.2 **Planned maintenance:** If TTdC intends to undertake any planned maintenance which may affect an Access Seeker's Network, the Access Services, TTdC will:

- (a) provide the Access Seeker with at least ten (10) Business Days' notice of the planned maintenance;
- (b) use its reasonable endeavours to minimise any disruption to the Access Services, and if the Access Seeker and TTdC agree that it is practicable to provide alternative routing at no additional cost to the Access Seeker, TTdC shall do so upon such agreement PROVIDED THAT any agreement shall not delay the carrying out of the planned maintenance by TTdC; and
- (c) undertake the planned maintenance within windows of time that have the least effect on TTdC's and the Access Seeker's Customers.

17.1.3 **Emergency maintenance:** If an Operator needs to undertake emergency maintenance ("**Maintenance Operator**") 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 emergency 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 rerouting.

17.2 Fault Reporting & Rectification

17.2.1 **Fault reporting service:** Each Operator shall establish and maintain a fault reporting service that allows its Customers who are directly connected to the Network of that Operator and to whom that

Operator supplies Access Services to report faults relating to any Network, Facility and/or Service. The Access Seeker must report all interconnection and access outages that relate to Networks, Access Services to TTdC's relevant fault reporting and rectification service.

17.2.2 In order to have a proper fault reporting mechanism and process, the Parties shall within sixty (60) days after the Agreement is effective, TTdC shall provide to the Access Seeker a fault reporting and rectification manual for the comment, feedback and agreement of the Access Seeker. Before the expiry of the sixty (60) day period, the Parties shall agree on the applicable fault reporting and rectification manual which shall be applicable as between the Parties in respect of the Access Services and BTU Services.

17.2.3 The principles to be incorporated into the said manual shall be as follows:

- (a) An Operator shall perform fault reporting and identification on a non-discriminatory basis; and
- (b) An Operator shall treat the faults reported by another Operator on an equivalent basis as it treats the faults reported by itself.

17.2.4 **Bear own costs:** Each Operator is responsible for establishing and maintaining a fault reporting service at its own cost irrespective of the location of the fault.

17.2.5 **Hours of fault reporting and rectification:** The Operators shall maintain a twenty-four (24) hours a day, seven (7) days a week fault reporting and rectification service.

17.3 **Customer Notification**

17.3.1 The Access Seeker will advise all of its directly connected Customers to report all faults to the fault reporting service provided by the Access Seeker and not to TTdC. If notwithstanding such advice, the Access Seeker's Customer reports a fault to TTdC, then Clause 17.3.2 shall apply and TTdC shall charge the Access Seeker twenty percent (20%) of the Resource Unit Charge specified in Schedule 2 – Charges and Charging Principles.

17.3.2 **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,
- (c) the Operator which receives the report shall promptly inform the other Operator of the reported fault.

17.4 **Network Fault Rectification**

17.4.1 **Network fault responsibility:** 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 the Access Services which are used in another Operator's Network.

17.4.2 **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.

17.4.3 **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.

17.4.4 **Fault Priority:** 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.

17.4.5 **Fault rectification:** Each Operator shall rectify faults on a non-discriminatory basis.

17.5 **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, the details of which are set out in the manual prepared pursuant to Clause 17.2.2 above.

17.6 **Reports to Access Seeker**

17.6.1 Within twenty (20) Business Days after the end of each calendar quarter, TTdC shall provide to the Access Seeker, at no additional charge, a report in each month of that quarter containing the following information:

- (a) on TTdC's performance against key operational metrics as specified in Mandatory Standard for Quality of Service (Customer Service) (Determination No. 4 of 2021);
- (b) network utilisation, optical line terminal backhaul utilisation and the area that the optical line terminal is serving;
- (c) throughput, latency and packet loss;
- (d) service fulfilment; and
- (e) service assurance

17.6.2 Any additional report that is required by the Access Seeker, including another copy of this report, shall be chargeable by TTdC and payable by Access Seeker.

F.18 **Charges & Billing**

18.1 **Charges**

18.1.1 The applicable Charges and the charging principles are as set out in Schedule 2 to this Agreement.

18.1.2 All Charges are exclusive of applicable Sales and/or Service Tax, goods and services tax or value-added tax as may be imposed by any written law on the Access Services, and which will be borne by the Access Seeker.

18.1.3 The currency of the applicable Charges in this Agreement is Ringgit Malaysia.

18.2 **Billing & Billing Cycle**

18.2.1 **Invoices:** TTdC shall use its best endeavours to issue according to the Billing Cycle to the Access Seeker an invoice in writing or in electronic form (if so requested by the Access Seeker) within one (1) month after the end of the Billing Cycle for the Charges due pursuant to orders placed by Access Seeker.

18.2.2 **Billing Cycle:** For the purposes of this Agreement, the Billing Cycle for this Access Services is as specified in Part 4 of Schedule 2.

18.2.3 **Provisional billing:** Where TTdC is unable to issue an invoice within one (1) month after the end of the Billing Cycle in accordance with this Agreement, it may issue an invoice to an Access Seeker for a provisional amount, based on the last invoice ("Provisional invoice"). In such circumstances, TTdC may invoice the Access Seeker for a provisional amount for a period of not more than three (3) successive Billing Cycles, provided that the total provisional amount is no more than the average of the three (3) most recent Invoices. Where there have not been three (3) past invoices for access to the Access Services, TTdC may issue a Provisional invoice up to the full value of the amount based on the most recent invoice.

18.3 **Billing Information**

18.3.1 **Billing verification information:** TTdC shall provide, with each invoice, such information as may be reasonably necessary for the Access Seeker to verify rates and charges contained in an Invoice.

18.3.2 **Summarised Invoice and billing information:** TTdC 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 PROVIDED THAT the Access Seeker pays the additional charge for the provision of such information.

18.4 **Billing Errors**

18.4.1 If the Access Seeker discovers an error in an Invoice, it must not later than five (5) Business Days notify TTdC in writing. If TTdC agrees that an error was made, TTdC will make the necessary adjustments to correct that error within one (1) month of the Access Seeker's written notification, and re-issue a fresh Invoice to the Access Seeker.

18.4.2 If TTdC discovers an error in an invoice issued, TTdC will notify the Access Seeker as soon as it has made the discovery and issue an invoice correcting the errors in the earlier invoices (notwithstanding that the Access Seeker may have paid the earlier invoices).

18.4.3 If correction results in either:

- (a) an amount that is less than the total amount paid by the Access Seeker, then TTdC may off-set the excess against the next Invoice; or
- (b) an amount that is more than the total amount paid by the Access Seeker, then Access Seeker shall pay the shortfall within fifteen (15) days of the Invoice.

18.4.4 **Backbilling:** TTdC may include omitted or miscalculated Charges from an earlier invoice in a later invoice, or issue an Invoice for Charges which have previously not been invoiced provided that TTdC is able to substantiate the Charges to the Access Seeker and such inclusion, amendment or issuance is made within six (6) months from the end of the end of the Access Services Period or BTU Service Period (as the case may be).

18.5 **Billing Disputes**

18.5.1 An Access Seeker may dispute any amount in an invoice if the Access Seeker notifies TTdC within thirty (30) Business Days after the date of receipt of such invoice, and the Access Seeker specifies in its notification to TTdC the amount disputed, the reasons for disputing the amount and provide documentary records supporting the reasons.

18.5.2 If upon receipt of the dispute notice by TTdC, TTdC may either agree with the dispute and propose to correct the same by reissuing a corrected invoice to the Access Seeker or disagree with the dispute raised. In either case, TTdC may inform the Access Seeker of its decision.

18.5.3 If TTdC disagrees with the dispute raised by the Access Seeker, such a billing dispute will be resolved in accordance with the Dispute Resolution Procedures set out in Exhibit F.28 of this RAO.

F.19 Payment Terms

- 19.1 **Method of payment.** The Access Seeker shall pay an Invoice to TTdC within thirty (30) days from the date of the Invoice either by way of bank cheque or electronic funds transfer directly to an account nominated by TTdC as specified in the Invoice. For the avoidance of doubt, an Invoice is deemed paid when TTdC receives the full sum stated in the Invoice in immediately available funds, free and clear from any and all charges as specified in Clause 19.2 below.
- 19.2 All bank charges, costs, fees, commissions and expenses in remitting payment to TTdC shall be borne by the Access Seeker such that the invoiced amount is received in full by TTdC.
- 19.3 **No set-off:** Neither the Access Seeker nor TTdC may set off against any Invoice due from the Access Seeker to TTdC or any sum due from TTdC to the Access Seeker under this Agreement or any other agreement except if liquidation proceedings have commenced against the Access Seeker, at least three (3) Invoices have been issued and such Invoices have not been paid (other than if the amounts in such Invoices are subject to a bona fide dispute), or where Clause 9.2 applies.
- 19.4 **Withholding of disputed amounts:** If Clause 18.5 above applies, TTdC shall allow an Access Seeker to withhold payment of any amount disputed in good faith by the Access Seeker.
- 19.5 **Interest:** Except for any amount in an Invoice being disputed by an Access Seeker in good faith in accordance with this Agreement, TTdC may charge interest on any amount outstanding from an Access Seeker from time to time, in respect of that overdue sum for the period beginning on its due date and ending on the date of the receipt of the overdue sum in full by TTdC. The interest that may be charged by TTdC shall be at the rate of two percent (2%) per annum above Malayan Banking Berhad's base rate calculated on a daily rest, from the due date until the date of actual payment. Payments which are overdue by more than two (2) months will bear interest at the rate of three percent (3%) per annum above Malayan Banking Berhad's base rate calculated on a daily rest, from the due date until the date of receipt by TTdC of full payment. For clarification, TTdC shall not charge interest on an amount which is disputed by an Access Seeker in good faith, other than once the dispute is resolved in favour of TTdC, the Access Seeker shall pay the sum within five (5) Business Days failing which interest shall be charged at the rate of three percent (3%) per annum above Malayan Banking Berhad's base rate calculated on a daily rest, from the due date until the date of receipt by TTdC of full payment.

F.20 Customer Principles

- 20.1 TTdC and the Access Seeker acknowledge and accept that they recognise and will act consistently with the customer relationship principles as set out in Section 4.3.2 of the MSA, which is deemed incorporated herein.

F.21 Term of Agreement

- 21.1 This Agreement is for the Term, and will expire on the last day of the Term.
- 21.2 Not less than one-hundred and eighty (180) days before the expiry of the Term, the Access Seeker must notify TTdC that it wishes to renew the Agreement, and accordingly the Access Seeker shall submit a new Access Request pursuant to the terms of TTdC's then currently published RAO (if any).
- 21.3 Nothing in this Agreement or under any law implies a right to renew the Term of the Agreement.
- 21.4 On the expiry of the Agreement (a) no new Access Service Orders and/or BTU Device Orders may be placed by the Access Seeker, (b) if any ASO that has been placed but not provisioned shall automatically expire and (c) all Access Services under any existing ASOs shall continue until the

expiry of that Orders' respective Access Service Period and BTU Services' BTU Service Period (subject to Clause 22 below).

- 21.5 If the Access Seeker wishes to negotiate the terms of a renewed access agreement, the Access Seeker shall comply with the provisions in Section C of this RAO.

F.22 **Service Periods**

22.1 **Initial Access Service Period**

- 22.1.1 The Access Service Period for an Access Service Order for the Access Services shall commence from the date the ASO is provisioned by TTdC.

22.2 **Renewals of Access Service Periods**

- 22.2.1 The Access Service Period for an Access Service Order may be renewed by the Access Seeker upon giving not less than sixty (60) days prior notice.
- 22.2.2 The first renewal of the Access Service Period is for the same duration, and is deemed to be as if the original Access Service Period for that ASO was double the length of time.
- 22.2.3 The second renewal of the Access Service Period is for the same duration as the Access Service Period provided that the Access Seeker has given TTdC not less than sixty (60) days prior notice of renewal of that ASO.
- 22.2.4 Subject to Clause 22.6.2 below, no renewals of an ASO will be permitted if the remaining duration of the Term of the Agreement is less than twelve (12) months and if the remainder of the Access Service Period is more than one hundred and eighty (180) days.

22.3 **Time to place last Access Service Orders**

- 22.3.1 The Access Seeker must place its last Access Services Order or BTU Device Order not less than ninety (90) days before the expiry of the Agreement. Any Access Service Order placed by the Access Seeker after that period, shall not be provisioned by TTdC.

22.4 **Survival of Access Service Orders**

- 22.4.1 If the Agreement expires before the Access Service Period of the ASOs expire, such ASOs will continue till the end of their respective Access Service Periods, and the Access Seeker shall continue to be liable and perform its obligations under this Agreement as if the Agreement had not expired.
- 22.4.2 The Access Service governed by an ASO shall expire on the expiry of the Access Service Period of that ASO unless renewed in accordance with Clause 22.2 above.

22.5 **Initial BTU Service Period**

- 22.5.1 In respect of the BTU installed at the Access Seeker's Customer's premises, the minimum duration is the same as the Access Service Period and commences from the date of BTU Installation of the BTU by TTdC ("**BTU Service Period**").

22.6 **Renewal of BTU Service Period**

- 22.6.1 Each BTU Service Period shall be deemed to be automatically renewed on the expiry of its BTU Service Period, unless the Access Seeker notifies TTdC not less than thirty (30) days prior to a disconnection that such BTU is to be disconnected from the Access Services or deactivated.

SECTION F – ACCESS AGREEMENT TERMS

22.6.2 Notwithstanding Clause 22.6.1 above, if the BTU is disconnected or deactivated (whether at the request of the Access Seeker or not) during the BTU Service Period, the Access Seeker shall pay TTdC the BTU Port MRC for the balance of the BTU Service Period.

22.7 **Time of last BTU Installation**

22.7.1 The last BTU Installation to be undertaken by TTdC for the Access Seeker will be no later than sixty (60) days before the expiry of the Agreement. No further BTU Installation will be undertaken after that period.

