



PACKET ONE NETWORKS (MALAYSIA) SDN. BHD.
(COMPANY NO. 571389-H)

Access Reference Document
(Version 4.0)

1st MARCH 2010

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CHAPTER 1 – Introduction, Background and Scope

1.1 Preliminary

- 1.1.1 This Access Reference Document (“ARD”) is made by Packet One Networks (Malaysia) Sdn Bhd (Company No: 571389-H), (“Packet One”) a company incorporated under the laws of Malaysia and having its principal place of business at Packet Hub, 159, Jalan Templer 46050 Petaling Jaya, Selangor, Malaysia pursuant to subsection 5.3.2 of the Commission Determination on the Mandatory Standard on Access, Determination No. 2 of 2005 as varied by Variation to the Commission Determination On Mandatory Standard on Access, (Determination No. 2 of 2005) Determination No. 2 of 2009.(“MSA Determination”) and Commission Determination on Access List, (Determination No. 1 of 2005) as varied by Variation to Commission Determination on Access List (Determination No. 1 of 2005), (Determination No. 1 of 2009) (“Access List Determination”).
- 1.1.2 Packet One is a licensed operator under the Act and pursuant to its License, Packet One may offer network facilities, network services and application services within Malaysia.
- 1.1.3 This Access Reference Document is hereby referred to as Packet One’s ARD

1.2 MSA Determination Obligations

- 1.2.1 The MSA Determination sets out principles, indicative terms and conditions concerning access to Facilities and Services included in the Access List Determination and imposes obligations consistent with the principles of the Standard Access Obligations contained in section 149 of the Act that apply to Operators concerning various access issues which include:
- (a) Disclosure obligation (Section 5.3 of the MSA Determination);
 - (b) Negotiation obligations (Section 5.4 of the MSA Determination); and
 - (c) Content obligation (Section 5.5 to 5.19 of the MSA Determination).

1.2.2 Disclosure Obligations

Pursuant to the Disclosure Obligations in Section 5.3 of the MSA Determination, Packet One is required to:

- (a) prepare and maintain an Access Reference Document;

- (b) make the Access Reference Document available in paper form and on publicly accessible website;
- (c) follow prescribed procedures after acceptance of the Access Reference Document; and
- (d) follow prescribed procedures for amendment of the Access Reference Document.

1.2.3 Negotiation Obligations

The negotiation obligations in Section 5.4 of the MSA Determination sets out the requirements and principles of negotiation where among others both Operators are required to:

- (a) negotiate and co-operate in good faith and commercially reasonable manner;
- (b) protect from disclosure any confidential information provided by one Operator to another;
- (c) use only such intellectual property and information provided by one Operator to another for purpose of providing access to the requested network services or facilities.

1.2.4 Content Obligations

The content obligations in Section 5.5 of the MSA Determination set out among other the following obligations of every Access Provider:-

- (a) Forecasting
- (b) Ordering and Provisioning
- (c) Network Conditioning
- (d) Point of Interface procedures
- (e) Decommissioning
- (f) Network Changes
- (g) Network Facilities Access and Co-location
- (h) Billing and Settlement
- (i) Operations and Maintenance
- (j) Churn
- (k) Other Technical
- (l) Term, suspension and termination

1.2.5 The role of Standard Access Obligations

1.2.5.1 The standard access obligations facilitate the provision of access to the Facilities and Services listed in the Access List Determination to the

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Access Seekers so that Packet One can provide network facilities, network services, and other facilities and/or services which facilitate the provision of network services or applications services, including content applications services.

1.2.5.2 Section 149 of the Act specifies the terms and conditions upon which Packet One must comply with the standard access obligations. Section 149(2) provides that the access provided by Packet One shall be:

- (a) of at least the same or more favourable technical standard and quality as the technical standard and quality on the Packet One's network facilities or network services; and
- (b) on an equitable and non-discriminatory basis.
- (c) be modular, so that details about the terms and conditions, including the rates, for each of the Facilities and Services are available individually and separately under an ARD.

1.3 Scope

1.3.1 Packet One's ARD:

- (a) contains terms and conditions which are consistent with the rights and obligations set out in the MSA Determination; and
- (b) does not include terms and conditions which are inconsistent with the rights and obligations set out in the MSA Determination.

1.3.2 Where relevant, the rights and obligations set out in the MSA Determination shall be applicable to Packet One's ARD.

1.3.3 Packet One's ARD are consistent with:

- (a) the standard access obligations stipulated under Section 4.1.1 of the MSA Determination and section 149 of the Act; and
- (b) the principles of non-discrimination stipulated under Sections 4.1.5 and 4.1.6 of the MSA Determination.

1.3.4 For the purposes of clarification, the terms and conditions of Packet One's ARD is applicable to the Facilities or Services on the Access List Determination and which is relevant to the provisioning of facilities and services within Packet One's licenses only. If the Access Seeker requests Facilities or Services outside Packet One's ARD, the terms and conditions for the provision of such Facilities or Services shall be negotiated and shall remain outside the scope of Packet One's ARD.

1.3.5 This ARD applies to Access Seekers who are licensed under the Act as:

- (a) network facilities providers;
- (b) network service providers;

(c) applications service providers; and

(d) content applications service providers.

1.3.6 This Packet One's ARD sets out the terms and conditions on which Packet One as an Access Provider will provide Facilities and Services to an Access Seeker. This Packet One's ARD is not an offer to enter into a legally binding agreement. It is merely a reference document that indicates the terms and conditions on which Packet One is prepared to provide Facilities and Services to the Access Seeker. If the Access Seeker wishes to obtain Facilities and Services from Packet One, the Access Seeker and Packet One providing the requested Facilities and Service(s) must enter into an access agreement ("**Access Agreement**").

1.4 Amendment to Packet One's ARD

1.4.1 This ARD may be subject to amendment from time to time. Where an amendment is made to this ARD, Packet One shall, within ten (10) Business Days of making any amendment to Packet One's ARD, provide a copy of the amendments, or an amended copy of Packet One's ARD to:

- (a) the Access Seeker who is being provided with access to Facilities or Services listed on the Access List Determination under Packet One's ARD; and
- (b) the Access Seeker who has requested Packet One's ARD within the period of ninety (90) days prior to the making of such amendments, unless the Access Seeker has already indicated that it does not wish to proceed with an Access Request.

1.4.2 An amendment to Packet One's ARD will be deemed to alter the relevant terms and conditions of an Access Agreement which is based on Packet One's ARD.

1.5 Notice of Withdrawal, Replacement and Variation of Packet One's ARD

1.5.1 If the Commission revokes, varies or replaces the Access List Determination relating to the Facilities or Services listed on the Access List Determination under section 56 of the Act, Packet One may, by giving written notice to all Access Seekers to whom it is supplying Facilities or Services under Packet One's ARD, withdraw or replace Packet One's ARD with effect from a date no earlier than the effective date of the Commission's revocation.

1.5.2 Packet One shall comply with Sections 6.4.2 and 6.4.3 of the MSA Determination where it withdraws or varies Packet One's ARD pursuant to **Section 1.5.1**.

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- 1.5.3 In addition to Section 1.5.2 above, Packet One may give the Access Seekers to whom it is supplying Facilities and Services under Packet One's ARD a notice of a variation or replacement of Packet One's ARD to effect such variations that are necessary or appropriate in the event of:
- (a) the occurrence of a Legislative Event that materially affects the rights or obligations of Packet One under Packet One's ARD; or
 - (b) the occurrence of a Regulatory Event that relates to Packet One; or
 - (c) a review by the Commission of the MSA Determination pursuant to Section 6.5 of the MSA Determination.

- 1.5.4 Notwithstanding Sections 1.5.1, 1.5.2 and 1.5.3 above, Packet One may subject to Section 1.4 above, replace Packet One's ARD at any time.

1.6 Availability

- 1.6.1 Packet One's ARD shall be made available to an Access Seeker:
- (a) on written request, at Packet One's principal place of business at the address stated in paragraph 1.7 below; and
 - (b) on a publicly assessable website at www.p1.com.my
- 1.6.2 Prior to the provision of Packet One's ARD to the Access Seeker, the Access Seeker may be required to enter into a Confidentiality Agreement as set out herein Annexure 1.

