

REPUBLIC OF SINGAPORE

Telecommunications Act (Cap. 323)

Code of Practice
for Competition in the Provision of Telecommunication Services
(Section 1.6.1)

**NOTIFICATION OF EXEMPTION
BY THE
INFO-COMMUNICATIONS DEVELOPMENT AUTHORITY
OF SINGAPORE**

1. On 5 June 2002, Singapore Telecommunications Limited (“SingTel”) requested the Info-communications Development Authority of Singapore (“IDA”) for a waiver of its obligation to offer number portability (“NP”) for the number level “6100 XXXX” obtained for its OneNumber Service.
2. Currently, SingTel has an obligation under Condition 27 of the Licence to provide Facilities-Based Operations (“FBO”) granted by IDA to SingTel on 1 April 1992 (the “Licence”), to implement NP subject to IDA’s NP requirements, guidelines and charging principles. In this regard, SingTel has a duty under Section 4.6.3 of the Telecom Competition Code (the “Code”) to facilitate the change of service providers by an End-User (as defined in the Code), including allowing the End-User to retain the same telephone number or network address and to continue to receive service using the same local loop.
3. Pursuant to Section 1.6.1 of the Code, IDA may grant exemptions from specific provisions of the Code “[w]here good cause is shown”. The exemptions may be on a one-time basis, temporary, permanent, for a fixed period or effective until the occurrence of a specific event.
4. After giving careful consideration to SingTel’s request, for the reasons set forth below, IDA hereby takes the following actions:
 - IDA grants SingTel a temporary exemption from its above-mentioned obligation to facilitate the change of service providers for the number level “6100 XXXX” (“Temporary Exemption”). The Temporary Exemption shall commence on 9 September 2002 and expire in 1 year from 9 September 2002.

Temporary Exemption Granted

5. Pursuant to the Licence and the Code, SingTel is required to offer NP for all 8-digit, toll-free (1800) and premium (1900) numbers. SingTel was allocated the 8-digit number level “6100 XXXX” for its OneNumber Service, which enables incoming calls to a subscriber to be redirected to his preferred designated numbers.

6. In its above-mentioned request, SingTel has explained that the number level “6100 XXX” will be used as routing numbers with no actual physical telecommunication service lines associated with them. In addition, these numbers will be routed to a service node rather than a local exchange and the service node does not support the NP solution. It is technically not possible to port the numbers as the NP solution adopted by SingTel requires the routing of the numbers to a designated local exchange. SingTel has also clarified that its OneNumber Service is not tied to the subscription of the Direct Exchange Line (“DEL”) service. That is, a subscriber will still be able to port his DEL number to another service provider and subscribe to SingTel’s OneNumber Service. Subsequently, any calls to that subscriber’s OneNumber Service, which is tied to his ported DEL number, will be routed to the ported network.

Dated: 18 September 2002

Director-General (Telecoms)

Info-communications Development Authority of Singapore