22.7.2 All unexpired Access Service Orders shall be deemed to be extended for such duration (not exceeding 12 months) so that the BTU Service Period of the last BTU Installation can be supported by the Access Services PROVIDED THAT such Access Service Orders will expire on the day following the last day of the last BTU Service Period.

22.7.3 All BTU Service Periods that will expire before the expiry of the last BTU Service Period, shall be automatically extended for such duration (not exceeding 12 months) so that the expiry of these BTU Service Periods is on the same date as the expiry date of the last BTU Service Period.

22.8 **Survival of BTU Service Periods**

22.8.1 If the Agreement expires before the BTU Service Period expires, those BTU Service Periods shall continue till the end of their respective BTU Service Periods (subject to Clause 22.6 above), and the Access Seeker shall continue to be liable and perform its obligations under this Agreement as if the Agreement had not expired, including paying the Charges to TTdC.

F.23 **Suspension of Access Services Orders**

23.1 Subject to this Agreement, TTdC may only suspend the Access Services if:

- (a) the Access Seeker's facilities materially and adversely affect the normal operation of TTdC'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 TTdC, its employees or contractors;
- (c) the Access Seeker's facilities cause material, physical or technical harm to any facilities of TTdC or any other person;
- (d) where the Access Seeker has failed to pay invoices in accordance with Clause 19, unless the Access Seeker has exercised its right to dispute an invoice in accordance with the terms in this Agreement;
- (e) where the Access Seeker has failed to provide the new security amount as required under this Agreement;
- (f) the Access Seeker breaches any laws, regulations, rules or standards which has a material and adverse effect on TTdC or the provision by TTdC of Facilities and/or Services under this Access Agreement;
- (g) the Access Seeker (its servants or agents) have had complaints made against them for unruly or inappropriate behaviour by persons within the Customer's premises; or
- (h) where Force Majeure Event occurs.

SECTION F – ACCESS AGREEMENT TERMS

- 23.2 Subject to condition 25.3 of the Special Notification to Commission and prior to suspending the Access Services, TTdC shall provide the Access Seeker with five (5) Business Days' prior written notice of its intention to suspend, and such notice shall contain the reasons.
- 23.3 A copy of the said notice shall be forwarded by TTdC to the Commission.
- 23.4 Subject to condition 25.3 of the Special Notification to Commission, on the expiry of the said five (5) Business Days, the Access Service shall be suspended.
- 23.5 Notwithstanding that the Order is suspended, the Access Service Period will not be extended by the period of that the Access Service was suspended, and the Access Seeker shall still pay invoices issued by TTdC for the Access Services ordered and shall not recover from TTdC any additional charges, costs or expenses on termination or suspension of an Access Agreement to any facilities and/or services under it.
- 23.6 No reinstatement charge is payable by the Access Seeker except where the suspension of the Access Services is due to grounds (a) to (g) of Clause 23.1 above, whereupon the reinstatement of the suspended Access Service is subject to the Access Seeker paying TTdC a reinstatement charge specified in Part 4 of Schedule 2.

F.24 **Deactivation of BTU Service Period**

- 24.1 If either
- (a) a BTU Port MRC is not paid and/or has remained outstanding for a period of 30 days or more, TTdC may after giving the Access Seeker 14 days prior notice to pay the outstanding BTU Port MRCs, deactivate or suspend the BTU device. This shall be subjected to condition 25.3 of the Special Notification to Commission; or
 - (b) the Access Seeker's Customer misuses, damages or destroys the BTU device, TTdC may notify the Access Seeker that it intends to deactivate or suspend the BTU device; or
 - (c) security alert or a fault is raised against the Access Seeker.
- TTdC will then deactivate the BTU Port service and will inform the Access Seeker accordingly.
- 24.2 During the period of deactivation referred to in Clause 24.1, the Access Seeker shall continue to be liable and pay the BTU Port MRC to TTdC, until the expiry of the BTU Service Period and shall not recover from TTdC any additional charges, costs or expenses on termination or suspension of an Access Agreement to any facilities and/or services under it.
- 24.3 If the BTU is reactivated, Access Seeker will pay TTdC the reactivation charge as set out in Schedule 2.

F.25 **Termination of Agreement**

25.1 **Grounds for Termination**

- 25.1.1 TTdC may only terminate this Agreement and/or an Order if any of the circumstances referred to below apply:
- (a) the Access Seeker has materially breached the Agreement and TTdC has notified the Access Seeker that it will terminate this Agreement and/or the Order if the Access Seeker has not remedied its breach within one (1) month from the date of the notice, 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.

25.1.2 If TTdC decides to terminate this Agreement and/or an Order pursuant to Clause 25.1.1 above, TTdC shall notify the Access Seeker in writing of its decision, together with the grounds thereof, and forward to the Commission a copy thereof.

25.2 **Change in law**

25.2.1 Where continued operation of the Agreement, the Orders or access to the Access Service, or any Network, facilities and/or services, is or will be unlawful (as a result of a legislative change), the Access Seeker and TTdC must meet within five (5) Business Days of becoming aware of the relevant change in law to review whether access to the Access Services may be provided by TTdC on different terms and conditions (which are acceptable to the Access Seeker).

25.2.2 If the parties cannot agree to the provision of access on different terms and conditions, TTdC may terminate the Agreement and the provision of the Access Services under all Orders.

25.3 **Special Notification to Commission**

25.3.1 Prior to terminating, suspending, or seeking to materially vary the Agreement or access to any Facilities and/or Services provided under it, TTdC must notify the Commission in writing of the action TTdC proposes to take and the reasons why it considers such action is appropriate.

25.3.2 The Commission may invite any affected Access Seeker to make submissions to the Commission regarding the proposed termination, suspension or material variation.

25.3.3 TTdC:

- (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 TTdC'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 TTdC 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.
- (d) may act to terminate, suspend or materially vary the Agreement (if the material variation has prior thereto been agreed to by the Access Seeker in writing) subject to the Commission's written consent and subject to any time delay or conditions which the Commission may specify (if any). The Commission may endeavor to respond to TTdC's notice within ten (10) Business days or such other period that the Commission consider is reasonable.

F.26 Termination of Access Service Order

- 26.1 Without prejudice to any other right or remedy and subject to Condition 25.3 above, TTdC may immediately terminate an Access Service Order if:
- (a) after the expiry of fourteen (14) days of a demand for payment by TTdC for any outstanding invoices or charges in arrears has been issued, the Access Seeker has failed, neglected and/or refused to pay the sum demanded together with late payment interests;
 - (b) Access Seeker is in breach of the Agreement or any material term in this Agreement and has not remedied the same to the reasonable satisfaction of TTdC by the date specified in a prior written notice issued by TTdC, which date shall not be less than thirty (30) days;
 - (c) TTdC is in receipt of a direction, order or notice issued by an appropriate authority (being MCMC, PDRM or the Government of Malaysia, as the case may be) either requiring TTdC to terminate the provision of the order to the Access Seeker, suspend the Access Service or declaring that the use of the Access Service is contrary to the Applicable Law.
- 26.2 **Termination for Force Majeure.** If a Force Majeure Event occurs for 30 continuous days, then either Party may in writing terminate the affected ASO without any liability to the other Party.
- 26.3 **Termination by Access Seeker.** The Access Seeker may terminate an Access Service Order if it provides TTdC with not less than ninety (90) days prior notice, but the Access Seeker shall pay TTdC the charges for both the remainder of the Access Service Period (which is deemed to be a genuine pre-estimate of TTdC's losses) and the remainder of all BTU Service Periods.

F.27 Consequences of Termination

- 27.1 TTdC shall not recover any additional charges, costs or expenses on termination or suspension of an Access Agreement or access to the Access Services provided under it except:
- (a) charges that are in arrears (whether invoiced or not) but which are not paid; and
 - (b) the charges for the balance of the Access Service Period, provided that:
 - (i) such charges must be reduced to reflect any cost savings to TTdC from not having to supply the Access Service (if any);
 - (ii) the charges must include such charges that were incurred by TTdC because of Orders placed by Access Seeker (such as payment liability to third party suppliers, manufacturers or vendors); and
 - (ii) TTdC must use reasonable endeavours to mitigate its costs of termination or suspension and maximise cost savings.
- 27.2 **Upfront charges refund:** On termination of the Agreement or termination of an Order, TTdC 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, except where the Access Seeker has made the payment in respect of the BTU Device Order.
- 27.3 **Deposits and guarantees:** TTdC shall within two (2) months of termination of the Agreement refund to the Access Seeker the Security Sum provided by the Access Seeker PROVIDED ALWAYS THAT all other amounts due and/or payable by the Access Seeker to TTdC have been paid in full; and immediately upon termination of the Agreement unconditionally waive any rights under any guarantees provided by the Access Seeker except in respect of amounts payable by the Access Seeker to TTdC as at the date of termination.

SECTION F – ACCESS AGREEMENT TERMS

27.4 If Access Seeker terminates any Order pursuant to any specific provision in the Access Agreement that grant the Access Seeker a specific right to terminate due to a breach by TTdC, the Access Seeker will pay all Charges that are in arrears and/or outstanding up to the date of termination.

27.5 Regardless of the Party terminating the Order, the Access Service and BTU shall ceased to be provided by TTdC on the date of termination.

F.28 **Dispute Resolution**

28.1 All disputes and differences between the Parties arising out of, in connection with or related to this Agreement or any Orders shall be resolved in accordance with the Dispute Resolution Procedure as set out in Exhibit F.28 of this RAO.

28.2 No Party shall refer a dispute or difference to the Courts except as permitted by Exhibit F.28 of this RAO.

F.29 **Churn Obligation**

29.1 Upon TTdC receiving from the Releasing Service Provider the approved Transfer Request together with a request for TTdC to implement the Churn (“**Transfer Document**”), provided always that both the Releasing Service Provider and the Gaining Service Provider are Access Seekers of the Access Services under this RAO, TTdC shall reserve an available BTU port for the Gaining Service Provider to be used solely in connection with the Churn.

29.2 TTdC shall within one (1) Business Day after receipt of the Transfer Document, request the Access Seeker (who is the Gaining Service Provider) to reserve an available appointment slot for activation of the relevant service.

29.3 The Access Seeker shall within one (1) Business Day after receiving the notice issued pursuant to Clause 29.2 above, submit to TTdC an Access Service Order for and book an available appointment slot for activation of the Access Service.

29.4 Notwithstanding the above, subject to availability of relevant infrastructure and equipment, Parties shall use their best endeavours to ensure that the relevant Churn is implemented and the relevant service activated within seven (7) Business Days from the date of receipt of the Access Seeker’s (who is the Releasing Service Provider) valid Transfer Document.

29.5 All Access Service Orders submitted pursuant to Clause 29.3 shall be subject to the terms and conditions of this Access Agreement.

F.30 **Equivalence of Input**

30.1 TTdC must:

- a) provide HSBB Network Services on an Equivalence of Inputs basis to Access Seekers, including the product, speed tiers, speed, price, timeframes, service level performance and terms and conditions that are equivalent to what it provides to itself.

F.31 **Miscellaneous**

31.1 **Compliance with laws**

The Parties shall comply with all applicable laws, regulations and all subsidiary instruments issued from time to time by the Commission or the Ministry pursuant to the CMA.

31.2 **Good Faith and Exclusivity**

Each Party will act in good faith in relation to the other with regard to all matters relating to or contemplated by the Access Agreement. The parties acknowledge that nothing in the Access Agreement will prevent, limit or restrict in any way whatsoever either party from supplying any facilities and/or service to any person by means of such party's Network.

31.3 **Partial Invalidity**

If any term or condition of the Agreement is found to be illegal, invalid or unenforceable in any respect under any applicable law, then the remainder of the Agreement or the application of such term or condition to other situations or circumstances shall not be affected, and the parties agree to amend the Agreement to reflect the correct intention of the parties and/or the directions of the Commission (where applicable) to the extent permissible by such applicable law.

31.4 **Assignment**

Neither Party shall assign this Agreement, any ASO or BTU Device Order to any other person, unless the prior express written agreement of the other Party is first obtained.

31.5 **Agreement to be reviewed**

31.5.1 This Agreement shall be reviewed when either of the following events occur:

- (a) the Minister issues a direction or determination relating to its subject matter;
 - (b) the Commission issues a direction or determination relating to its subject-matter;
 - (c) the CMA or the Standard is amended in relation to its subject matter;
 - (d) by agreement between the Parties;
 - (e) a condition of either Party's license is amended or deleted or a new condition is imposed.
- (either one of the above events shall be referred to as a "Review Event").

31.5.2 Review Process.

- (a) If a Review Event occurs, either Party may notify the other Party that the Agreement will be reviewed.
- (b) The review shall be undertaken and completed as soon as possible.
- (c) Upon completion of the review, TTdC shall submit to the Access Seeker a copy of the agreement duly marked up with the amendments or modifications or variations clearly identified.
- (d) The Access Seeker shall revert with its comments and suggested changes (if any), using proper track change function in a word processing software.
- (e) TTdC, on receipt of the Access Seeker's comments and suggested changes, may either agree or disagree or proposed further changes thereto.

31.5.3 Effect of Review.

- (a) If the Parties agree to the amendments, modifications or variations to the Agreement, then the Parties shall execute an amendment thereto which shall be submitted for registration by the Commission.
- (b) If the Parties are unable to agree to the amendments, modifications or variations, then TTdC may terminate the Agreement including the provision of the Access Services pursuant to Section 5.14.4 MSA.