1.7 Notices

Any notices or communications in respect of Packet One's ARD should be made in writing to:

Attention : Vice President,
Corporate Office
Address : Packet Hub, 159, Jalan Templer
46050 Petaling Jaya
Selangor, Malaysia
Telephone : 03-7450 8787
Facsimile : 03-7450 8891

CHAPTER 2 – Definitions and Interpretation

2.1 Definitions

The following words have these meanings in this Packet One's Access Reference Document unless the contrary intention appears: -

“Act” means the Communications and Multimedia Act 1998.

“Access Agreement” means an agreement:

- (a) entered into between Packet One and the Access Seeker pursuant to this ARD; or
- (b) which is commercially negotiated between the Operators, which terms and conditions shall not be less favorable than the terms and conditions guaranteed by the MSA.

“Access Charge” means a charge paid by the Access Seeker to Packet One for accessing the Facilities and Services provided by Packet One.

“Access List” means the list of Facilities or Services determined by the Commission under section 146 of the Act.

“Access List Determination” means the Variation to Commission Determination on Access List (Determination No.1 of 2005), Determination No.1 of 2009 which came into operation on 2 February 2009.

“Access Provider” means:-

- (a) network facilities provider who owns or provides network facilities listed in the Access List ; or
- (b) network services provider who provides network services listed in the Access List;

who is a licensee as defined in the Act.

For the purpose of clarification, in this ARD the Access Provider is “Packet One”.

“Access Request” means a request for access to Facilities or Services on the Access Service made by the Access Seeker to Packet One and containing the information in Section 4.1.1 of Chapter 4 and any additional information requested under Section 5.5.1(a).

“Access Seeker” means an Operator who:

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(a) is a network facilities provider, network services provider, application service provider or content application service provider and who is a licensee as defined in the Act; and

(b) makes a written request for access to Facilities or Services listed in the Access Service.

“Access Service” means a the network facilities and/or network services within the Access List provided by Packet One and which is listed in Schedule B of this ARD.

“Bank Guarantee” means the guarantee executed and to be granted to Packet One on behalf of the Access Seeker by a bank approved by Packet One and in a format acceptable by Packet One pursuant to Section 4.3.

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

“Billing Period” means the period over which the supply of access to Facilities or Services is measured for the purposes of billing, which shall be no more than thirty one (31) days and in accordance with the relevant calendar month, unless otherwise agreed between the Operators.

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

“Call Communication” means communications involving (in whole or in part) a number or IP address used in the operation of each Operator's network including Message Communications.

“Called Party” means the Fixed Number, Mobile Number or person to which or to whom a Communication is made.

“Calling Party” means a Customer who originates a Call Communication or, where applicable, the Customer who is billed or is obliged to pay for the Call Communication or, in the case of an International Inbound Call, the person originating the Call Communication.

“Charges” means the sums payable by the Access Seeker to Packet One for the provision of Access Service.

“Churn” means those processes which must be carried out by Operators in relation to the provision of Services and transfers of Customers, whenever a Customer requests to transfer from the Operator who has been providing it with one or more services (**“Releasing Service Provider”**) to another Operator (**“Gaining Service Provider”**).

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

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

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

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

“Confidentiality Agreement” means a Confidentiality agreement entered into between Packet One and the Access Seeker in accordance with Section 5.3.7 of the MSA Determination which template is provided herein in Annexure I.

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

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

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

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

“Dispute Resolution Procedures” means the procedures outlined in Annexure A of the MSA Determination.

“Due Date” means, in respect of an Invoice, thirty (30) days from the date of receipt of an Invoice.

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

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

“Facilities” means network facilities and/or other facilities specified in this ARD which facilitate the provision of network services or applications services including content applications services.

“Facilities Access” in relation to the Access Service means a service for the provision of access to Facilities.

“Fast Track Application Service” means an Access Service that is subjected to the fast track application process which is more particularly set out in Section 4.10.

“Fast Track Security Sum” means the security:

- (a) in the form of a Bank Guarantee, deposited with Packet One for the Fast Track Application Service pursuant to Section 4.10; and
- (b) which amount is Ringgit Malaysia Fifty Thousand (RM50,000) only for each Facility or Service for which access is sought.

“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.

“Fixed Network Origination Service” means an Interconnection Service for the carriage of Call Communications to a POI from a Calling Party directly connected to Packet One's Fixed Network.

“Fixed Network Termination Service” means: an Interconnection Service for the carriage of Call Communications from a POI to a Called Party directly connected to Packet One's Fixed Network.

“Fixed Number” means

- (a) PSTN and/or ISDN number directly connected to the switching centres of either Operator, as the case may be, and/or
- (b) TSoIP Telephony Numbers

but does not include the Mobile Numbers of the respective Operators.

“Force Majeure” means an event or circumstance beyond the reasonable control of an Operator which affects the Operator's ability to perform its obligations under the Access Agreement.

“Freephone Number” means numbers currently denoted by the number range commencing with '1800' but also including such other number ranges agreed to or directed by the Commission where the Called Party is charged for the call.

“Freephone 1800 Services” means the service utilising Freephone Numbers.

"Full-span Interconnection" means the physical connection to establish a POI between the Access Provider and Access Seeker's premises, where:

- (a) the link between the Access Provider and the Access Seeker's premises is provided and maintained by Access Provider; and
- (b) the Access Provider installs, operates and maintains its transmission equipment at the Access Seeker's premises.

“Gaining Service Provider” means an Operator to whom the Other Operator's Customer requests a transfer.

"Gateway" means a device or programme in a communications network which interfaces that network with an international communications network.

“In-span Interconnection” means the physical connection to establish a POI between the Access Provider and Access Seeker's premises. Each Operator shall be responsible for:

- (a) the transmission equipment at its end of the link; and
- (b) the part of the link from its premises to the POI.

"Instrument" means any lawful instrument which is issued by the Commission pursuant to the Act.

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

"Interconnect Capacity" means an Access Service which is measured in 2 Mbps or other agreed units between a Gateway and a POI which enables the physical connection between the Networks of the Operators for the purpose of providing one or more Interconnection Services.

"Interconnect Conditioning" means the conditioning, equipping and installation of facilities at Packet One's Gateway to enable the provision of one or more Interconnection Services.

“Interconnect Link” means a physical link connecting the networks of two Operator.

“Interconnect Link Service” means is a Facility and/or Service which enables:

- (i) the physical connection between the network of an Access Provider and the network of an Access Seeker for the purpose of providing an Interconnection Service; and

- (ii) the interconnection of the Signaling System Number Seven (SS7) network of an Access Provider to the SS7 network of an Access Seeker at the signal transfer points.

is an Access Service which enables the physical connection between Packet One's network and the network of an Access Seeker for the purpose of providing an Interconnection Service

"Interconnect Traffic" means Call Communication traffic between the directly connected Customers of the respective Operators' Network.

"Interconnection" means interconnection:

- (a) of the Access Seeker's Network to Packet One's Network, for the purposes of Packet One providing Access Services to the Access Seeker in relation to a Communication;
- (b) of Packet One's Network to the Access Seeker's Network, for the purpose of the Access Seeker supplying Access Services to Packet One in relation to a Communication; via a POI and using agreed interfaces and signaling systems.

"Interconnection Service" means Access Service(s) (including physical connection between separate networks) to facilitate any-to-any connectivity provided by Packet One to an Access Seeker which involves or facilitates the carriage of communications between an end user connected to Packet One's Network and a Point of Interconnection.

"Interconnect Steering Group" or "ISG" means the inter-operator relations group established by the Operators in accordance with Clause 5.19.3 of the MSA.

"Internet" means the international network of digital networks utilising the TCP/IP suite of communications protocols of which an Operator's Internet Access Services form part thereof.

"Invoice" means the invoice for amounts due in respect of the supply of the Access Service(s) during a Billing Period.

"IP" or "Internet Protocols" means network-layer (Layer 2) protocol, as defined by the Internet Engineering Task Force that contains addressing information and some control information that enables packets to be routed.

"IP Telephony Service" means an IP network service that supports applications services such as voice calls or data delivered over managed private internet protocol network.

"ITU-T" means the Telecommunications Standardisation sector of the International Telecommunications Union (previously known as CCITT).

“Legislative Event” means:

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

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

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

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

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

"Mobile Number" means the cellular mobile number that is able to use an Operator's Mobile Network and does not include the Fixed Number of the Operators.

"Mobile Network" means the network facilities and/or network services comprising the public cellular network for the provision of Call Communications.

”MYIX” means the Malaysia Internet Exchange

“MSA Determination” shall have the meaning assigned to it in Section 1.1(f) of Chapter 1.

“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.

"Network Capacity" means equipment and facilities required to be installed in Packet One's Network for use in the provision of one or more Interconnection Services but does not include Interconnect Capacity.

"Network Conditioning" means the conditioning, equipping and installation of facilities at Packet One's Network to enable the provision of one or more Access Services.

"Operators" means Packet One and the Access Seeker collectively.

"Other Operator" means either:

- (a) Packet One; or
- (b) the Access Seeker, as the context requires.

"Point of Interface" means a point at or between network facilities which demarcates the Network of Packet One and the Network of an Access Seeker and is the point at which a communication is transferred between those network facilities and includes POI and POP.

"Point of Interconnection" or "POI" means any technically feasible point which demarcates the network of an Access Provider and the network of an Access Seeker (collectively referred to as the 'Interconnecting Networks') and is a point at which a Communication is transferred between the interconnecting networks. An example of a POI is MyIX.

"Point of Presence or "POP" means a point at which an Access Seeker has established itself for the purposes of obtaining access to Access Services.

"Public Switched Telephone Network" or "PSTN" means a telephone network accessible by the public providing circuit switching and transmission facilities utilising analogue and/or digital technologies.

"QOS Standards" means the QOS standards in respect of certain services set out in the appropriate Manual to the Access Agreement.

"Regulatory Event" means:

- (a) the declaration, modification, variation or revocation of the MSA Determination;
- (b) the giving of a lawful direction to Packet One by the Commission relating to Packet One's ARD; or
- (c) the giving of a lawful direction to Packet One by the Minister relating to Packet One's ARD.

“Releasing Service Provider” means the Operator from whom its Customer request a transfer.

“Review” means a review of the MSA Determination pursuant to Section 6.5 of the MSA Determination.

“RM” means Ringgit Malaysia which shall be the monetary currency used in Packet One' ARD unless otherwise provided.

“Security Sum” means the security:

- (a) in the form of a Bank Guarantee, deposited with Packet One for the supply of Access Services as listed in Schedule B; and
- (b) which amount is equivalent to the Minimum Value.

“Services” means network services and/or other services listed in the Access List which facilitate the provision of network services or applications services, including content applications services.

“Service Ordering Procedures” means the procedures governing the forecasting, planning and ordering of relevant Access Services as set out Chapter 5.

“Special Services” for the purposes of this Agreement means Toll Free Services and Freephone 1800 Services, such other special services to be included from time to time.

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

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

“Telephony Service over IP” means an IP network service using the service number prefix “0154” (or such number as may be determined by the Commission) that supports applications services such as voice calls or data delivered over Internet Protocol network

“Toll Free Numbers” means numbers currently denoted by the number range commencing with ‘1300’ but also including such other number ranges agreed to or directed by the Commission, and Tenaga Nasional Berhad Information/Assistance line (denoted by the number ‘15454’, where the terminating party (the B party) is charges for the call save for the local call charge levied on the originating Fixed Number or the local retail rates of the mobile operator for directly dialled calls, levied on the originating mobile number;

“Toll Free Service” means the service utilising Toll Free Numbers.

2.2 Interpretation

In Packet One's ARD except where the contrary intention appears;

- (a) the singular includes the plural and vice versa; and
- (b) a document includes all amendments or supplements to that document, or replacements or novations of it; and
- (c) a reference to a statute, ordinance, regulations, code or other law and other instruments under it, shall include any statute, ordinance, regulation, code and other law consolidating, amending, re-enacting or replacing of any of them from time to time relating thereto or in connection therewith; and
- (d) a reference to a person includes a firm, body corporate, unincorporated association or an authority; and
- (e) a reference to a person includes the person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation), and assigns; and
- (f) if the day on which the payment of money falls due is not a Business Day, the due date shall be deemed to be the next Business Day and any reference to acts that have to be done or to be done by or on or before a particular day or Business day means by or on or before the close of business at 5.00pm on that particular day or Business Day; and
- (g) a reference to a related body corporate of an Operator has the same meaning as in the Companies Act 1965; and
- (h) in relation to an Access Service for the carriage of a communication it refers to the carriage of a communication between the POIs/POPs along Packet One's Network but does not include any Communication for which the Access Service is provided with the assistance a third party's Facilities or Services; and
- (i) headings are included for convenience and do not affect the interpretation of Packet One's ARD.

CHAPTER 3 – Principles of Access

3.1 Access Services

This ARD applies only to the Access Service (s) listed and described in Schedule 2.

3.2 Eligibility for Access of Services

3.2.1 Packet One shall at its discretion and in a manner consistent with the License(s) granted (and the license rights accorded therein) by the Minister to the Access Seeker, provide to the Access Seeker with access to Access Service (s) on reasonable terms and conditions as set out in this Packet One's ARD.

3.2.2 For the purposes of clarification, consistent with Government policy and Determinations by the Commission (and its predecessor), an Access Seeker may only request for access to any or all of the Facilities or Services listed in the Access List as contained in Packet One's ARD where the Access Seeker has been granted:-

- (i) an individual network facilities provider license and/or;
- (ii) an individual network services provider license and/or;
- (iii) a content applications services provider license and/or
- (iv) an applications service provider licence;

Provided that such request is made in writing by the Access Seeker to Packet One.

3.2.3 An Access Seeker may not request for the Access Service (s) where the Access Service(s) are to be used in connection with an activity or activities in which the Access Seeker is not licensed to provide.

3.3 Standard Access Obligations

3.3.1 Access Terms and Conditions

Packet One shall subject to Section 3.2, supply the Access Service(s) to the Access Seeker on reasonable terms and conditions.

3.3.2 Principles of non-discrimination

Packet One shall treat an Access Seeker on a non-discriminatory basis as required by the Standard Access Obligations in relation to the supply of Access Service(s).

The access provided by Packet One to the Access Seeker shall be consistent with:

- (a) The principles set out in section 4.1.5 and 4.1.6 of the MSA Determination; and
- (b) Section 149(2) of the Act.

3.3.3 Customer Principles

Packet One shall observe and comply with the customer relationship principles set out in Section 4.3 of the MSA Determination.

3.4 **Negotiation Principles**

3.4.1 Intellectual Property

An Operator shall only use such Intellectual Property and information provided by another Operator for the purposes of providing access to the Access Service(s). An Operator must not use such Intellectual Property or information for the development or marketing of other Communication Services or equipment by that Operator, its affiliates or third parties.

3.4.2 Good faith and Dispute Resolution

Each party shall co-operate, in good faith and commercially reasonable manner, in negotiating and implementing the terms of the Access Agreement and use all reasonable endeavours to resolve any disputes arising from or in connection with Packet One's ARD.

If any dispute or difference of any kind shall arise between the parties in connection with or arising out of Packet One's ARD, the Dispute Resolution Procedure in Annexure A of the MSA Determination shall be adhered to.

3.4.3 Confidentiality

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

CHAPTER 4 – Access Request Procedures

4.1 Application for Access to Services

4.1.1 An Access Seeker shall request Packet One to supply Access Service (s) to it by serving Access Request in writing setting out the information listed in below:

- (a) the name and contact details of the Access Seeker,
- (b) the Access Service (s) in respect of which access is sought ;
- (c) whether the Access Seeker wishes to accept Packet One's ARD or negotiate an Access Agreement;
- (d) the information (if any) the Access Seeker reasonably requires Packet One to provide for the purposes of the access negotiations;
- (e) contain two (2) copies of Confidentiality agreement properly executed by the Access Seeker in the form prescribed by Packet One as in Annexure 1;
- (f) forecast of the capacity the Access Seeker will reasonably require, in accordance with the forecasting procedures stated in Chapter 6;
- (h) relevant information relating to the Access Seeker and functionality of its Services, to the extent that Access Seeker is aware that such information may affect Packet One Network;
- (i) creditworthiness information in accordance with Packet One requirement as set out in subsection 4.2;
- (j) security in accordance with Packet One security requirement as set out in subsection 4.3;
- (k) insurance information in accordance with Packet One insurance requirement as set out in subsection 4.4; and
- (l) such other information as Packet One may reasonably request.