31.6 Intellectual Property Rights

- 31.6.1 Each Party shall license to the other party for the Term of the Agreement and on a royalty-free basis, all Intellectual Property rights necessary for the proper operation of the Agreement and the inter-operability of each party's Networks, subject to the permissions granted by the relevant third party licensors.
- 31.6.2 Except as otherwise expressly provided in the Agreement, all intellectual property rights, including trade secrets if any, shall remain in the ownership of the person creating or commissioning the same and nothing in the Agreement shall confer or be deemed to confer on either Party any rights or licenses in the intellectual property of the other Party or of any third party.
- 31.6.3 Without prejudice to Clause 29.6.2, neither Party shall be entitled to use any trademarks or service marks (whether registered or not) of the other Party in any document, material or any medium (including digital medium), without the prior written consent of the other Party.
- 31.6.4 The Parties will negotiate arrangements (including in respect of title) concerning intellectual property jointly developed in the course of the performance of the Agreement or otherwise in connection with the Agreement.

F.32 Customer Demand List:

- 32.1 If the Access Seeker intends to submit a Customer Demand List to TTdC prior to the submission of an Access Service Order, such submission shall be done using the Portal. Upon receipt of the Customer Demand List, TTdC shall provide its acknowledgment to the Access Seeker within one (1) Business Day of such receipt.
- 32.2 Once the Customer Demand List is submitted pursuant to Clause 32.1 above, the Access Seeker may cancel or amend the Customer Demand List only once for each Customer without TTdC charging the Access Seeker and such cancellation or amendment shall be done using the Portal. No subsequent cancellation or amendment to the Customer Demand List for each Customer shall be permitted.
- 32.3 TTdC shall inform the Access Seeker, within three (3) Business Days after receipt of the Access Seeker's request, whether the premises or exchange service area (or part thereof) is serviceable by the Access Service or not ("Response"), and if the relevant premises or exchange service area (or part thereof) is not serviceable by the Access Service, TTdC will endeavour to provide information regarding TTdC's plan for servicing that premises, including an indicative timeframe for service availability subject to submission of relevant demand forecast by Access Seeker which is confirmed.
- 32.4 Any issues identified in the Customer Demand List submitted by the Access Seeker will be investigated and resolved by TTdC within three (3) Business Days of the Response.
- 32.5 If there are no issues or on the expiry of the period specified in Clause 32.4, the Access Seeker must issue the Access Service Order in accordance with Clause 7 of this Agreement. If the Access Seeker does not issue the Access Service Order, TTdC shall no longer be obliged or required to respond, act or comply with any subsequent Customer Demand List submitted by the Access Seeker.
- 32.6 This Clause 32 does not apply to the First ASO that is to be submitted by the Access Seeker pursuant to clause 7.1 of this Agreement.

SCHEDULE 1 - SERVICE DESCRIPTIONS

A. Introduction

1. The Services comprise (a) the Access Services (which consist of (i) HSBB L2 QOS with (ii) transmission service; (b) BTU Installation and (c) BTU Service.
2. The Layer 2 HSBB Network Service with QoS is an access and transmission Facility and/or Service for the provision of Layer 2 connectivity for the carriage of certain communications (being data in digital form and conforming to Internet Protocols) between customer equipment at a Customer's premises and a POI at the Access Seeker's premises, where in respect of the service:
 - (a) The customer equipment is directly connected to TTdC's High- Speed Broadband Network;
 - (b) The Access Seeker selects the bit rate;
 - (c) The Access Seeker selects the QoS Class; and
 - (d) The Access Seeker assigns the Customer with an IP address.
3. The Layer 2 HSBB Network Service with QoS includes shared splitting services, interfaces to operational support systems and network information. Nothing herein shall include any customisation, modification, alteration and/or addition to these systems whether at the request of the Access Seeker or otherwise.
4. Nothing in this service description is intended to limit:
 - (a) the number of concurrent Layer 2 HSBB Network Services with QoS acquired by an Access Seeker from TTdC associated with a single Customer;
 - (b) concurrent acquisition of Layer 2 HSBB Network Service with QoS and other HSBB Network Services by an Access Seeker from TTdC associated with a single Customer; or
 - (c) the number of HSBB Network Services that may be acquired by a single Access Seeker, either in a single location or at multiple locations (or permit TTdC to require an Access Seeker to acquire any minimum or maximum number of HSBB Network Services either in a single location or at multiple locations), as a condition of TTdC supplying the Layer 2 HSBB Network Service with QoS.

B. Access Services

B.1 HSBB L2 QOS Service

1. The Layer 2 HSBB Network Service with QoS shall be supplied to the Access Seeker as follows:
 - (a) at pre-defined speeds which are capable of providing the bit rates specified below, as selected by the Access Seeker:

Bit rate		Note and example applications
Downstream	Upstream	
Unconstrained	Unconstrained	TTdC does not constrain the speed of the service itself but would provide an unconstrained network service which the Access Seeker rate shapes i.e. determines the speed. This option is only available with QoS Class 5.
30 Mbps	5 Mbps	
30 Mbps	10 Mbps	
30 Mbps	30 Mbps	
		Low-speed broadband services

SCHEDULE 1 – SERVICE DESCRIPTION

50 Mbps	10 Mbps	High-speed residential, business broadband services, or enterprise grade business broadband services
50 Mbps	20 Mbps	
50 Mbps	50 Mbps	
100 Mbps	40 Mbps	
100 Mbps	50 Mbps	
100 Mbps	100 Mbps	
250 Mbps	100 Mbps	
500 Mbps	100 Mbps	
600 Mbps	100 Mbps	
700 Mbps	100 Mbps	
800 Mbps	200 Mbps	
1000 Mbps	500 Mbps	

- (b) In accordance with the following QoS Class, as selected by Access Seeker, which selection shall be subject to sub-paragraph (c) below:

QoS Class	Latency	Jitter	Packet Loss	Notes and example applications
0	≤ 100 ms	≤ 50 ms	≤ 10 ³	Real-time, jitter sensitive, high interaction - VoIP
1	≤ 200 ms	≤ 50 ms	≤ 10 ³	Real-time, jitter sensitive, high interactive - IPTV
2	≤ 100 ms	-	≤ 10 ³	Transaction data, highly interactive – signaling
3	≤ 400 ms	-	≤ 10 ³	Transaction data, interactive – business data
4	≤ 1 s	-	≤ 10 ³	Low loss only (short transactions, bulk data) – video streaming
5	-	-	-	Best efforts – traditional applications of default IP networks

- (c) Notwithstanding anything to contrary, all service gateway bandwidth selected by Access Seeker shall always be adequate and/or sufficient to enable the standards which are to be stipulated in the service level agreement to be agreed by both parties in reference to Schedule 3 – Mandated Timelines.
- (d) The Access Services herein provided by TTdC to Access Seeker must (a) be consistent with the rights and obligations set out in the service level agreement; and (b) not contain any terms and conditions which are inconsistent with the rights and obligations set out in the service level agreement.
2. The Layer 2 HSBB Network Service with Qos acquired by an Access Seeker shall be only used for the provision of services to the Access Seeker’s retail end users.

B.2 Transmission Service

1. To complete the HSBB L2 QOS, the Access Seeker must acquire a transmission service from the aggregation point in TTdC’s Network up to the pre-designated POI (“Transmission Service”). This

SCHEDULE 1 – SERVICE DESCRIPTION

Transmission Service is not within the ambit of the definitions of “Trunk Transmission Service”, “End to End Transmission Service” or “Wholesale Local Lease Circuit Service”, and therefore those do not apply.

2. The pre-designated POI will be:
 - (a) at a place determined by TTdC for the Access Seeker to interconnect its fibre with that of TTdC’s Transmission Service which must be technically compatible with TTdC’s fibre specifications; and
 - (b) the Access Seeker must provide colocation services to TTdC for TTdC to collocate its equipment in order to complete the Transmission Service.

For the purposes of this RAO, the pre-designated POI is at AIMS Data Centre, Menara Aims (formerly known as Menara Aik Hua). The exact coordinates will be provided on request.

3. However, if the Access Seeker wishes to use a location that is the Access Seeker’s POI, such location must be “at the Access Seeker’s premises” (as per the Access List), TTdC must be satisfied that it is technically feasible, and the premises must be owned by the Access Seeker or that the Access Seeker holds a long lease registerable under the National Land Code.
4. As this Transmission Service is not governed by the MSAP, TTdC nevertheless offers to provide the Transmission Service at the following bandwidths:

Band ID	Transmission Service Bandwidth Bands
A	10 Mbps
B	100 Mbps
C	200 Mbps
D	500 Mbps
E	750 Mbps
F	1 Gbps
G	3 Gbps
H	5 Gbps
I	6 Gbps
J	7 Gbps
K	8 Gbps
L	9 Gbps
M	10 Gbps

Bandwidth required that is greater than Band M, may be provided by TTdC, subject to agreement as to prices.

C BTU

C.1 BTU Installation service

1. The BTU Installation service comprises setting up and activating the Internet access service to the Access Seeker's Customer only.
2. The set up and activation of the BTU involves TTdC's personnel attending to the Access Seeker's Customer's premises to do the necessary software or programming activities to the BTU, but does not include any set up and/or activation of the wireless router or any other device.
3. There is a one-time non-recurring BTU Installation charge for this BTU Installation service, as specified in paragraph 3.2 of Part 3 of Schedule 2.

C.2 BTU Service

1. The BTU Service comprises the continued activation of the BTU device for the BTU Service Period, so that the Access Seeker's Customer is able to access the Internet.
2. **Minimum Subscription at the BTU:** Each physical BTU shall be made exclusive to one end user only.
3. The monthly recurring charges for the BTU Service is the BTU port charge as specified in paragraph 3.1 of Part 3 of Schedule 2.

SCHEDULE 2 – CHARGES AND CHARGING PRINCIPLES

Part 1 – Charges for HSBB L2 QOS

The following are the applicable charges payable by the Access Seeker to TTdC, in respect of HSBB L2 QOS:

1.1 Monthly Recurring Charge for high-speed Internet service only for each Service Gateway:

	Ringgit Malaysia per month		
	2023	2024	2025
Layer 2 Service Gateway (“SG”) (per Service Gateway):			
100 Mbps	237.52	201.38	170.65
250 Mbps	593.80	503.45	426.63
500 Mbps	1,187.60	1,006.90	853.26
600 Mbps	1,425.12	1,208.28	1,023.91
700 Mbps	1,662.64	1,409.66	1,194.56
800 Mbps	1,900.16	1,611.04	1,365.21
1 Gbps	2,375.20	2,013.80	1,706.51
2 Gbps	4,750.40	4,027.60	3,413.02
3 Gbps	7,125.60	6,041.39	5,119.54
5 Gbps	11,876.00	10,068.99	8,532.56
10 Gbps	23,752.00	20,137.98	17,065.12
20 Gbps	47,504.00	40,275.96	34,130.25
50 Gbps	118,759.99	100,689.90	85,325.62
100 Gbps	237,519.99	201,379.79	170,651.24
200 Gbps	475,039.98	402,759.58	341,302.49
500 Gbps	1,187,599.94	1,006,898.96	853,256.21

- (i) HSBB Layer 2 mandated prices only apply to just high-speed Internet service and not value added services i.e. VoD, IPTV and/or voice services.
- (ii) The charges are applicable to the actual year of the orders made.

- (iii) Each OLT is a “service gateway” and therefore an access seeker would need to acquire all OLTs (i.e. Service Gateways) to cover all geographical areas served by all OLTs at the same bandwidth (there are no bandwidth differences between service gateways), in order for the Access Seeker to be able to undertake effective marketing activities.

1.2 One Time Charge of the installation of the Service Gateway:

	Ringgit Malaysia		
	2023	2024	2025
Installation of:			
per Service Gateway	638	658	677

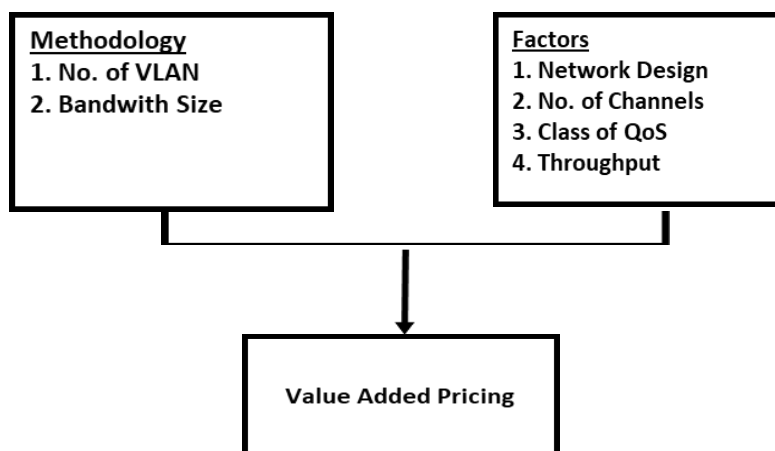
- (i) The one-time charge is only for service set up and activation.
- (ii) Physical installation of plastic or buried trunking, repainting, material costs (other than the fibre cable), charges to use the MDF room, the riser, the ducts and manholes and right of entry fees and deposits that may be imposed by building managers or joint management boards or committees are excluded, and to be borne by the Access Seeker.

Part 2 – Charges for Value-Added-Services

2.1. Factors and the relevant methodology that TTdC will take into account in deriving the prices for value-added service (VAS) such as video-on-demand and IPTV as well as the voice services in the RAO are as follows:

2.1.1 Basic VAS is optional which comprises VLAN for voice of bandwidth provisioned at 256kbps, monthly subscription price starting from RM30 (excluding port charges), single point of handover connection and a dedicated port design. This excludes integration and setup fees which are to be discussed and determined between TTdC and Access Seeker during design phase.