4.2 Creditworthiness Information

4.2.1 The Creditworthiness Information that is required to accompany an Access Request includes but shall not be limited to:

- (a) a letter, signed by the company secretary or duly authorized officer of the Access Seeker, stating that the Access Seeker is not insolvent and is not under any external administration or under similar form of administration under any laws applicable to it in any jurisdiction; and
- (b) a copy of the Access Seeker's most recently published audited balance sheet and audited profit and loss statement.

4.3 Security Sum

- 4.3.1 Packet One shall ensure that the amount and type of security requirements imposed on the Access Seeker commensurate with:-
- (a) the estimate value of access to the Access Service(s) to be provided to the Access Seeker by Packet One over a 90 day period (“Minimum Value”);
 - (b) the creditworthiness of the Access Seeker (including prior payment records of the Access Seeker); and
 - (c) the security previously required by Packet One (if any).
- 4.3.2 The Access Seeker shall provide the Security Sum to Packet One in the form of Bank Guarantee:
- 4.3.3 Packet One is not obliged to consider entering into an Access Agreement with the Access Seeker pursuant to Packet One’s ARD until the Access Seeker has amongst other things, provided (at the Access Seeker’s costs) to Packet One such Security Sum on terms and conditions reasonably acceptable to Packet One.
- 4.3.4 If the Access Seeker fails to fulfill any conditions or commits a breach of its obligations under this ARD or the Access Agreement, Packet One at its sole discretion has the right from time to time to call in all or part of the amount represented by the Security Sum.

4.4 Insurance Information

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

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

4.5 Processing of Access Request

4.5.1 Acknowledgement of Receipt of Access Request

Packet One shall within ten (10) Business Day of receipt of the Access Request inform the Access Seeker in writing that it has received the Access Request and:

- (a) Subject to Section 5.4.16 of the MSA, request additional information from the Access Seeker where there is a need for further information, prior to considering the Access Request; or
- (b) Indicate whether it is willing to provide access to Access Service (s) under paragraph 4.8 or if it is rejecting the Access Request in accordance to paragraph 4.7.

Subject to the additional information being received by Packet One within twenty (20) Business days from the date of request, Packet One shall reconsider the Access Request upon receipt of such additional information.

4.5.2 Non-refundable processing fee

4.5.2.1 Packet One may charge a non-refundable processing fee for undertaking the necessary administrative work to process the Access Request.

4.5.2.2 The non-refundable processing fee is only applicable to the requested Access Service (s) that can be offered and made available by Packet One.

4.5.2.3 The fee shall be as advised in writing by Packet One to the Access Request upon approval of the same.

4.5.2.4 In the event that additional and non-routine work is required in order to process the Access Request, Packet One may charge a separate fee for undertaking such additional work. If the Access Seeker does not proceed with the Access Request accepted by Packet One, the processing fee will not be refunded to the Access Seeker.

4.5.2.5 The processing fee will be set-off against the Charges for the requested Facilities and Services upon acceptance of the Access Request by Packet One pursuant to paragraph 4.8.

4.5.3 Resources charge

In accordance with Section 5.7.28 of the MSA Determination Packet One may charge an Access Seeker a resources charge to be determined by reference to the costs incurred by Packet One for the allocation of

manpower and other resources to enable the Access Seeker to test and provide new Access Service (s).

4.6 Assessment of Access Request

4.6.1 Grounds for Refusal

Without limiting any other grounds that may be relied upon under the Act, Packet One may refuse to accept an Access Request for the supply of Access Service(s) and accordingly may refuse to supply that Access Service (s) to the Access Seeker for any of the following reasons:

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

4.6.2 Determination of technical infeasibility

For the purpose of determining technical infeasibility in Section 4.6.1(d), the Operators shall comply with Section 5.4.17 of the MSA Determination.

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4.6.3 Determination of capacity constraints

For the purpose of determining capacity constraints in Section 4.6.1 (e), the Operators shall comply with Section 5.4.18 of the MSA Determination.

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

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

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

Example of reasonable grounds for Packet One's belief as mentioned in Section 4.6.1 (g) include repeated failures by the Access Seeker to comply with the terms and conditions on which the same or similar access to Network Facilities or Network Services have been provided.

4.7 **Notification of Rejection to the Access seeker**

4.7.1 Where Packet One rejects the Access Request, Packet One shall:

- (a) provide grounds for rejection under Section 4.6.1 above to the Access Seeker;
- (b) provide basis for Packet One's rejection of the Access Request; and
- (c) indicate a date and time, not later seven (7) Business Days from the date of the notice of rejection, at which representatives of Packet One will be available to meet with representatives of the Access Seeker to discuss the rejection of the Access Request. At this meeting, the Access Seeker may request Packet One to substantiate its reasons for refusal, and if access has been refused on the basis of the grounds in Section 4.6.1(e), Packet One must identify when additional capacity is likely to be available.

4.7.2 Where the Operators are unable to resolve their differences following the meeting held pursuant to Section 4.7.1(c), either Operator may request resolution of the dispute in accordance with dispute resolution procedures in Annexure A of the MSA Determination.

4.8 **Acceptance of Access Request**

4.8.1 Where Packet One agrees to provide access to Facilities or Services listed in the Access Service to the Access Seeker, Packet One shall

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within ten (10) Business Days of such response under Section 4.5.1(b), provide the Access Seeker with two copies of the executed Access Agreement (based on the Standard Access Obligations), for execution by the Access Seeker.

- 4.8.2 Where the Access Seeker wish to negotiate an Access Agreement, the Operators shall comply with the requirements in Sections 5.4.2, 5.4.3, and 5.4.4 of the MSA Determination in negotiating and concluding an Access Agreement.
- 4.8.3 Packet One will not be taken to have agreed to provide, and the Access Seeker will not be taken to have agreed to acquire the requested Access Service:
- (a) a Security Sum has been provided in accordance with Section 4.3; and
 - (b) an Access Agreement has been executed between the Operators and the Access Agreement is registered with the Commission in accordance with section 150 of the Act.

4.9 Negotiations on Access Request

- 4.9.1 Packet One may proceed with negotiation on the Access Request with the Access Seeker if the Access Seeker is not willing to accept Packet One's ARD. Packet One shall set out in such response:
- (a) a date and time not later than fifteen (15) Business Days from the date of the Access Seeker's response, at which Packet One's representatives will be available for the initial meeting with the representatives of the Access Seeker.
 - (b) One copy of the executed Confidentiality Agreement returned by the Access seeker (in accordance with Section 4.1.1 (h) that has also been properly executed by Packet One.

4.10 Fast Track Application Process

- 4.10.1 The fast track application process set out in this Section 4.10 shall be applicable to Fixed Origination and Termination Service
- 4.10.2 For the purpose of clarification, where an Access Seeker requests for a Access Service(s) that is not listed in Section 4.10.1 above in addition to a Fast Track Application Service, the fast track application process shall not be applicable and the Access Seeker shall be required to put in an Access Request for the requested Access Service (s) in accordance with Sections 4.1 to 4.9.
- 4.10.3 An Access Seeker is eligible for the fast track application process if it fulfills the following criteria:

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- (a) The Access Seeker is duly licensed to provide the Facilities or Services listed in the Access Service (s) for which access is sought;
- (b) the access requirements of the Access Seeker do not in Packet One's view have a material impact on Packet One's current level of network resources; and
- (c) the Access Seeker is willing to accept the terms and conditions for the requested Access Service (s) as stipulated in the ARD without negotiation.

4.10.4 Subject to Section 4.10.1, where an Access Seeker who is eligible for the fast track application process wishes to utilize the fast track application process, the Access Seeker shall provide information as set out in Section 4.1.1 (a) and (b) and the relevant technical information relating to the Access Seeker's Network.

4.10.5 Where Packet One accepts the fast track application, the Access Seeker shall:

- (a) deposit a Fast Track Security Sum for Ringgit Malaysia Fifty Thousand (RM50,000.00) per service request;
- (b) pay a non-refundable processing fee and resource charge as determined by Packet One for undertaking the necessary administrative work to process the fast track application; and
- (c) execute two (2) copies of the signed Access Agreement (based on the Standard Access Obligations) with suggested amendments to the technical matters (if any) within ten (10) Business Days of submission of the Fast Track application form.

4.10.6 Packet One may reject the Access Seeker's fast track application for the reasons set out in Sections 4.6.1(c), (f) and (g).

Chapter 5 Provision of Information

- 5.1 The obligations of each Operator to provide information to the Other Operator are subject to the MSA Determination and the requirements of confidentiality in the confidentiality agreement signed by the Operators.
- 5.2 An Operator must provide the Other Operator on a timely basis with all agreed information reasonably required to determine rates and charges to be billed by each Operator to the Other Operator or by each Operator to its Customers.
- 5.3 Each Operator will charge and bill its own Customers for Call Communication. The Operators will agree on the communication information which is to be exchanged for the purposes of charging and billing, and which shall be deemed to be included in the Manuals for the purposes of call and billing verification. For the purpose of inter-operator billing reconciliation the Operators will provide CLI to each other subject to:-
- (a) the ability of the relevant exchange to provide CLI; and
 - (b) CLI being forwarded to it from another network with which its Network is interconnected.
- 5.4 CLI and data relating to CLI will be kept confidential by the Operators. The Operator may use the CLI disclosed to it only for the following purposes:-
- (a) prevention and investigation of fraud;
 - (b) display to Customers;
 - (c) emergency services;
 - (d) malicious call tracing; and
 - (e) inter-Operator and/or Customer billing.
- provided always that such use does not violate the Commission's directive. The Operators will co-operate in the barring of CLI where required under law, Determination, Direction or as otherwise agreed.
- 5.5 To the extent permitted by Malaysian law and any relevant guidelines or customer service standards in force pursuant to the Operator's respective Licence conditions, the Operators will exchange information and otherwise cooperate in relation to the prevention and investigation of fraudulent use or misuse of the Operator's respective Communications Services and the theft of the Operator's provided terminal equipment.

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- 5.6 Information provided under Packet One's ARD may only be used for the purpose for which it was given. Personal information about a Customer's credit worthiness, credit standing, credit history or credit capacity may only be used for the purposes permitted by, and in compliance with, Malaysian law.
- 5.7 Information required to be provided under Packet One's ARD need not be provided if the recipient Operator has not established security measures that are adequate to protect the confidentiality of the information. If the recipient Operator does not observe such security measures or any of the information is used by it for any purpose other than the purpose for which it was given, the providing Operator may deny the recipient Operator further access to the information for the period during which the non-observance or non-conforming use continues on notice specifying the non-observance or non-conforming use. The Operators will cooperate to resolve the providing Operator's reasonable concerns so that information exchange can be resumed as soon as possible.
- 5.8 The Operators acknowledge that when information (including for the purposes of this clause any updated information) required to be provided under this Paragraph is held on a database, the Operator entitled to receive the information will not be entitled to obtain direct access to the database. The precise method by which information is to be made available will be determined by the ISG having regard to the reasonable cost, convenience and security concerns of the Operators.
- 5.9
- (a) Subject to the Act and any subordinate legislation, nothing in the Access Agreement may be construed as requiring an Operator at any time to disclose to the Other Operator information which is at the date when the Access Agreement comes into force, the subject of a confidentiality obligation owed to a third person unless the third person consents to such disclosure. Where the consent of a third person is required, the Operator holding the information must use its reasonable endeavours to obtain the consent of that third person.
 - (b) After the Access Agreement comes into force an Operator must use its best endeavours not to enter into any contract which would prevent it from making relevant information available to the Other Operator unless the contract includes a term which permits the contracting Operator to make the information available if directed to do so by the Commission.
- 5.10 All communication information, call and such other relevant information in relation to Call Communication must be kept by both Operators for a period of two (2) years unless otherwise agreed in writing for the purposes of verification and audit.

Chapter 6 Billing and Settlement

- 6.1 Where relevant, the billing and settlement obligations set out in Section 5.14 of the MSA Determination shall be applicable.
- 6.2 The Access Seeker shall pay Packet One the Charges for the relevant Access Service(s) supplied by Packet One to the Access Seeker, as specified in Access Agreement
- 6.3 The Operators shall bear and pay all taxes as required by Malaysian law that result from the implementation of the Access Agreement.
- 6.4 All payments must:
- (a) be paid on the Due Date unless otherwise agreed in writing by both Operators;
 - (b) be paid by electronic transfer to Packet One or exceptionally, by cheque to the nominated account(s) of Packet One if agreed by Packet One; and
 - (c) must be accompanied by such information as is reasonably required by Packet One to properly allocate payments received.
- 6.5 For the purpose of clarification, the Security Sum does not relieve the Access Seeker from its obligations to pay amounts to Packet One as they become due and payable, nor does it constitute a waiver of Packet One's right to suspend, disconnect, or terminate the relevant network facilities or network services due to non-payment of any sums due or payable to Packet One.
- 6.6 (a) Packet One shall be entitled to revise the Security Sum in any of the following event:-
- (i) at each subsequent anniversary from the Commencement Date;
 - (ii) where, in the opinion of Packet One, the Security Sum is less than the actual Minimum Value calculated at the end of the most recent ninety (90) days period;
 - (iii) upon the provisioning of new or additional network facilities or network services to the Access Seeker; or
 - (iv) where there is material change in circumstances in relation to the Access Seeker's creditworthiness. For clarification, a material change in circumstances includes, but is not limited to, a failure by the Access Seeker to pay on the Due Dates at least three (3) Invoices rendered in the preceding six (6) months

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- (b) Where the Security Sum is revised pursuant to Section 6.6 (a) above, the Access Seeker shall within five (5) Business Days from the written request of Packet One, deposit the new Security Sum with Packet One in the manner specified in Section 4.3.1.
- 6.7
 - (a) In the event Packet One elects to suspend or terminate the provisioning of relevant Access Service(s) to the Access Seeker, Packet One shall have the right to use the Security Sum (together with any interest thereon) to set off any outstanding sum due and payable to Packet One by the Access Seeker.
 - (b) Subject to Section 6.7(a) above, upon termination of the Access Agreement, the Security Sum deposited with Packet One or parts thereof, together with the interest thereon, (if any) shall be returned and/or refunded to the Access Seeker.
- 6.8 Where there is a Billing Dispute, the Operators shall comply with the dispute resolution procedures in Annexure A of the MSA Determination

CHAPTER 7 –TERMINATION, SUSPENSION AND OTHER PROVISIONS

7.1 Term

The Operators shall unless otherwise required by the access seeker enter into an Access Agreement for a term of no less than 3 years from the execution date of the said Access Agreement.

7.2 Termination

Subject to Section 7.5, Packet One may terminate an Access Agreement or part thereof if any of the circumstances referred to in Section 7.2(a), 7.2(b) or 7.2(c) below apply and Packet One has notified the Access Seeker of its intention to terminate the Access Agreement:-

- (a) the Access Seeker has materially breached the Access Agreement and Packet One has notified the Access Seeker that it will terminate the said agreement in no less than 30 days if the Access Seeker does not remedy its breach by the end of that period; or
- (b) the Access Seeker is subject to a winding up order; or
- (c) a Force Majeure has continued for a period of more than 90 days.

Packet One shall forward to the Commission a copy of the notice of termination at the same time as providing the notice of termination to the Access Seeker.

7.3 Change In Law

Where the continued operation of the Access Agreement or access to any Access Service(s) provided by Packet One is or will be unlawful (as a result of a legislative change), the Access Seeker and Packet One shall meet within 5 Business Days of becoming aware of the relevant change in law to review whether access to the relevant Access Service(s) may be provided by Packet One on different terms and conditions (which are acceptable to the Access Seeker). If the Operators cannot agree to the provision of access on different terms and conditions, Packet One may terminate the provision of access to the relevant Access Service(s).

7.4 Suspension

Subject to Section 7.5, Packet One may only suspend access to any Access Service(s) in the following circumstances:

- (a) the Access Seeker is in breach of a material obligation and fails to remedy such breach within thirty (30) days of receiving written notice from Packet One to remedy such breach;

- (b) the Access Seeker's Facilities materially adversely affect the normal operation of Packet One's Network or are a material threat to any person's safety;
- (c) the Access Seeker's Facilities or the supply of Access Service(s) pose an imminent threat to life or property of Packet One, its employees or contractors;
- (d) the Access Seeker's Facilities cause material physical or technical harm to any Facilities of Packet One or any other person;
- (e) where the Access Seeker has failed to pay Invoices in accordance with Chapter 6 of this ARD;
- (f) where Force Majeure applies; or
- (g) the Access Seeker breaches any laws, regulations, rules or standards which has a material adverse effect on Packet One or the provision by Packet One of Access Service(s) under the Access Agreement.