2.1.2 Other additional VAS services provided are offered based on the considerations as per the table below:



Part 3 – Transmission Service Charges

- 3.1 To complete the HSBB L2 QOS, the Access Seeker must acquire the Transmission Service from the aggregation point in TTdC's Network up to the pre-designated POI, which will be:
- (a) at a place determined by TTdC for the Access Seeker to interconnect its fibre with that of TTdC's Transmission Service which must be technically compatible with TTdC's fibre specifications; and
 - (b) the Access Seeker must provide colocation services to TTdC for TTdC to collocate its equipment in order to complete the Transmission Service.
- 3.2 As this Transmission Service, does not fall strictly within the definitions of Trunk Transmission Service, End to End Transmission Service or Wholesale Local Lease Circuit Service, TTdC nevertheless offers to provide this Transmission Service at the following prices:

	Ringgit Malaysia per month		
	2023	2024	2025
Within Peninsular Malaysia and within Sabah and Sarawak			
10 Mbps	52	34	15
100 Mbps	524	338	152
200 Mbps	1,049	677	305
500 Mbps	2,622	1,692	762
750 Mbps	3,932	2,538	1,143
1 Gbps	5,357	3,440	1,524
3 Gbps	16,071	10,322	4,572
5 Gbps	26,785	17,203	7,620
6 Gbps	32,142	20,643	9,145
7 Gbps	37,499	24,084	10,669
8 Gbps	42,856	27,524	12,193
9 Gbps	48,213	30,965	13,717
10 Gbps	53,570	34,405	15,241
Between Peninsular Malaysia and Sabah and Sarawak			
10 Mbps	224	134	43
100 Mbps	2,242	1,336	429
200 Mbps	4,485	2,671	858
500 Mbps	11,212	6,678	2,145
750 Mbps	16,817	10,017	3,217
1 Gbps	22,927	13,608	4,290
3 Gbps	68,782	40,826	12,869
5 Gbps	114,632	68,040	21,448
6 Gbps	137,559	81,648	25,738
7 Gbps	160,485	95,256	30,028
8 Gbps	183,411	108,864	34,317
9 Gbps	206,338	122,472	38,607

SCHEDULE 2 – CHARGES & CHARGING PRINCIPLES

10 Gbps	229,264	136,080	42,897
Installation (non-recurring charge)	2,738	2,820	2,905

(i) The charges are applicable to the actual year of the orders made.

Part 4 – Billing Cycle

This Billing Cycle in this Access Service is monthly from the date of provisioning of each ASO.

Part 4 – Charges applicable to BTUs

4.1 BTU Service is subject to the following monthly recurring charge:

	Ringgit Malaysia per month		
	2023	2024	2025
a) Broadband termination unit port (per port per BTU)	45	45	45

4.2 BTU Installation charge is a one-off non-recurring charge being:

	Ringgit Malaysia		
	2023	2024	2025
Installation of each Broadband Termination Unit	437	450	463

Part 5 – Additional Charges

5.1 The following are the applicable additional charges payable by the Access Seeker to TTdC if so incurred.

For any new upgrading of capacity and building of additional infrastructure, additional charge shall apply.	
Additional/Removal of Service	RM 2,500 for each SG
Bandwidth Upgrade/Downgrade to end customer	RM 500 for each request
Service Gateway Reconfiguration, Upgrade, Downgrade, Decommission (at Access Seeker’s request)	RM 2,500 for each SG
SG Reconnection	RM 500 for each SG
BTU Unrecoverable, Damaged or Destroyed	RM 500 for each BTU plus Site Visit Charge
Repair of each BTU	RM 500 for each BTU plus Site Visit Charge
Site Visit Charge	50% of the Resource Unit Charge
Appointment Deferment	RM 200 for each deferment
Termination charge:	
(a) Installation works has not commenced; or	(a) RM 200 for each BTU;
(b) Installation works has commenced but has stopped before completion by order of Access Seeker	(b) Actual installation charges and/or any direct cost associated with the installation, demobilization cost, making good or preserving any unfinished works

SCHEDULE 2 – CHARGES & CHARGING PRINCIPLES

Engineering service	Based on Resource Unit Charge in Section 6.2 below.
Additional fiber wiring charges and/or replacement of fiber	RM 50 for 5 meters or part thereof Note: For connection from BTU to router, extension or replacement may be performed by third party i.e. Access Seeker's installer and the charges shall be borne by the Access Seeker
Request to provide summarised Invoice and billing information	RM500 per request
BTU Reactivation	RM200 per BTU reactivation
Relocating BTU at Access Seeker's Customer's premises	RM500 per request plus material costs
Access Seeker's request TTdC to suspend, disconnect or deactivate BTU	RM200 per request per BTU (manpower charges will be charged by TTdC to Access Seeker in deactivating Access Seeker's customer service and collecting TTdC's equipment in customer's premise)

5.2 TTdC shall impose additional charges, calculated in accordance with Part 2 of this Schedule 2, for the following services:

- (a) VLAN provisioning
- (b) number of VLANs (we require 2 VLAN per service gateway)

Part 6 – Resource Unit Charge.

6.1 The Resource Unit Charge is a charge of manpower deployed by TTdC on a time and material basis.

6.2 TTdC:

(a) may charge the Access Seeker a one-off fee, to be determined by reference to the costs incurred by TTdC, for allocation of manpower and other resources to enable TTdC to test and provide a new Facilities and/or Services. This charge is based on the Resource Unit Charge as specified below.

(b) The Resource Unit Charge is set out below:

	2023	2024	2025
Man-Day Unit Rate	RM844	RM970	RM1,115

This Resource Unit Charge is based on TTdC’s annual cost of remuneration, emoluments, statutory contributions, administration expenses and other expenses plus a margin divided by the total number of employees and divided further by 226 working days.

(c) The methodology for calculating the applicable charge to the Access Seeker is as follows:

(i) Total number of man-days is ascertained, based on total amount of hours spent by the number of people deployed. 1 man-day is equal to an 6 hour duration.

Illustration:

If 5 people were deployed and each worked 3 hours. The total time spent is 5 x 3 = 15 man-hours, and the total man-days is 15/6 = 1.875 man-days.

(ii) The total man-days will be rounded up to the next nearest full man-day.

Illustration:

1.875 man-days is rounded up to 2 man-days.

(iii) the total resource charge is unit rate multiplied by man-days.

Illustration:

2 man-days x Resource Unit Charge of RM1,160 = RM2,320

Part 7 – Desk/Field Study Charges

7.1 These are the charges for TTdC to undertake a desk or field study. The scope is specified in Section F of the RAO.

7.2 The charges payable for desk study is the Resource Charge specified in Part 5 of this Schedule 2 multiplied by the number of mandays undertaken.

7.3 The charges payable for field study is the Resource Charge specified in Part 5 of this Schedule 2 multiplied by the number of mandays undertaken.

Part 8 – Portal VPN License Fees

8.1 Pursuant to the MSA and Clause 7.1.3 of the Access Agreement, TTdC is to provide access to the Access Seeker to an interactive self-service portal.

8.2 The Parties acknowledge that the Portal contains commercially sensitive and material non-public information (“NPI”). Accordingly, the Access Seeker may only access the Portal that contains TTdC’s NPI using TTdC’s approved VPN software subject to the following conditions:

SCHEDULE 2 – CHARGES & CHARGING PRINCIPLES

- (a) VPN software will be installed only on the personal computers of two (2) Access Seeker's named users who must be full-time employees, together with the machine's MAC addresses specified to TTdC;
- (b) VPN License Fee shall include but not limited to Portal development, Portal maintenance, connectivity, VPN development, VPN maintenance, number of user ID, number of queries/month, hosting services and shall be payable in advance for the Term of the Access Agreement. No refund if user leaves Access Seeker.
- (c) Change of VPN user is subject to a charge.
- (d) Sharing of user name and passwords with any other party, sharing of devices and, sharing of NPI shall not be permitted and allowed at all material times.

8.5 The terms of license to use of the VPN shall be subject to the respective VPN service provider's license.

Part 9 – Other Charges

- 9.1 Wherever in this Agreement a charge is express without any value being specified in this Schedule, then this Part 9 shall be applicable.
- 9.2 If the charges relate to an activity to be undertaken, then the charges shall be the Man-Day rate (specified in Article 6.2(b) of Part 6 of this Schedule) multiplied by the number of man-days that was used to complete or perform the activities or task, multiplied by 2.

Part 10 – Billing Cycle

- 10.1 The Billing Cycle for this Access Service is monthly from the date of provisioning of each ASO.

SCHEDULE 3 – MANDATED TIMELINES

The following are the mandated timelines for TTdC to adhere to in provisioning the Access Services:

3.1 Service fulfilment timeline

TTdC shall comply with the following service fulfilment timelines and obligations for the HSBB Network Service:

Service Gateway (SG) configuration	The SG service configuration shall be performed by TTdC within fourteen (14) Business Days from the date on which connectivity to the Access Seeker's equipment has been established.
Service availability check	<ul style="list-style-type: none"> ▪ TTdC shall enable the Access Seeker to check whether a premises or exchange service area (or part thereof) is serviceable by the HSBB Network Service via a Portal. ▪ TTdC shall provide the Access Seeker with access to the Portal upon establishment of the SG and service acceptance handover. ▪ The Access Seeker may request an appointment in an available appointment slot for a BTU installation in respect of a premises that is serviceable by the HSBB Network Service. ▪ Where information about a premises or exchange service area (or part thereof) is not available through the iPortal, the Access Seeker shall submit a demand request through a Customer Demand List. ▪ .
Broadband Termination Unit (BTU) installation appointment	BTU installation appointments to be confirmed within one (1) Business Day of the Access Seeker requesting an appointment in an available appointment slot.
BTU installation	<ul style="list-style-type: none"> ▪ Fifty percent (50%) of BTU installation per month to be completed within four (4) hours from the agreed installation time. ▪ Eighty percent (80%) of BTU installation per month to be completed within six (6) hours from the agreed installation time. ▪ Hundred percent (100%) of BTU installation per month to be completed within eight (8) hours from the agreed installation time.
Return Order management	For any faulty or incomplete BTU installations, TTdC shall resolve the problem and complete the installation within five (5) Business Days of Access Seeker notification unless the installation was faulty or incomplete for reasons outside TTdC's reasonable control.
SG upgrade or downgrade	Within five (5) Business Days from the date that the Access Seeker's request is received if the HSBB Network has sufficient capacity to support the request (otherwise a notification of rejection on the basis of insufficient capacity will be provided to the Access Seeker and the Commission within one (1) Business Day of such request).
BTU upgrade or downgrade	Within two (2) Business Days from the date that the Access Seeker's request is received if the HSBB Network has sufficient capacity to support the request (otherwise a notification of rejection on the basis of insufficient capacity will be provided to the Access Seeker and the Commission within one (1) Business Days of such request).

Single truck roll	The Access Provider shall enable the Access Seeker to request a single truck roll for the performance by the Access Provider of service fulfilment activities where it is reasonably practicable to do so (for example, enabling the Access Seeker to request that the Access Provider perform only a single truck roll in respect of BTU installations at two or more premises in close proximity to each other).
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3.2 Service Assurance timeline

TTdC shall comply with the following service assurance timelines and obligations for the HSBB Network Service:

a) Mean time to restore for fault due to infrastructure from Service Gateway to BTU	As required to permit the Access Seeker to comply with the Commission Determination on the Mandatory Standard on Quality of Service (Customer Service), Determination No.4 of 2021 including such modification or variation as may be determined by the Commission from time to time
b) A complete failure of network elements and causing all services totally down	As required to permit the Access Seeker to comply with the Commission Determination on the Mandatory Standard on Quality of Service (Customer Service), Determination No.4 of 2021 including such modification or variation as may be determined by the Commission from time to time
c) Any fault relating to passive fibre breakdown	As required to permit the Access Seeker to comply with the Commission Determination on the Mandatory Standard on Quality of Service (Customer Service), Determination No.4 of 2021 including such modification or variation as may be determined by the Commission from time to time
d) On-site support	TTdC shall provide on-site support during Business Days.
e) Appointment for service restoration	TTdC shall provide access to a Portal to the Access Seeker which shall include enable the Access Seeker to do the following: (a) a common ticketing system to log, review and generate reports and progress updates; and (b) a common slotting system to enable the Access Seeker to view and book available appointment slots. However, at present TTdC does not have such a system in place and this is not available.
f) Throughput	As required to permit the Access Seeker to comply with the Commission Determination on the Mandatory Standard on Quality of Service (Wired Broadband Access Service), Determination No.12 of 2021 including such modification or variation as may be determined by the Commission from time to time
g) Network Latency (Layer 2 HSBB Network Service with QoS only)	As required to permit the Access Seeker to comply with the Commission Determination on the Mandatory Standard on Quality of Service (Wired Broadband Access Service), Determination No.1 of 2021 including such modification or variation as may be determined by the Commission from time to time
h) Packet Loss and Jitter	As required to permit the Access Seeker to comply with the Commission Determination on the Mandatory Standard on Quality of Service (Wired Broadband Access Service), Determination No.1 of 2021 including such modification or variation as may be determined by the Commission from time to time

i) Network utilisation and performance	The Access Provider shall provide to the Access Seeker, through a Portal that is in accordance with subsection 6.6.9 of this Standard, a network utilisation and performance report at intervals of no greater than one (1) month, subject to Clause 17.6 of this Access Agreement.
j) Portal availability	The Portal shall: <ul style="list-style-type: none"> • operate with a service uptime of at least 99.9% including 8am to 10pm, seven days a week measured monthly; and • include all backend databases and systems.

3.3 Fault Rectification Timelines

The priority levels of the different fault types and the response time, and rectification timeframe is set out below:

Each Operator shall respond to and rectify faults within the lesser of:

- (a) timeframes for the response timeframes, progress update frequencies and rectification timeframes as 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 TTdC provides to itself.

Priority Level	Fault Types (examples)	Response Timeframe	Progress Update Frequency	Rectification Timeframe
Level 1	<ol style="list-style-type: none"> 1. Major switch outage 2. Transmission bearer total outage 3. Route blocking > 30% 4. Major signaling problem 5. Major routing issues 6. Fraudulent calls 	Within one (1) hour	Every one (1) hour	Four (4) hours
Level 2	<ol style="list-style-type: none"> 1. Minor switch outage 2. Minor routing issue 3. Minor signaling problems 4. Route blocking 10%-30% 5. Cross line and silent calls 6. Mobile number portability issues 	Within four (4) hour	Every four (4) hours	Twenty-four (24) hours
Level 3	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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

Explanatory Notes:

- (a) All faults reported shall be ascribed with a ‘Priority Level’ as set out in the table above for response and rectification purposes and the Operators involved shall cooperate with one

another to achieve the given target timeframes targets corresponding to the severity of the fault reported as set out in that table.

- (b) The “Fault Types’ listed in the table above are only examples of possible types of faults. Operators are required to categorise all faults by reference to the specified ‘Priority Levels’, ‘Response Timeframes’ and ‘Rectification Timeframes’.
- (c) ‘Response Timeframe’ refers to the timeframe for the Operator whose Network, Facility and/or Service is faulty to respond to and appropriately attend to the fault. ‘Response Timeframes’ are to be measured from either the time the fault is notified by the other Operator or from the time when the Operator first becomes aware of the fault, whichever is the earlier.
- (d) ‘Progress Update Frequency’ refers to the frequency to update the other Operator until the fault is rectified.
- (e) ‘Rectification Timeframe’ refers to the time taken by the Operator to rectify a faulty Network, Facility and/or Service and is determined by the period between the reporting of a fault to the relevant fault reporting service of the Operator and the rectification of the fault on a permanent or temporary basis (provided that if rectified on a temporary basis, the Operator must continue attempting to achieve a permanent rectification without delay).

SCHEDULE 4 – APPLICABLE FORMS REFERRED IN SECTION F

The following are the applicable forms:

- 4.1 Access Services Order form
- 4.2 BTU Device Order form
- 4.3 Notice of making appointment for BTU Installation form
- 4.4 BTU Device Acknowledgment form
- 4.5 BTU Device Forecast form
- 4.6 Access Services Forecast form

Form 4.1 Access Services Order Form

This is the form that the Access Seeker is to use when it wishes to request the ordering of the Access Services once the Access Agreement is enforceable.

ACCESS SERVICES ORDER FORM

This is the Access Service Order submitted to TTdC by [name of Access Seeker]

Dated: [Click here to enter text.](#)

To:

TT dotCom Sdn Bhd
No. 14, Jalan Majistret U1/26,
HICOM Glenmarie Industrial Park
40150 Shah Alam

Original by Post/Copy by Email
Regulatory.MY@time.com.my

Attention: **Head of Regulatory Affairs**

PART A (To be completed by Access Seeker)

Document/Information

1 The name and contact details of the Access Seeker;

Access Agreement Date & Reference ID: _____

Access Seeker's Name: _____

Co. Reg. Number: _____

Address: _____

Telephone No: _____

Facsimile No: _____

Nominated Authorised Personnel Details:

Name: _____

Designation: _____

NRIC/Passport: _____

Telephone No: _____

Facsimile No: _____

E-mail Address: _____

2 Access Services the subject of this Order:

Layer 2 HSBB Network Service with Quality of Service

Service Gateway Bandwidth [Click here to enter text.](#) Mbps/Gbps*

* delete as appropriate

Transmission Service Bandwidth Mbps/Gbps

3 Network area or operational, delivery date and other requirements:

(a) To which forecast shall relate, which area shall correspond to that which TTdC uses for our own network planning and provisioning.

a. Area _____ Delivery Date: _____

b. Area _____ Delivery Date: _____

c. Area _____ Delivery Date: _____

d. Area _____ Delivery Date: _____

(If more rows needed, please specify in a separate sheet)

(b) Equipment of the Access Seeker to be used, to the extent it may adversely affect TTdC's Network;

(c) Transmission Service POI at Aims Data Centre.

Delivery Date: _____

(d) VLAN identifiers

VLAN # 1: _____

VLAN # 2: _____

4 Information (under Clause 7.3.2):

Additional information requested by TTdC that Access Seeker provides.

1. _____

2. _____

3. _____

4. _____

(If more rows needed, please specify in a separate sheet)

SCHEDULE 4 – APPLICABLE FORMS

5 Enclosed is the written confirmation of the continued validity of the following insurance policies as per Clause 5.1 (a) to (c):

Workmen Compensation / Employer's Liability Insurance from _____ to _____

Comprehensive General Liability Insurance from _____ to _____

Public Liability Insurance from _____ to _____

Issued by the above named Access Seeker to TTdC on the date specified below by its authorised officer.

Name of Authorised Officer:

Designation:

Date

Affix Company Stamp here

PART B (To be completed by TTdC)

<input type="checkbox"/> ASO is accepted	
<input type="checkbox"/> Indicative Delivery Date (per Clause 8.2.2) is _____ <input type="checkbox"/> Date when civil works intended to commence: _____ <input type="checkbox"/> Validity Period: _____ months from (date) <input type="checkbox"/> AS position in the queue: <input type="checkbox"/> ASO duration is 12 months from actual delivery date.	<input type="checkbox"/> Charges applicable to the Access Services
<input type="checkbox"/> post-Order Service Qualification: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> any other work required: <input type="checkbox"/> Yes <input type="checkbox"/> No (if yes, to specify)	<input type="checkbox"/> Estimated of charges for any other work or post-Order Service Qualification: (specify)

<input type="checkbox"/> ASO is rejected	<input type="checkbox"/> Further information required
<input type="checkbox"/> The ground(s) as specified in Section D.3.2 of Section D of the RAO <input type="checkbox"/> ASO is in excess of the agreed Forecast <input type="checkbox"/> duplicates an earlier or previous ASO waiting fulfilment <input type="checkbox"/> AS has not obtained the necessary related agreements from TTdC <input type="checkbox"/> AS will fail to a material extent to comply with the terms of the Agreement <input type="checkbox"/> AS will fail to ensure the integrity of a Network, safety of individuals working on or using the services supplied by means of a Network or Equipment or a Network or Equipment is not protected and cannot be addressed by reasonable security or escort services. If additional documents are to be attached, please do so and mark it accordingly.	Specify
<input type="checkbox"/> TTdC offers to meet the Access Seeker on _____ at _____ o'clock at _____	

Signed by authorised officer of TTdC : _____

Designation: _____

Date: _____

PART C (To be completed by Access Seeker)

PART C TO BE COMPLETED BY ACCESS SEEKER UPON RECEIPT OF ACCEPTED ASO BEARING SIGNATURE OF TTDC.

We the Access Seeker by our authorised officer, accepts and agrees to the ASO the details of which are specified above and which forms an independent contract between TTdC and Access Seeker.

Signed by authorised officer of Access Seeker : _____

Designation: _____

Date: _____

Form 4.2 BTU Device Order form

This is the Order form that the Access Seeker is to use when it wishes to place an order for BTU devices.

BTU DEVICE ORDER FORM

This is the BTU Device Order Form submitted to TTdC by *[name of Access Seeker]*

Dated: [Click here to enter text.](#)

To:

TT dotCom Sdn Bhd
No. 14, Jalan Majistret U1/26,
HICOM Glenmarie Industrial Park
40150 Shah Alam

Attention: **Head of Regulatory Affairs**

Original by Post/Copy by Email
Regulatory.MY@time.com.my

PART A (To be completed by Access Seeker)

Document/Information

1 The name and contact details of the Access Seeker;

Access Agreement Date & Reference ID: _____

Company Name: _____

Company Number: _____

Registered Address: _____

Telephone No: _____

Facsimile No: _____

Nominated Authorised Personnel Details:

Name: _____

Designation: _____

NRIC/Passport: _____

Telephone No: _____

Facsimile No: _____

E-mail Address: _____

2. BTU FORECAST *(Please provide information or attached the BTU forecast that was provided under Clause 9)*

BTU Forecast date:

BTU Device amount forecasted:

BTU Forecast confirmed Yes No

3 BTU Devices:

SCHEDULE 4 – APPLICABLE FORMS

BTU Device

Quantity of BTU needed : _____

By : (date) _____

Issued by the above named Access Seeker to TTdC on the date specified below by its authorised officer.

Name of Authorised Officer:

Designation:

Date

Affix Company Stamp here

PART B (To be completed by TTdC)

<input type="checkbox"/> BTU Device Order is accepted	
<input type="checkbox"/> Indicative Shipment Date (per Clause 9.2) is _____	<input type="checkbox"/> Charges applicable to the BTU Device Order
<input type="checkbox"/> BTU Device Order is rejected as it is different from a confirmed BTU Forecast.	

Signed by authorised officer of TTdC : _____

Designation: _____

Date: _____

PART C (To be completed by Access Seeker)

PART C TO BE COMPLETED BY ACCESS SEEKER UPON RECEIPT OF ACCEPTED BTU DEVICE ORDER BEARING SIGNATURE OF TTDC.

We the Access Seeker by our authorised officer, accepts and agrees to the BTU Device Order the details of which are specified above and which forms an independent contract between TTdC and Access Seeker.

Signed by authorised officer of Access Seeker : _____

Designation: _____

Date: _____

Form 4.3 Notice of Appointment for BTU Installation

This is the Order form that the Access Seeker is to use when it wishes to make an appointment for installation of BTU devices.

NOTICE OF APPOINTMENT FOR BTU INSTALLATION FORM

This is the Notice for Appointment for BTU Installation Form

Submitted to TTdC by *[name of Access Seeker]*

Dated: [Click here to enter text.](#)

To:

TT dotCom Sdn Bhd
No. 14, Jalan Majistret U1/26,
HICOM Glenmarie Industrial Park
40150 Shah Alam

Original by Post/Copy by Email
Regulatory.MY@time.com.my

Attention: **Head of Regulatory Affairs**

PART A (To be completed by Access Seeker)

Document/Information

1 The name and contact details of the Access Seeker;

Access Agreement Date & Reference ID: _____

Access Seeker's Name: _____

2 Appointment for Installation of BTU Device

3 End-Customer's Location

Building Name: _____

Building Address: _____

Building Manager's Information: _____

Nos	Customer Name	Apartment Unit	Appointment Date (DD/MM/YYYY)

(For different buildings please use a different form. One form for all BTU Installations in the same building)

4 ACCESS SEEKER'S REPRESENTATIVE IN ATTENDANCE:

Name: _____

Designation: _____

NRIC/Passport: _____

Telephone No: _____

SCHEDULE 4 – APPLICABLE FORMS

Facsimile No: _____

E-mail Address: _____

Issued by the above named Access Seeker to TTdC on the date specified below by its authorised officer.

Name of Authorised Officer:
Designation:
Date

Affix Company Stamp here

Instructions:

Use one form for one building only.

PART B (To be completed by TTdC)

<input type="checkbox"/> All BTU Installation Appointment Dates specified in Part A above can be met				
<input type="checkbox"/> BTU Installations Appointment Date cannot be met	Nos	Customer Name	Apartment Unit	Appointment Date (DD/MM/YYYY)
For those apartment units not stated in the above list, the appointment date is as specified in Part A above.				

Signed by authorised officer of TTdC : _____

Designation: _____

Date: _____

Form 4.4 BTU Device Acknowledgment form

This is the form that to be used when BTU is Installed for the Access Seeker to acknowledge receipt and date/time of completion.

BTU DEVICE ACKNOWLEDGMENT FORM

This is the form for the acknowledgement receipt for completion of BTU Installation.

Document/Information

1 The name and contact details of the Access Seeker:

Access Agreement Date & Reference ID: _____

Company Name: _____

Company Number: _____

2. Access Seeker’s End Customer Information:

End Customer’s Name: _____

Apartment Unit: _____

Block & Building Name: _____

Address: _____

3 Details of BTU:

BTU Serial Number: _____

Place of Installation: Access Seeker’s End Customer’s Premises as stated above.

(if different, specify address):

Date and time of completion of Installation: _____

<p>Issued by the installer of TTdC</p>	<p>I, the authorised officer of the Access Seeker above named, hereby confirm that the BTU Installation is completed on the date and at the time set out above by TTdC, and that I acknowledge receipt of the BTU.</p>
<p>Name of installer personnel: Date</p>	<p>Name of Authorised Officer: Designation: Date</p>

Form 4.5 BTU Device Forecast form

This is the form that is to be use when Access Seeker provides a forecast of the number of BTU devices that it requires.

BTU DEVICE FORECAST FORM

The form of the BTU Devices forecast is as set out in this Form 4.5 of Schedule 4.

To:

TT dotCom Sdn Bhd
 Level 4, No. 14 Jalan Majistret U1/26,
 HICOM Glenmarie Industrial Park,
 40150 Shah Alam
 Selangor

Attention: Head of Regulatory Affairs

1. Access Agreement Information:

Access Agreement Date & Ref. ID: _____

Access Seeker's Name: _____

2. BTU Device Forecast

2.1 Forecast period: From _____ to _____
 (must be 12 months in duration).

2.2 Forecast of quantity of BTU required: _____

2.3 Forecast in quarters:

Quarters	[Date] to [Date]	[Date] to [Date]	[Date] to [Date]	[Date] to [Date]
Qty of BTU				
Date when forecasted quantity of BTU is required by:	[Date]	[Date]	[Date]	[Date]

I, the authorised officer of the Access Seeker abovenamed, hereby provide and confirm the forecast of the required BTUs.

 Name:

Designation:

Date:

Form 4.6 Access Services Forecast form

This is the form to be use when Access Seeker provides a forecast of the Access Services.

ACCESS SERVICES FORECAST FORM

The form of the Access Services forecast is as set out in this Form 4.6 of Schedule 4.

To:

TT dotCom Sdn Bhd
Level 4, No. 14 Jalan Majistret U1/26,
HICOM Glenmarie Industrial Park,
40150 Shah Alam
Selangor

Attention: Head of Regulatory Affairs

1. Access Agreement Information:

Access Agreement Date & Ref. ID: _____

Access Seeker's Name: _____

2. HSBB L2 QOS Forecast

2.1 Forecast period: From _____ to _____
(must be 12 months in duration).

2.2 Forecast of Service Gateway capacity: _____ Mbps

2.3 Basis of arriving at Service Gateway Forecast:

Instructions: Access Seekers are to provide in sufficient detail the basis for arriving at the capacity forecast in item 2.2 above. Please specify in a separate sheet.