For the purposes of this Section 7.4, Packet One must provide the Access Seeker five (5) Business Days notice in writing, including written reasons, prior to suspending access to any Access Service(s).

7.5 Approval

Prior to terminating or suspending or seeking to materially vary an Access Agreement or access to any Access Service(s) provided under it, Packet One must inform the Commission in writing of the action it proposes to take and the reasons why such action is appropriate. Packet One shall not terminate, suspend or seek to materially vary the Access Agreement or access to any Access Service(s) until such time and on such conditions, as the Commission may specify.

7.6 Undertakings

If the parties to an Access Agreement adopt the terms and conditions specified in an undertaking that has been registered with the Commission in accordance with the Act, the parties must notify the Commission within five (5) Business Days of such adoption. In such circumstances, the terms and conditions of the Access Agreement will continue to be in force for the remainder of the term of that Access Agreement, even if the access undertaking is withdrawn or expires prior to the expiry of that term.

7.7 Post-termination fees

Packet One shall not recover any additional charges, costs or expenses on termination or suspension of an Access Agreement or access to any Access Service(s) provided under it except:

- (a) Charges invoiced in arrears and not yet paid; or
- (b) Charges arising during an applicable minimum contractual period (as described in Section 7.1 above).

7.8 Upfront charges refund

On termination of an Access Agreement or access to any Access Service(s) provided under it, Packet One 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.

7.9 Deposits and guarantees

Notwithstanding the obligation in Section 7.7, Packet One shall:

- (a) within sixty (60) days of termination of the Access Agreement refund to the Access Seeker any deposit paid (without interest) provided all other amounts payable by the Access Seeker to Packet One have been paid; and
- (b) immediately upon termination of the Access Agreement unconditionally waive any rights under any guarantees provided by the Access Seeker except in respect of amounts payable by the Access Seeker to Packet One as at the date of termination.

7.10 Intellectual Property Rights

The Operators agree not to use any patent, trade mark, trade name, house mark, service mark, designs, copyright, database rights, know-how and any other type of intellectual property rights belonging to the Other Operator or any of its affiliates without the prior written consent of the Other Operator for purposes including but not limited to any advertising, publicity releases or sales presentations.

7.12 Force Majeure

7.12.1 If a Party ("Affected Party") is prevented from performing any of its material obligations under this Agreement (but shall not include any of the Customer's payment obligations) by reason of Force Majeure, it must immediately notify the other Party ("Other Party") in writing of the circumstances constituting the event of Force Majeure and must keep the Other Party regularly informed of the progress in resolving the event of Force Majeure and use all reasonable steps to minimize the adverse effects of the event of Force Majeure on the performance of its obligations under this Agreement.

7.12.2 If the delay in performance or non-performance of the Affected Party's obligations due to the event of Force Majeure is continuous for a period of 90 days from the date of the Affected Party's written notification under Section 7.2(c), then either Party shall have the right to terminate this Agreement with immediate effect and neither Party shall have any claim against the other in respect of such termination save for antecedent breaches.

7.13 Governing Law

This ARD shall be governed by and interpreted in accordance with the laws of Malaysia.

7.14 Assignment

Neither party shall be entitled to assign, transfer or novate any of its rights, obligations or liabilities without the prior written consent of the other party.

SCHEDULE A

TECHNICAL AND OPERATIONAL MATTERS

PART I -FORECASTING

1. General

- 1.1 Part I of Schedule A sets out forecasting procedures that are applicable only in relation to the provision of Access Services listed in the Packet One ARD.
- 1.2 Where relevant, the forecasting obligations set out in Section 5.6 of the MSA Determination shall be applicable.

3. Forecasting Requirements

- 3.1 The Access Seeker shall meet the requirements of forecasting process that enables Packet One to plan for the expected need for Access Service(s) in order to carry the forecasted traffic and conform to Grade of Service Standards.
- 3.2 The Access Seeker shall provide traffic forecast between particular destinations. The Access Seeker and Packet One will discuss in good faith on the planning and design of the relevant part of their respective networks and the dimensioning of Network Capacity to carry traffic within Packet One' Network.

PART II -ORDERING AND PROVISIONING

1. General

1.1 Part II of Schedule A sets out ordering and provisioning procedures that are applicable only in relation to the provision of Access Services listed in the Packet One ARD.

1.2 Where relevant, the ordering and provisioning obligations set out in Section 5.7 of the MSA Determination shall be applicable.

2. Ordering Procedures

2.1 Subject to Paragraph 2.2 the Operators may place firm orders for Interconnect Link Capacity from time to time in line with the quantity indicated in the first year forecast.

2.2 The Access Seeker shall ensure that the order contains enough information to enable Packet One to assess and fulfill the order.

2.3 When an order is placed, the Access Seeker should give Packet One a priority list, allowing for progressive delivery and setting out its preferred order of delivery.

PART III -NETWORK CONDITIONING

1. General

- 1.1 **Part III of Schedule A** sets out network conditioning procedures that are applicable only in relation to the provision of Access Services listed in the Packet One ARD.
- 1.2 Where relevant, the network conditioning obligations set out in Section 5.8 of the MSA Determination shall be applicable.

PART IV- POINT OF INTERFACE PROCEDURES AND DECOMMISSIONING OBLIGATIONS

1. General

1.1 **Part IV of Schedule A** sets out points of interface and decommissioning that are applicable only in relation to the provision of Access listed in the Packet One ARD.

1.2 Where relevant, the point of interface procedures and decommissioning obligations set out in Sections 5.9 and 5.10 of the MSA Determination shall be applicable.

2. Point of Interface Location Considerations

Technical consideration for determining Point of Interface locations shall include *inter alia* the following:

- (a) whether switching and transmission facilities have the capacity to interconnect with other networks;
- (b) timely and efficient deployment of sufficient capacity of links to support the required Grade of Service to customers; and
- (c) preservation of network security.

3. Criteria for Establishing a New Point of Interface

Prior to accepting the establishment of a new Point of Interface, the Operators shall comply with the following:

- (a) As a result of special network management requirements, the Access Seeker shall submit its five (5) years' forecast including traffic and circuit forecast requirement at the proposed new Point of Interface;
- (b) The Interconnect Link Capacity shall be dimensioned to provide for a minimum of 3 (three) years' provisioning period for the purposes of planning;
- (c) Indicate the number of routes and nodes that will be served at the proposed Point of Interface
- (e) Determine the availability of the switch capacity at the nodes.

4. Decommissioning of Point of Interface

4.1 Either Packet One or Access Seeker may request for the decommissioning of Point of Interface.

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- 4.2 Subject to Paragraphs 4.3 and 4.4, the Operator who makes such request ("Requesting Operator") must first consult and negotiate with the Other Operator in relation to the timetable for decommissioning of the relevant Point of Interface.
- 4.3 The Requesting Operator must offer an alternative Point of Interface to route interconnection traffic.
- 4.4 The Requesting Operator shall ensure that there will be no traffic interruption and should be responsible for rerouting the existing traffic before the decommissioning of the relevant Point of Interface

List of Point of Interfaces

Region	Point of Interface
Central	i) Bangunan Aik Hua, Kuala Lumpur (ii) Subang Hi-Tech, Shah Alam

PART V -NETWORK CHANGE

1. General

- 1.1 **Part V of Schedule A** sets out the network change procedures that are applicable only in relation to the provision of Interconnection Services listed in the Packet One ARD.
- 1.2 Where relevant, the network change obligations set out in Section 5.11 of the MSA Determination shall be applicable.

2. Network Change Procedures

- 2.1 Each Operator is responsible for the safe operation of it's Network and must take all reasonable and necessary steps to ensure that it's Network, it's Network operations and implementation of the Access Agreement:
 - (a) do not endanger the safety or health of the officers, employees, contractors, agents or Customers of the Other Operator; and
 - (b) do not damage, interfere with or cause any deterioration in the operation of the Other Operator's Network.
- 2.2 A Operator must not modify, or take any action which would have the effect of modifying the operation of the Network of the Other Operator or take any action with respect to the Other Operator's Network without the Other Operator's permission.
- 2.3 The Access Seeker must not interfere with the use of the Communications Services provided by Packet One.