3 Transmission Service Forecast:

3.1 Forecast period: From _____ to _____
(must be 12 months in duration).

3.2 Transmission Service capacity: _____ Mbps

3.3 Basis of arriving at Transmission Service capacity forecast:

Instructions: Access Seekers are to provide in sufficient detail the basis for arriving at the capacity forecast in item 3.2 above. Please specify in a separate sheet.

I, the authorised officer of the Access Seeker abovenamed, hereby provide the forecast of the required Service Gateway and Transmission Service forecasts.

Name:
Designation:
Date:

SCHEDULE 5 – TTDC'S APPLICABLE POLICIES

Part 1 Capacity Allocation Policy

1. The following capacity allocation policy shall apply for allocating the available capacity related to provisioning of Layer 2 HSBB Network service with QoS in proportion to each Operator's Forecast and/or ASO requirements, but not to the allocation of BTUs.
2. TTdC's Capacity Allocation Policy is as follows:
 - 2.1 All Access Request and/or Access Services Order from access seekers for acquiring of Layer 2 HSBB Network Service and related transmission service shall be subjected to the following capacity allocation policy:
 - (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 the Access Provider 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 the Access Provider 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 the Access Provider's own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest, and the other Operator;
 - (c) shall:
 - i. be fair and reasonable;
 - ii. be consistent, so far as practicable, with the Access Provider'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 Access Providers own divisions, subsidiaries, partners or other entities in which it has a direct or indirect equity, contractual or other interest; 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 the Access Provider's plans to expand their capacity over time (if any), where such information must be provided to Access Seekers on a non—discriminatory basis in terms of its content and frequency of updates.
 - 2.2 TTdC shall notify the Access Seekers by responding to the Access Request and/or Access Services Order.
3. TTdC may set out its plans to expand capacity over time, where such information will be published from time to time or notified to the Access Seeker (as the case may be).
4. This capacity allocation policy may be amended from time to time, and such amendment is not an amendment to the RAO.

Part 2 Queuing Policy

1. The following queuing policy shall apply in respect of the provisioning of the Access Services, procuring the BTU devices and Installation of the BTU.
2. TTdC operates a manual non-digital form of queuing system.
3. Access Services Queuing Policy:
 - 3.1 All ASOs received from the Access Seeker and other access seekers for this Access Service shall be subjected to the following queuing policy:
 - (a) There is a "first in time" rule whereby all ASOs will be date/time stamped to determine when the ASO is received by the designated person within TTdC;
 - (b) In order to be efficient, all ASOs in the same calendar period will be grouped together and the fulfilment of the ASO will be according to the value of the ASO to TTdC, where the largest value will be provisioned first; and
 - (c) Where two or more ASO are of the same value, then the first in time rule will apply.
 - 3.2 TTdC may add, amend, vary or modify Article 3 by publishing its queuing policy on its website from time to time in accordance with the Standard.
 - 3.3 TTdC shall notify the Access Seeker at the time of providing the acknowledgment of receipt of the ASO under this Agreement, of their position in TTdC's queue.

EXHIBIT B.1.2 – ACCESS REQUEST FORM

ACCESS REQUEST FORM

This is the Access Request submitted to TTdC by [name of Access Seeker]

Dated: [Click here to enter text.](#)

To:

TT dotCom Sdn Bhd
No. 14, Jalan Majistret U1/26,
HICOM Glenmarie Industrial Park
40150 Shah Alam

Original by Post/Copy by Email
regulatory.my@time.com.my

Attention: **Head of Regulatory Affairs**

Document/Information	Yes/No
1. The name and contact details of the Access Seeker;	
Company Name: _____	
Company Number: _____	
Registered Address: _____ _____	
Telephone No: _____	
Facsimile No: _____	

Certified True Copy of the following document:

- a) Form 44 - Notice of Situation Of Registered Office And Of Office Hours And Particulars Of Changes.
- b) Form 49 - Return Giving Particulars In Register Of Directors, Managers And Secretaries And Changes Of Particulars.
- c) Type of Licences in possession according to Communications and Multimedia Act 1998
 - i) _____
 - ii) _____
 - iii) _____
 - iv) _____

Nominated Authorised Personnel Details:

Name: _____

Designation: _____

NRIC/Passport: _____

Telephone No: _____

Facsimile No: _____

E-mail Address: _____

Signature: _____

2. **Facility/Service of Required Access to:**

Layer 2 HSBG Network Service with Quality of Service

Preliminary forecast capacity of service gateway and the forecast information as specified in Section F.6 of RAO.

Year 1: _____ Mbps/Gbps

Year 2: _____ Mbps/Gbps

Year 3: _____ Mbps/Gbps

Transmission Service

Preliminary forecast capacity of transmission service:

Year 1: _____ Mbps/Gbps

Year 2: _____ Mbps/Gbps

Year 3: _____ Mbps/Gbps

Average speed intended to be offered to each end-customer is _____ Mbps/Gbps

Estimated number of end-customers in Year 1 _____,

Year 2 _____ and Year 3 _____

Value-added services requires by Access Seeker:

VOD;

IPTV;

Voice;

EXHIBIT B.1.2 – ACCESS REQUEST FORM

3. Negotiate or Accept:

Access Seeker wishes to:

- accept TTdC's RAO;
- negotiate amendments to the RAO;
- negotiate an Access Agreement on alternative terms. If you wish to negotiate please issue an additional document as specified in Section C of the RAO.

4. List down in sufficient detail the information (if any) the Access Seeker reasonably requires the Access Provider to provide for the purposes of the negotiations.

5. Two (2) copies of a Confidentiality Agreement properly executed by the Access Seeker in the form prescribed by TTdC in accordance with this RAO;

6. Relevant technical information relating to the interface standards of the Equipment of the Access Seeker;

7. 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 TTdC's Network;

8. Creditworthiness information in accordance with TTdCs requirements, as set out below:

- (a) Solvency Statement issued pursuant to the Companies Act 2016; and
- (b) Certified True Copy of the Access Seeker's most recently published Audited Financial Report.
- (c) A certificate issued by its financial officer providing its currently known Quick Ratio.

Issued by the abovenamed Access Seeker to TTdC on the date specified below by its authorised officer.

Name of Authorised Officer:
Designation:
Date:

Affix Company Stamp here

EXHIBIT F.28 – DISPUTE RESOLUTION PROCEDURE

The following sets out the Dispute Resolution Procedure:

28. DISPUTE RESOLUTION PROCEDURES

28.1 Introduction

- (a) Subject to Clause 28.2(c) of this Exhibit F.28, the Access Provider and the Access Seeker agrees that any and all disputes and differences arising out of, related to, and/or in connection with the Access Agreement (“**Dispute**”) shall be resolved by the adoption of this Dispute Resolution Procedure.
- (b) The following dispute resolution mechanisms are governed by this Exhibit F.28.
 - (i) Interconnect Steering Group; and
 - (ii) subject to specific resolution of Disputes, being:
 - (A) technical disputes (which must follow the procedures set out in Subsection 28.5 of this Access Agreement if they cannot be resolved through the application of the general dispute resolution provisions in Subsections 28.2, 28.3 and 28.4 of this Access Agreement);
 - (B) Billing Disputes, which must follow the procedures set out in Subsection 28.6 of this Access Agreement; or
 - (C) any other types of disputes which, if cannot be resolved through the application of the general dispute resolution provisions in Subsections 28.2, 28.3 and 28.4 of this Access Agreement, must be referred to the Commission for resolution.
- (c) A Dispute shall first be attempted to be resolved by negotiation between the Operators, and if such resolution cannot be achieved then either Operator may initiate the Dispute Resolution Procedure set out herein.
- (d) If the Dispute is cannot to be resolved by Operators, the Operators may seek the resolution of the Dispute by the Commission in accordance with Section 151 of the CMA, and the Commission will decide the Dispute if it is satisfied that:
 - (i) the Operators will not reach agreement, or will not reach agreement in a reasonable time;
 - (ii) the notification of the Dispute is not trivial, frivolous or vexatious; and
 - (iii) the resolution of the Dispute would promote the objects in the CMA.
- (e) The Access Provider shall not prevent the Access Seeker from notifying a Dispute to the Commission in accordance with the MSA.

28.2 General

- (a) An Operator may not commence court proceedings relating to a Dispute in which is the subject of these Dispute Resolution Procedures until it has complied with each applicable process in these Dispute Resolution Procedures, other than an application for urgent interlocutory relief. Nothing in this Subsection 28.2(a) of this Access Agreement shall be construed as ousting the jurisdiction of any court.
- (b) Both Operators shall ensure that their representatives acting in relation to a Dispute are of sufficient seniority and have authority to settle a Dispute on behalf of the Operator. At the commencement of the Dispute Resolution Procedure, each Operator must notify the other Operator of the scope of the authority of each of their representatives. If in the course of

the Dispute Resolution Procedures it is identified that the matters to be resolved are outside the initial term of reference for which authority was given to a representative, an Operator may require that those matters be referred to more senior officers of that Operator who have authority to settle those matters.

- (c) During a Dispute and any dispute resolution process invoked in accordance with this Section 28 of this Access Agreement, the Access Provider and Access Seeker must continue to fulfil their obligations under this Access Agreement between themselves.
- (d) Subject to Subsection 28.2(e) of this Access Agreement, the Operators shall exchange information of a type described in this Access Agreement during the course of, and to facilitate, resolution of such Dispute.
- (e) Confidential information of an Operator which is disclosed, and any other oral or written submissions made by an Operator or an Operator's representatives during the course of any dispute resolution process will be subject to the confidentiality restrictions contained in the confidentiality agreement and this Access Agreement.
- (f) An Operator must not use information obtained under Subsection 28.2(d) of this Access Agreement or described in Subsection 28.2(e) of this Access Agreement for any purpose other than to resolve the Dispute.
- (g) Subject to Chapter 7 of Part V of the CMA, an arbitrator of a Dispute (including a Technical Expert or the Commission, in accordance with this Section 28 of this Access Agreement) may decide not to determine the Dispute if the arbitrator considers that the Dispute is trivial, frivolous or vexatious, or if there is insufficient evidence before the arbitrator to determine the Dispute.
- (h) The costs of the arbitration are to be shared equally between the Operators, unless the arbitrator of the Dispute has decided not to determine the Dispute in accordance with Subsection 28.2(g) of this Access Agreement. If an arbitrator decides not to determine the Dispute, the Operator that initiated the Dispute must pay the costs of the arbitration.

28.3 <not used>

28.4 Interconnect Steering Group

- (a) In the event that the Operators cannot resolve the Dispute between themselves within the time specified in Subsection 28.3(d) of this Access Agreement, or after any agreed time extension has expired, either Operator may give 10 Business Days written notice ("Notice Period") to the other Operator stating its intention to escalate the issue and outlining the details of the issue. If the issue is not resolved prior to the expiry of the Notice Period, then either Operator may notify the other Operator ("Receiving Operator") that it wishes to refer the issue to the Interconnect Steering Group ("ISG"). In such an event, the Operators shall promptly form a committee comprising the ISG with an equal number of appropriate representatives from each Operator.
- (b) The ISG to which an issue has been raised will meet within 10 Business Days of the receipt by the Receiving Operator of a notice under Subsection 28.4(a) of this Access Agreement. If the ISG fails to meet or has not been formed within 10 Business Days of the receipt by the Receiving Operator of the notice, either Operator may refer the Dispute to a Technical Expert (in accordance with Subsection 28.5 of this Access Agreement) or to the Commission for arbitration.
- (c) If the ISG does not resolve the Dispute within 20 Business Days after it first meets to review that Dispute under Subsection 28.4(b) of this Access Agreement, either Operator may refer the Dispute:
 - (i) to the extent the issues in the Dispute are technical in nature, to a Technical Expert in accordance with Subsection 28.5 of this Access Agreement; or
 - (ii) to the Commission for final arbitration.

28.5 Use of a Technical Expert

- (a) A Dispute will only be referred to a Technical Expert if the provisions in Subsections 28.2, 28.3 and 28.4 of this Access Agreement have been complied with.
- (b) Once a Dispute is referred to a Technical Expert, it may not be referred back to a working group or ISG.
- (c) The Technical Expert:
 - (i) will be an expert appointed by agreement of the Operators or, if the Operators cannot agree, by the Commission;
 - (ii) will have the appropriate qualifications and experience to arbitrate the Dispute, including knowledge of the communication industry;
 - (iii) need not be a Malaysian citizen or resident; and
 - (iv) will not be an officer, director, or employee of a communications company or otherwise have a potential for conflict of interest, (“Technical Expert”).
- (d) If the Operators fail to appoint a Technical Expert within 10 Business Days of the need to refer a Dispute to a Technical Expert, a Technical Expert will be appointed by the Commission.
- (e) When relying on the services of a Technical Expert, the following dispute resolution procedures will apply to the Technical Expert:
 - (i) the Operators will present written submission to the Technical Expert and each other within 15 Business Days of the appointment of the Technical Expert; and
 - (ii) each Operator may respond to the other Operator’s submission in writing within 15 Business Days from the date of the other Operator’s submission.
- (f) At the request of either Operator and subject to the Operators agreeing, or the Technical Expert deciding within 5 Business Days of the last written submission, that the arbitration by the Technical Expert should be by documents only, a Technical Expert hearing will be held within 15 Business Days of the last written submission.
- (g) Should a Technical Expert hearing be held, each Operator will have the opportunity of making an oral submission. This process will be conducted in private.
- (h) The procedure for hearing technical disputes will be determined by the Technical Expert (including number and duration of oral submissions by the Operators) but in any case, the Technical Expert’s hearing will last no longer than 3 Business Days.
- (i) The Technical Expert will not have the power to appoint any other experts.
- (j) The Technical Expert will deliver his or her award within 15 Business Days of the hearing or of the last written submission where the arbitration is by documents only.
- (k) Every dispute referred to a Technical Expert will be considered separately so that time limits for each Dispute are complied with.
- (l) The Technical Expert’s decision will be final and binding on the Operators (in the absence of manifest error of fact or law).

28.6 Billing dispute resolution

- (a) As outlined in the billing provisions of this Access Agreement, an Operator (“the Invoicing Party”) shall provide to the other Operator (“the Invoiced Party”) an Invoice in writing, or

in such electronic form as may be agreed from time to time, for amounts due in respect of the supply of Facilities and/or Services during such Billing Cycle.

- (b) An Invoicing Party shall allow an Invoiced Party to dispute an Invoice prepared by the Invoicing Party if:
 - (i) in the case of domestic calls and Interconnection, the Invoiced Party notifies the Invoicing Party within 30 Business Days after the date of receipt of such Invoice;
 - (ii) in the case of outgoing and incoming international calls and Interconnection, the Invoiced Party notifies the Invoicing Party within 6 months after the date of receipt of such Invoice; and
 - (iii) in case of any other Facilities and Services, the Invoiced Party notifies the Invoicing Party within 30 Business Days after the date of receipt of such invoice, provided that, in any case specified above, the Invoiced Party's Billing Dispute Notice specifies the information in accordance with Subsection 28.6(d) of this Access Agreement.
- (c) A Billing Dispute may only arise where the Invoiced Party has reasonable grounds to believe that an error has arisen from one of the following circumstances:
 - (i) the Invoicing Party's Billing System is, or has been, defective or inaccurate in respect of the recording of calls which are the subject of the Dispute;
 - (iv) there is, or has been, a fraud perpetrated by the Invoicing Party;
 - (v) the Access Provider has made some other error in respect of the recording of the calls or calculation of the Charges which are subject to the Billing Dispute; or
 - (vi) there is, or has been, a discrepancy between the Invoice in dispute and the records generated by the Invoicing Party's Billing System.
- (d) All Billing Dispute notices ("Billing Dispute Notices") given under this Subsection 28.6 of this Access Agreement must specify:
 - (i) the reasons for which the Invoice is disputed;
 - (ii) the amount in dispute;
 - (iii) details required to identify the relevant Invoice and Charges in dispute including:
 - (A) the account number;
 - (B) the Invoice reference number;
 - (C) the Invoice date;
 - (D) the Invoice amount; and
 - (E) billing verification information, and
 - (iv) evidence in the form of a report, indicating the relevant traffic data which is in dispute.
- (e) The Operators agree to use their reasonable endeavours to promptly resolve any Billing Dispute notified under this Subsection 28.6 of this Access Agreement.
- (f) If the Operators are unable to resolve any Billing Dispute within 1 month (or such other period as the Operators may agree) from the date on which the Billing Dispute Notice is received, either Operator may seek the consent of the other Operator to extend the period for resolution of the Billing Dispute stating the exceptional reasons for such extension. The other Operator is, however, under no obligation to agree to such extension.

- (g) The Operators acknowledge that it is their common intent and objective to improve the dispute resolution process and for this purpose agree to form a committee within 3 months from the date of this Access Agreement to review the dispute resolution process. The reviews are to be conducted at such intervals to be determined by the committee and any changes to the process shall be documented in a supplemental agreement to this Access Agreement or a separate document.
- (h) To the extent that a Billing Dispute notified under this Subsection 28.6 of this Access Agreement involves a Billing Dispute with an international correspondent of the Invoicing Party, the Dispute Resolution Procedures shall be suspended for a reasonable period of time pending resolution of the Billing Dispute with that international correspondent. As a general rule, the period of suspension will not exceed 4 months. However, the Operators shall recognize that some Billing Disputes with international correspondents may take longer to resolve, in which case the Invoicing Party must promptly inform the Invoiced Party of the likely period required for resolution.
- (i) Once the negotiation period under Subsection 28.6(f) of this Access Agreement (including any extension agreed) and any suspension period under Subsection 28.6(h) of this Access Agreement have expired, the Billing Dispute may be referred by the Invoiced Party to the procedure described in Subsection 28.6(j) of this Access Agreement (“Billing Dispute Escalation Procedure”).
- (j) The Invoiced Party may refer a Billing Dispute to the Billing Dispute Escalation Procedure under this Subsection 28.6(j) of this Access Agreement by notifying the Invoicing Party’s billing representative. Both Operators shall then appoint a designated representative (“Billing Representative”) who has authority to settle the Billing Dispute, and who is at a higher level of management than the persons with direct responsibility for administration of this Access Agreement. The designated representatives shall meet as often as they reasonably deem necessary to discuss the Billing Dispute and negotiate in good faith in an effort to resolve such Billing Dispute. The specific format for such discussions will be left to the discretion of the designated representatives. However all reasonable requests for relevant information made by one Operator to the other Operator shall be honoured.
- (k) Once a Billing Dispute has been resolved, any sum to be paid or repaid shall be paid by the relevant Operator within 10 Business Days from the date of the resolution of the Billing Dispute. The Invoiced Party may withhold payment of amounts disputed in good faith in accordance with Subsection 9.5 of this Access Agreement. If the Billing Dispute is resolved against the Invoiced Party, the Invoiced Party shall pay interest on the amounts the subject of the Billing Dispute, at the rate specified in Subsection 9.7 of this Access Agreement on the amount payable. Where the Invoiced Party has paid an amount and subsequently notifies the Invoicing Party of a Billing Dispute in relation to that amount within the Billing Dispute Notification Period, the Invoicing Party is not obliged to refund any or all of the amount until the Billing Dispute is resolved in respect of that amount. Once the Billing Dispute is resolved, if the Invoicing Party is obliged to refund an amount to the Invoiced Party, interest will be payable on the refunded amount at the rate specified in Subsection 9.7 of this Access Agreement. In such circumstances, interest will be payable from the date the Invoiced Party paid the disputed amount to the date of the refund by the Invoicing Party.
- (l) Although it shall be the good faith intention of the Operators to use the Billing Dispute Resolution Procedures to the fullest extent to try to solve Billing Disputes, nothing in this Access Agreement shall prevent either Operator from pursuing any other remedy in Law or equity that may be available to them if a Billing Dispute cannot be resolved to their satisfaction.
- (m) An Operator may request a joint investigation of Invoice discrepancies after that Operator has conducted comprehensive internal investigation, including an examination of its own

Billing System. Prior to commencement of the joint investigation, the Operators must agree the terms of the joint investigation, including:

- (i) the scope of the joint investigation;
- (ii) how the joint investigation will be conducted; and
- (iii) the date by which the joint investigation must be concluded.

The joint investigation may include the generation of test Call Communications to the other Operator's Network.

- (n) Enquiries relating to billing, collecting and settlement arrangements or in relation to Network and operational issues may be directed to the Billing Representatives nominated by each Operator.
- (o) Either Operator may at any time nominate another Billing Representative, provided that 10 Business Days prior notification of such appointment is given.¹
- (p) If the Billing Dispute Escalation Procedure has been exhausted, either party may refer the Billing Dispute to the Commission for resolution under Chapter 7 of Part V of the CMA.

¹ MSA 7.16 Annex A

EXHIBIT E – ACCESS AGREEMENT

THIS ACCESS AGREEMENT is made the _____ day of _____ 20____

BETWEEN:

(1) **TT dotCom Sdn Bhd (Company No 52371-A)**, a company incorporated under the laws of Malaysia and having its registered office at Level 4, No. 14, Jalan Majistret U1/26, HICOM Glenmarie Industrial Park, 40150 Shah Alam, Selangor Darul Ehsan ("**TTdC**" or "**Access Provider**").

AND

(2) [**Name of ACCESS SEEKER**] (Company No. _____), a company incorporated under the laws of Malaysia and having its registered office at _____ of the other part ("**Access Seeker**").

WHEREAS:

- (1) The Access Seeker has requested for Layer 2 HSBB Network Service with Quality of Service ("HSBB L2 QOS") with transmission service via the Access Request Form dated [insert date], and has agreed to the terms of the provision of such an access service as set out in the Reference Access Offer dated [] (version ID: [insert]).
- (2) TTdC is prepared to provide HSBB L2 QOS with transmission service ("Access Services") subject to the terms and conditions of this Access Agreement.
- (3) This Agreement sets out the terms and conditions on which the Access Services is offered by TTdC to the Access Seeker subject to the scope of their respective Licences.
- (4) The Access Agreement is valued at [insert value of the Access Service].
- (5) This Agreement is entered into pursuant to the Commission's Determination on the Mandatory Standard on Access Pricing (Determination No. 1 of 2017) ("Access Pricing Determination"), the Commission Determination on Access List (Determination No. 2 of 2015) ("Access List Determination") and the Commission's Determination on the Mandatory Standard on Access (Determination No. 3 of 2016) ("MSA Determination").

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. Incorporation.

- 1.1 The terms and conditions of this Agreement are as set out in Sections E.2 and E.3 and Section F of the RAO (Document Reference ID: TTDC/RAO/2018/006 Version No. 2.1 Date: 1 August 2018) is incorporated into and shall form an integral part of this Access Agreement.
- 1.2 The list of Exhibits and Schedules to the RAO that are deemed incorporated into and forms part of this Agreement, is specified in Annexure A hereto.
- 2 bn. **Provision of Services.** The provision of Access Services, BTU Installation and BTU Service shall be governed by the terms and conditions of this Agreement.
3. **Conflict.** In the event there is a conflict between the terms and conditions of the RAO and this Agreement, the terms and conditions of this Agreement shall prevail. Further if the RAO is amended, and this Agreement is enforceable between TTdC and the Access Seeker, the terms and conditions of this Agreement will prevail over the terms in the amended RAO, unless agreed in writing by TTdC and Access Seeker and if Clause 29.5 in Section F of the RAO applies.

4. **Representations and Warranties.** By executing this Agreement the Party represents and warrants that the named signatory is duly authorised to execute this Access Agreement for and on behalf of the Party.
5. **Assignment.** Neither Party may assign or transfer any of its rights and benefits under this Access Agreement except with the prior written consent of the other Party, which consent will not be unreasonably withheld.
6. **Entire agreement.** As between the Parties, the Agreement constitute the whole agreement between the Parties and supersedes any previous arrangements or agreements between them relating to the Access Services. The Parties confirm that they have not entered into the Agreement on the basis of any representation, warranty, undertaking or any other statements whatsoever not expressly incorporated into the Agreement. The Parties agree, to the extent permitted by applicable law, that the only right and remedy in relation to breach of any warranty in this Agreement will be for contractual damages.
7. **Severance and validity.** If any provision of this Agreement is or becomes illegal, invalid or unenforceable in any respect under the law of any jurisdiction, such provision will be deemed to be severed from this Agreement and the Parties will use all reasonable endeavours to replace such provision with one having an effect as close as possible to the deficient provision. The remaining provisions will remain in full force in that jurisdiction and all provisions will continue in full force in any other jurisdiction.
8. **Variations.** No variation of this Agreement will be effective unless in writing and signed by or on behalf of the Parties.
9. **Remedies and waivers.**
 - (a) No waiver of any right under this Agreement will be effective unless in writing. Unless expressly stated otherwise a waiver will be effective only in the circumstances for which it is given.
 - (b) No delay or omission by either Party in exercising any right or remedy provided by law or under this Agreement will constitute a waiver of such right or remedy.
 - (c) The single or partial exercise of a right or remedy under this Agreement will not preclude any other nor restrict any further exercise of any such right or remedy.
 - (d) The rights and remedies provided in this Agreement are cumulative and do not exclude any rights or remedies provided by law except as otherwise expressly provided.
10. **Costs and expenses.** Except as provided otherwise, each Party will pay its own costs and expenses in connection with the negotiation, preparation and performance of this Agreement, but the Access Seeker shall pay the stamp duty due on this Agreement and in each and every order issued hereunder.
11. **Notices.** Any notice or other communication to be given under this Agreement, including for the service of proceedings arising out of or in connection with this Agreement, shall be delivered in writing to the registered office of the Party as set out above.
12. **Governing law and jurisdiction.** This Agreement including any non-contractual obligations arising out of or in connection with this Agreement is governed by and will be construed in accordance with laws of Malaysia.
13. **Entire Agreement.** The Access Agreement will represent the entire understanding between the parties in respect of the provision of network facilities and/or network services dealt with thereunder.
14. The Access Agreement, supercedes all previous understandings, commitments, agreements or representations whatsoever, whether oral or written, in relation to the subject matter of the Access Agreement.

Executed as an Access Agreement by the Parties on the date specified above.

<p>Signed by authorised officer of the Access Provider, TT dotCom Sdn Bhd (Co. No: 52371-A)</p>	<p>Signed by the authorised officer of the Access Seeker, [Name] (Co. No:)</p>
<p>Name: Designation: NRIC: Date:</p>	<p>Name: Designation: NRIC: Date:</p>
<p>In the presence of:</p> 	<p>In the presence of:</p>
<p>Name: Designation: NRIC: Date:</p>	<p>Name: Designation: NRIC: Date:</p>

Annexure A

The following Exhibits & Schedules in the RAO are deemed incorporated into and read as part of Annexure A to the Access Agreement.

- (1) Exhibit F.28 (Dispute Resolution Process)
- (2) Schedule 1 (Charges & Charging Principles)
- (3) Schedule 2 (Service Description)
- (4) Schedule 3 (Mandated Timelines)
- (5) Schedule 4 (Forms)
- (6) Schedule 5 (Applicable Policies)

MUTUAL NON-DISCLOSURE AGREEMENT

EXHIBIT F – CONFIDENTIALITY AGREEMENT

The following is the confidentiality agreement to be executed by the Access Seeker.