PART VI- NETWORK FACILITIES ACCESS AND CO-LOCATION

1. General

- 1.1 **Part VI of Schedule A** sets out the network facilities access and co-location procedures that are applicable only in relation to the provision of Interconnection Services as listed in the Packet One ARD.
- 1.2 Where relevant, the network facilities access and co-location obligations set out in Section 5.13 of the MSA Determination shall be applicable.

2. Facilities Access Procedures

- 2.1 The Operators shall negotiate the terms and conditions on which Facilities Access and co-location will be provided in order to facilitate administration and certainty of planning.
- 2.2 The Facilities Access and co-location will be for a fixed period and the period may vary depending on the type of Facilities Access provided.
- 2.3 The terms of Facilities Access for different types of Facilities will be set having regard to such matters as *inter alia*:
 - (a) the reasonable life span of the Facilities or equipment of Packet One;
 - (b) the reasonable life span of the Access Seeker's Facilities or equipment which it installs within or attaches to or uses in conjunction with the Facilities to which access is provided; and
 - (c) the type of Facilities or equipment make available to the Access Seeker.
- 2.4 Packet One shall have reasonable physical access to the Access Seeker's Network and/or premises requested by the Access Seeker for the purpose of installation, maintenance, operation, replacement and removal of equipment installed within, attached to, or site upon that Facility.
- 2.5 Where Access Seeker relocates, rebuilds or replaces any premise and/or Facilities to which Packet One has access to during the fixed period of access, the Access Seeker will provide access to a replacement premise and/or Facilities on substantially similar terms.

PART VII- OPERATIONS AND MAINTENANCE

1. General

- 1.1 **Part VII of Schedule A** sets out the operations and maintenance procedures that are applicable in relation to the provision of Interconnection Services as listed in the Packet One ARD.
- 1.2 Where relevant, the operations and maintenance obligations set out in Section 5.15 of the MSA Determination shall be applicable.

2. Operations and Maintenance Standard

- 2.1 The Operators shall take such reasonable steps within its respective Networks to facilitate end-to end connection of Call Communications across each other's Networks in accordance with agreed operations and maintenance standards.
- 2.2 In the absence of an agreement on the operations and maintenance standards, the Operators may, upon mutual agreement, use ITU- T standards.
- 2.3 The Operators shall ensure that the operations and maintenance standards and procedures used in the respective network do not adversely affect the operations of each other's Networks.
- 2.4 Each operator shall be responsible for the operations and maintenance of its own network facilities and network services.

3. Maintenance Procedures and Practices

- 3.1. Each operator shall on its own establish the recommended maintenance procedures for maintaining and servicing its own network facilities and network services.

4. Fault Management

- 4.1 The Operators will co-operate to enable each other to meet the terms of their respective Licences and to fulfill their obligations under the Agreement and to provide Communications Services to their Customers.
- 4.2 The Operators will manage their Networks to minimise disruption to services and, in the event of interruption or failure of any service, will restore those services as soon as is reasonably practical.
- 4.3 Each Operator must manage, notify and correct faults arising in its Network which affect the provision of any Communications Service by the Other Operator:

PACKET ONE'S ARD – SCHEDULE A

- (a) as it would in the ordinary course for similar faults affecting the provision of Communications Services by it;
- (b) in accordance with the fault notification procedures and the principles of priority of repair of faults documented in the relevant Manual; and
- (c) in accordance with any service quality standards determined by the Commission.

5. Network Monitoring

- 5.1 Each operator is responsible for monitoring of alarms belonging to its own Network.

6. Service review

- 6.1 The Operators shall hold meetings regularly to review the performance of interconnection between the Operators' Networks and mutually exchanged operational information. In addition, the Operators shall discuss at the meetings, any other inter-working issue that arise.

7. Access to POI

- 7.1 Each operator shall be responsible for *inter alia*:
 - (a) maintaining its POI equipment located in POI sites in good working condition;
 - (b) maintaining the POI sites in a tidy and safe condition;
 - (c) ensuring that flammable material is not left in or around POI sites following maintenance works or other operations; and
 - (d) take such other action as a reasonable prudent operator of such POI equipment would take.

PART VIII- CHURN OBLIGATIONS

1. General

- 1.1 **Part VIII of Schedule A** sets out the churn procedures that are applicable only in relation to the provision of Facilities and Services listed in the Access List under Packet One's ARD.
- 1.2 Where relevant, the churn obligations set out in Section 5.18 of the MSA Determination shall be applicable.

PART IX-OTHER TECHNICAL MATTERS

1. General

- 1.1 **Part IX of Schedule A** sets out the other technical matters and procedures that are applicable only in relation to the provision of Interconnection Services under Packet One's ARD.
- 1.2 Where relevant, the technical obligations set out in Section 5.16 of the MSA Determination shall be applicable.

2. Other Technical Issues

- 2.1 The Operators shall:
 - (a) designate in writing the Point of Interface for the handover of Interconnect Traffic; and
 - (b) provide at least two (2) months prior written notice of its intention to designate a Point of Interface as the point for the handover of particular Interconnect Traffic that would affect the interconnect charges payable by a Operator to the Other Operator on any particular route. This notice period can be shortened by agreement between the Operators.
- 2.2 In all situations, a Customer's original CLI must be routed by the Access Seeker to Packet One and, where applicable, by the Packet One to the Access Seeker. Accordingly, in all situations, the translation of numbers, the use of "dummy" numbers or CLI, or any other means of altering numbers which does confuse, or may have the tendency to confuse Packet One's Network or Packet One's or Access Seeker's billing system is absolutely prohibited provided always, that agreed "dummy" numbers or CLI may be used to overcome technical problems relating to routing of Interconnect Traffic or billing of Interconnection Services and such "dummy" numbers are listed in the relevant Manual.
- 2.3 In the event that a Call Communication from the Network of the Access Seeker is terminated at the RVA of Packet One's Network, the Packet One shall forward the answer signal to the Access Seeker's Network on the activation of the RVA and/or the intervention of a human operator, if applicable, on Packet One's Network.

SCHEDULE B

SERVICE DESCRIPTION

SECTION I FIXED NETWORK ORIGINATION AND TERMINATION SERVICE

1. General

1.1 **Section I of Part B** sets out the terms and conditions which would be applicable to:-

(a) Fixed Network Origination Service,

(a) A Fixed Network Origination Service is an Interconnection Service provided by means of a Fixed Network for the carriage of Call Communications from an 'A' party to a POI. The Fixed Network Origination Service comprises transmission and switching (whether packet or circuit) for Fixed Network-to-Fixed Network, Fixed Network-to – Mobile Network and Fixed Network-to-International outgoing calls insofar as they relate to freephone 1800 number services, toll free 1300 number services, and other services which require Any-to-Any Connectivity.

(b) The functionalities of the Fixed Network Origination Service include:

- i) transmission and switching (whether packet or circuit);and
- ii) the signaling required to support the Interconnection Service.

c) Examples of technologies used in the provision of the Fixed Network Origination Service include PSTN, Integrated Services Digital Network (ISDN) and other IP based networks.

d) An Interconnection Service for the carriage of Call Communications to a POI from a Calling Party directly connected to Packet One's Fixed Network.

(b) Fixed Network Termination Service

(a) A Fixed Network Termination Service is an Interconnection Service provided by means of a Fixed Network for the carriage of Call Communications from a POI to a 'B' party. The Fixed Network Termination Service comprises transmission and switching (whether packet or circuit) for Fixed Network-to-Fixed Network, Mobile Network-to-Fixed Network and incoming international to-Fixed Network calls and message which require Any-to-Any Connectivity.

(b) The Functionalities of the Fixed Network Termination Services includes:

- i) transmission and switching (whether packet or circuit) and
- ii) the signaling required to support the Interconnection Services

(c) Examples of technologies used in the provision of the Fixed Network Termination Services include PSTN, Integrated Services Digital Network (ISDN) and other IP based networks unless otherwise expressly stated.