COMPANY: TT DOTCOM SDN BHD	ACCESS SEEKER (“AS”):
COMPANY REG. NO: 52371-A	REG. NO :
ADDRESS: Level 4, No 14, Jalan Majistret U1/26, Hicom Glenmarie Industrial Park,	ADDRESS :
CITY: SHAH ALAM	CITY:
STATE: SELANGOR	STATE:
POST CODE: 40150	POST CODE:
COUNTRY: MALAYSIA	COUNTRY:

This Mutual Non-Disclosure Agreement ("Agreement") is made by the abovenamed Parties in order that the Parties may exchange confidential information in furtherance of the Business Purpose set forth below.

BUSINESS PURPOSE (tick one)

- For the acquisition of access services from Company pursuant to the Company's RAO.
- For the work scope to be agreed with respect to a project
- Other (*insert*) [Click here to enter text.](#)

THE CONFIDENTIALITY TERMS AND CONDITIONS ATTACHED ARE INCORPORATED INTO THIS AGREEMENT AND WILL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE COUNTRY SPECIFIED BELOW.

GOVERNING LAW: Laws of Malaysia. **Duration of the Agreement** is thirty six (36) months from the Effective Date ("Term"), subject to Clause 4 herein. Notices shall be sent to the respective Party's address as specified above and to persons named below:

If to COMPANY	If to AS
Attention: Chief Executive Officer	Attention:
Copy to: Regulatory Affairs Department	Copy to:
Fax: +603-5032 6100	Fax:
Email: Regulatory.MY@time.com.my	Email:

Company and AS agree to be bound by this Non-Disclosure Agreement (with the attached Confidentiality Terms and Conditions), effective as of the latest date a Party executes this Agreement ("Effective Date").	
Signed by COMPANY by its authorised officer:	Signed by AS by its authorised officer:
Name: Click here to enter text. (Please Print)	Name: Click here to enter text. (Please Print)
Title: Click here to enter text.	Title: Click here to enter text.
Date: Click here to enter text.	Date: Click here to enter text.

CONFIDENTIALITY TERMS AND CONDITIONS

1. **Confidentiality.** Each Party will:

- (a) hold all Confidential Information in confidence and shall use the same means it uses to protect its own confidential information, but in any event not less than reasonable means, to prevent the disclosure and protect the confidentiality of information, whether oral or written, communicated to it by the Disclosing Party in connection with the Business Purpose. For the avoidance of doubt, the Receiving Party's efforts shall be at least as great as the precautions it takes to protect its own confidential information from disclosure to third parties;
- (b) use the Disclosing Party's Confidential Information only in connection with the Business Purpose;
- (c) limit the disclosure of the Confidential Information to its Representatives who have a "need to know" of such Confidential Information, and who shall have, prior to such disclosure, agreed to keep such information confidential and comply with the requirements of this Agreement. Where the disclosure by the Receiving Party is to third party consultants and/or advisors, the Receiving Party shall procure that such third parties enter into an agreement similar to this Agreement. The Receiving Party shall in any event be responsible or liable for any disclosure of Confidential Information or breach of the requirements of this Agreement by any of its Representatives save where the Receiving Party is able to show that it has taken all reasonable and prudent measures to require its Representatives to comply with the Receiving Party's obligations under this Agreement. Save and except as aforementioned, the Receiving Party shall not disclose or otherwise provide any Confidential Information to any third party without the prior written consent of the Disclosing Party; and
- (d) notwithstanding any provision herein, determine in its sole discretion what Confidential Information it shall disclose to the other Party, and nothing contained herein shall oblige any Party to disclose any Confidential Information requested by the other Party; and
- (e) neither copy nor use the Confidential Information except in relation to discussions for evaluation of the Business Purpose and/or finalisation of the details relating to the Business Purpose nor sell, disclose, reverse engineer, de-compile or disassemble any Confidential Information.

The Parties agree that confidentiality obligations set out herein shall equally apply to any Confidential Information that is disclosed to a Receiving Party prior to the Effective Date.

2. **Exclusions.** Confidential Information will not include information which **(a)** was or becomes generally available to the public or is in the public domain other than as a result of disclosure by the Receiving Party or its Representatives to the public or any third party in violation of this Agreement, **(b)** becomes available to the Receiving Party from a source other than the Disclosing Party, provided that the Receiving Party has no reason to believe that such source is itself bound by a confidentiality or nondisclosure agreement with the Disclosing Party or otherwise prohibited from disclosing such Confidential Information by a legal, contractual or fiduciary obligation, **(c)** was rightfully in the Receiving Party's possession prior to receipt from the Disclosing Party, **(d)** is independently developed by the Receiving Party without the use of the Disclosing Party's Confidential Information and that the Receiving Party can demonstrate the same by written records, **(e)** is required to be disclosed by the Receiving Party by a governmental agency or law, so long as the Receiving Party provides the Disclosing Party with written notice of the required disclosure promptly upon receipt of notice of the required disclosure so that the Disclosing Party has an opportunity to review and comment on the proposed disclosure and if it wishes to do so (at its own cost), seek to defend, limit or protect against such disclosure, and the Receiving Party will disclose only that portion of the Confidential Information which is required to be disclosed. Nothing in this Clause will in any way prevent or unreasonably delay the obligation of the Receiving Party to comply with the said disclosure requirements; or **(f)** is authorised by the Disclosing Party to be disclosed.
3. **Oral Disclosure.** Any Confidential Information that is disclosed orally shall be subject to the confidentiality obligations by the Receiving Party if it is reasonably understood from the nature of the information that such disclosure should be treated as confidential, if the Receiving Party ought reasonably to have known that such information ought to be treated as confidential or if the Disclosing Party orally specifies that such information is being disclosed in confidence.

4. **Duration of Confidentiality.** Except as otherwise expressly agreed in writing by the parties, with respect to any particular Confidential Information, the Receiving Party's obligations under this Agreement shall be for the Term plus twelve (12) months from either the expiry of the Term or termination of the Agreement (whichever is earlier).
5. **Notification.** The Receiving Party agrees to promptly notify the Disclosing Party upon discovery of any unauthorised use or disclosure of the Confidential Information caused by the Receiving Party and its Representatives and take reasonable steps to regain possession of the Confidential Information and prevent such further unauthorized actions or other breach of this Agreement.
6. **Right to Terminate.** The provision of Confidential Information and discussions held in connection with the Business Purpose will not prevent either Party from pursuing similar discussions or transactions with third parties, or obligate either Party to continue discussions with the other Party or to take, continue or forego any action relating to the Business Purpose. Any proposals, estimates or forecasts provided by either Party to the other Party will not constitute commitments. Either Party may terminate discussions regarding the Business Purpose at any time, without any liability or obligation whatsoever, except as expressly set forth in this Agreement. Either Party may terminate this Agreement by giving the other Party thirty (30) days prior written notice.
7. **Return of Confidential Information.** The Receiving Party shall within ten (10) days from either the termination or expiry of this Agreement or the written request of the Disclosing Party, return all Confidential Information to the Disclosing Party and either delete such electronic records from all computer files and cause its Representatives to do the same or certify in writing that all electronic records thereof have been deleted or destroyed. Either Party may return the other Party's Confidential Information, or any part thereof, at any time, but the Receiving Party may retain one (1) archival copy of the Confidential Information that it may use **only** in case of a dispute concerning this Agreement.
8. **Third Party Information.** Either Party's Confidential Information may include information which belongs to a third party. In such event, such third party will be a third party beneficiary of this Agreement. Except as provided in the preceding sentence, this Agreement does not confer any rights or remedies upon any person or entity not a Party to this Agreement.
9. **Remedies.** Upon any actual or threatened breach of this Agreement by the Receiving Party or its Representatives, which will diminish the value of the proprietary interests in the Confidential Information, the Receiving Party acknowledges that damages may not be a sufficient or adequate remedy and accordingly the Disclosing Party may seek specific performance or injunctive relief (as appropriate) against such breach, in addition to any other rights or remedies which such Party may have at law or in equity.
10. **No Licence.** Nothing contained in this Agreement will be construed as granting or conferring any rights by license or otherwise in either Party's Confidential Information, except for the use of such Confidential Information as expressly provided in this Agreement.
11. **Public announcements.** Neither Party will make or issue, or cause to be made or issued, any announcement or statement regarding the Business Purpose for dissemination to the general public or any third party without the prior written consent of the other Party.
12. **Insider Trading Information.** If the Receiving Party is AS, then AS acknowledges that as a result of its receipt of the Confidential Information it may be, or be treated as being, an "insider" (as defined by section 188 of the Capital Markets and Services Act 2007 (Act 671)) or in possession of "information" as defined by section 183 of the Capital Markets and Services Act 2007 (Act 671), and that such Confidential Information may be treated as either having or would tend to have a material effect on the price or value of the Disclosing Party's or its parent company's securities. Accordingly **AS** is aware of and agrees to comply with Malaysian securities law in relation to such "information", and it will procure that its "associated person" (as defined in Act 671) similarly do so, in particular it will not directly and/or indirectly procure, acquire, dispose or enter into an agreement to procure, acquire or dispose the publicly traded stocks and shares of the Disclosing Party or its parent company.
13. **No Warranties or Further Rights.** All Confidential Information disclosed under this Agreement is provided on an "as is" basis. Neither Party makes any representation or warranty, express or implied, with respect to any of its Confidential Information, including the accuracy, completeness or suitability for use of such Confidential Information or the non-infringement of Intellectual Property rights or any other rights of third parties. The Disclosing Party represents that it has the right to disclose the Confidential Information.

14. **No obligation to enter further agreements.** Neither Party is obliged nor committed to enter into any further agreement with the other Party and/or any third party(s) by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information. Any agreement for such a business relationship shall be at the discretion of the Parties and shall be evidenced by separate written agreement(s) executed by the Parties.
15. **Miscellaneous.** (a) Neither Party will act or have authority to act as an agent of the other Party for any purpose whatsoever. (b) This Agreement will be binding on Company and AS and their successors and assigns, but neither Party may assign its rights or obligations under this Agreement without the prior written consent of the other Party. (c) This Agreement sets forth the entire understanding of the Parties with respect to the subject matter of this Agreement. (d) This Agreement may be modified only by a written instrument executed by the Parties. (e) Nothing in this Agreement shall preclude a Party from making, using, marketing, licensing or selling any independently developed technology, product or material, whether similar or related to the Confidential Information disclosed under this Agreement, provided the Party has not done so in breach of this Agreement. (f) Either Party may enter into any transaction with any third party in respect of the matters contemplated under this Agreement. (g) In the event of the invalidity of any provision of this Agreement, the Parties agree that such invalidity shall not affect the validity of the remaining portions of this Agreement, and further agree to substitute for such invalid provision a valid provision that most closely approximates the intent and economic effect of the invalid provision. (h) Any failure by either Party to enforce strict performance by the other Party of any provision herein shall not constitute a waiver of the right to subsequently enforce such provision or any other provision of this Agreement. No single or partial exercise of any right or remedy shall prevent any further exercise of such right or remedy or the exercise of any other right or remedy available. (i) Each Party shall bear its own solicitor's costs and costs of preparing, negotiating and executing this Agreement. (j) *The Receiving Party will not transfer, directly or indirectly, any product, technical data or software furnished hereunder or the direct product of such technical data or software to any country for which an export license or other governmental approval applicable to the Receiving Party is required without first obtaining such license or approval.* (k) Any notices to be given shall be in writing and shall be addressed as provided in above and if so addressed shall be considered as validly served if sent by personal delivery, upon delivery at the address of the relevant Party; if sent by prepaid mail, three (3) working days (excluding Saturday, Sunday and public holidays) after despatch; or if sent by facsimile, at the time of despatch of the facsimile provided that the sender's transmission report shows that the entire transmission has been received by the recipient without error, provided that any facsimile sent and received after the close of business (i.e. 1700 hours) at the city of the Receiving Party as set out above, shall be considered as validly served only on the immediate following working day. (l) Either Party may notify the other in writing of a change to its name, relevant address, addressee, facsimile number or email address as specified in this Agreement and such change shall only be effective on the date specified or if no date then 7 days after receipt. (m) This Agreement may be signed in any number of counterparts and all such counterparts taken together shall be deemed to constitute one and the same instrument.
16. **Definitions.** Unless the context otherwise requires, the following words and expressions shall have the following meanings:
- (a) **"Confidential Information"** means all information, labelled as 'Confidential', 'Commercial In Confidence', 'P&C' or with other similar phrases or words, in any and all mediums (whether oral, written or otherwise), including without limitation, data, technology, know-how, inventions, discoveries, designs, processes, formulations, models, equipment, algorithms, software programs, interfaces, documents, ideas, and concepts, specifications, information concerning research and development work, trade and/or business secrets, current, planned or proposed products, marketing and/or business plans, forecasts, projections and analyses, financial information and prices, customer information, site information and Intellectual Property. (b) **"Affiliate"** means with respect to either Party, any company which is now or during the Term of this Agreement, directly or indirectly, through one or more intermediaries, controlling or is controlled by, or is under common control with, such Party. For these purposes, "control" of any company shall mean the ownership of, or the power to direct the voting of, more than fifty percent (50%) of the common stock or other equity interests having ordinary voting power for the election of directors (or persons performing comparable functions) of such company. **"Disclosing Party"** : means the Party and its Affiliates disclosing the Confidential Information or from whom the Confidential Information originates. (c) **"Effective Date"** means the latest date that this Agreement is executed by a Party. (d) **"Intellectual Property"** includes patents, trademarks, service marks, rights in designs, trade names, trade dress, copyrights, industrial designs and topography rights, whether or not any of them are registered, and including

EXHIBIT F – CONFIDENTIALITY AGREEMENT

applications for registration of any of them, and rights under licences and consents in relation to any of them and all forms of protection of a similar nature or having equivalent or similar effect to any of them which may subsist anywhere in the world. **(e) "Party"** means Company or AS (as the case may be) and Parties shall mean Company and AS collectively. **(f) "Receiving Party"** means the Party and its Affiliates to whom the Confidential Information is disclosed or given. **(g) "Representatives"** with respect to either Party, means any employee, director or officer, or consultant and/or advisor who is either employed under a contract of employment, or is engaged under a contract of service, by that Party.