2. Access Service

- 2.1 The Access Provider will provide the agreed Access Service stated in this **Section I** in accordance with the terms and conditions of this Agreement (including the Service Ordering Procedures).
- 2.2 Each Operator must ensure that the carriage of Call Communications by it conforms to the QOS Standards for the carriage of Call Communications in respect of which the Operator has control.
- 2.3 The Access Seeker will pay to the Access Provider for Access Services stated in this **Section I** provided by the Access Provider, Charges in accordance with the applicable provisions set out in the **Section I of Part C**.
- 2.4 The routing and call handover principles to be applied to this type of Call Communication are set out in the agreed written procedures and methods.
- 2.5 In the event that a Call Communication to a number (the 'B' party number) which is allocated to either Operator is "forwarded" to either Operator's Fixed Number or Telephony over IP Number, the forwarded portion of the call shall be considered in all respect to be a second and separate call for the purposes of calculating any Access Charges. Any Access Charges incurred in forwarding the call from the original 'B' party number to another PSTN Fixed Number or Telephony over IP Number to another network, shall be to the account of the 'B' party or the Operator to which the 'B' party is connected. The DTS/MSC/switching centre shall submit the 'B' party number to the terminating exchange and not the original 'A' number when the call is subject to "call forwarding". International call forwarding is not permitted.

3. Facilities Access

- 3.1 Where relevant, the terms and procedures for Network Co-Location Services and Facilities Access set out in **Section III of Schedule B and C and Section VI of Schedule A** shall be applicable.
- 3.2 Unless otherwise agreed by the Operators, each POI will be physically installed and housed at the locations to be agreed by the Operators.
- 3.3 Where an Access Seeker leases Interconnect Link Service from Packet One to trunk its Interconnect Traffic to and from the POI to its Gateway, Packet One's equipment can be co-located in the Access Seeker's premises in accordance

with **Section VI of Schedule A** for the required space in the Access Seeker's premises.

- 3.4 The Access Seeker shall provide Packet One reasonable access to its premises when the Access Provider reasonably requires it for the purpose of installing, maintaining, modifying or removing Packet One's Equipment required at the POI.

4. Numbering

- 4.1 The Operators are to comply with the obligations, operations and procedures in relation to the Fixed Numbers determined by the Number Plan promulgated by the Commission.

5. Freephone 1800 Service and Toll Free Service

- 5.1 All calls to Freephone 1800 Service and Toll Free Service shall be handed over at an agreed POI.
- 5.2 VOIP services provided by the Access Seeker to the customer of Packet One will be by way of Freephone 1800 Service and the terms and conditions for Freephone 1800 Service shall *inter alia*, apply to VOIP Service.

SCHEDULE B

SERVICE DESCRIPTION

SECTION II INTERCONNECT LINK SERVICE

1. General

1.1 **Section II of Schedule B** sets out the terms and conditions which are applicable to Interconnect Link Service.

2. Interconnection Services

2.1 Subject to the Access Seeker's compliance to the Service Ordering Procedure, Packet One will provide agreed Interconnection Service in accordance with this ARD including the relevant provisions in Schedule A.

2.2 Each Operator must ensure that its Facilities provided at each POI conform to QOS Standards and Technical Specifications.

2.3 Interconnect Link Service - Generally

2.3.1 (a) Each Operator must provide, install, test, make operational and maintain all Facilities on its side of the POI unless otherwise agreed.

(b) In relation to Interconnect Traffic from directly connected Customers to each Operator's Network, each Operator shall provide its own Interconnect Link Service to the POI.

2.4 In-span Interconnection

2.4.1 (a) The preferred mode of provisioning Interconnect Link Service between the Operators shall be In-span Interconnection subject to an agreement between the Operators on the location and the time of installation of the POI and the Access Seeker holding individual network facilities licence. Where In-span Interconnection is utilised between the Operators, each Operator shall pay to the other Operator the Charges for Interconnect Conditioning Charges as set out in **Section II of Part C**.

(b) For the purposes of clarification:-

(i) such Interconnect Conditioning Charges are only payable in respect of the Gateway;

(ii) no other Charges shall be payable in respect of such in-span Interconnect Link Service between the Operators unless otherwise agreed; and

2.5 Interconnect Link Service provided on behalf of the Access Seeker

- 2.5.1 (a) Where Packet One provides Interconnect Link Service from its Gateway to the Access Seeker's Gateway (via the POI) for and on behalf of the Access Seeker, the Charges set out in **Section II of Part C** for Interconnect Link Service, which is inclusive of Interconnect Conditioning Charges for DTS or MSC or switching center originating and/or terminating capacity, shall apply.
- (b) The minimum period in which the Access Seeker may lease Interconnect Link Services is one (1) year.

2.6 Interconnect Support

- 2.6.1 Incidental to the provision of related Interconnect Service, Packet One will provide related Interconnect Support and related Operations and Maintenance Support subject to any agreed Charges.

SCHEDULE B

SERVICE DESCRIPTION

SECTION III – NETWORK CO-LOCATION SERVICE

1. General

1.1 **Section III of Schedule B** sets out the terms and conditions which are applicable to Network Co-location Service.

2. Types of Network Co-Location Services

2.1 The types of Network Co-Location Services provided by Packet One are:

- (a) Physical Co-Location, which refers to the provision of space at the Packet One's premises to enable the Access Seeker to install and maintain its own equipment necessary for the provision of the Access Seeker's services through the Facilities and/or Services of Packet One. Physical Co-Location includes physical space, power, environmental services (such as heat, light, ventilation and air-conditioning), security, site maintenance and access for the personnel of the Access Seeker; and
- (b) Virtual Co-Location, which refers to the provision of facilities or services at the Packet One's premises to enable the acquisition by the Access Seeker of Facilities and Services, where equipment is owned and maintained by Packet One.

3. Pre-requisites for Applying for Network Co-Location Services

3.1 General Pre-requisites for Network Co-Location

3.1.1 Packet One shall not be obliged to provide to the Access Seeker Network Co-Location at the designated sites ("**Designated Sites**") unless:

- (a) Packet One:
 - (i) is the legal owner of the Designated Site; or
 - (ii) has exclusive rights of use of the Designated Sites pursuant to a lease or tenancy agreement and the Access Provider has been granted the requisite approval by the owner or landlord of Designated Sites to permit the Access Seeker to use space for physical co-location in accordance with the terms in this ARD.
- (b) the Access Seeker has the appropriate license under the Act to operate the service for the purpose for which the equipment is to be installed and other approvals from relevant authority, where required;

- (c) there being sufficient space at the Designated Sites; and
- (d) that it is not technically infeasible to implement Network Co-Location at the Designated Site.

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

4.1 Duration

4.1.1 Network Co-Location at a Designated Site, agreed between the Operators, shall be for a fixed period of three (3) years unless a lesser period is stipulated by the Packet One (where the Packet One's right to use the Designated Site is less than three (3) years) and may be further renewed subject to the mutual agreement of the Operators.

4.1.2 The term of the Network Co-Location shall commence on the date ("**Commencement Date**"):

- (a) the Access Provider agrees to makes available for physical possession the co-located space ("**Co-located Space**") at the Designated Site; or
- (b) the Access Seeker takes physical possession of the Co-located Space at the Designated Site,

whichever is the earlier.

5. Specific Terms and Conditions for Physical Co-Location

5.1 Use of Co-Located Space

5.1.1 The Access Seeker shall only use the Co-Located Space for the sole purpose of providing Communication Services and shall not do or permit to be done any act or thing which is illegal or may become a nuisance or give reasonable cause for complaint by the owner or any of the other access seekers in Packet One's Designated Site or any other buildings adjoining the Designated Site.

5.1.2 If the Access Seeker has not complied with **Condition 5.1.1**, the Access Seeker shall take the necessary rectification or remedial action to address any legitimate complaints made by the Access Provider or other access seekers in the Designated Site.

5.1.3 The Access Seeker's right to use the Co-Located Space and the right of access does not entitle the Access Seeker to any proprietary rights or interest whether under statute, common law, equity or any theory of law in any building, land, fixture, other structure or in or to the Designated Site save for the Access Seeker's own equipment.

5.2 Storage

- 5.2.1 The Access Seeker shall not permit to be kept on the Co-Located Space or any part thereof:
- (a) any materials the storage of which may contravene any ordinance, statute, regulation or by-law;
 - (b) any materials the storage of which an increased rate of insurance is usually required; or
 - (c) any explosive, combustible or radioactive substances.

5.3 Increase in Premium

- 5.3.1 The Access Seeker shall not do or permit to be done anything which would render the insurance policy or policies with respect to Packet One's Designated Site on which the Co-Located Space is located void or voidable or whereby the premium of the said policy or policies may be increased. In the event of an increase in premium or other expenses on renewal of such policy or policies due to a breach or non-observance of this condition by the Access Seeker, the Access Seeker undertakes to repay all sums paid by Packet One including the expenses incurred thereto.

5.4 Repairs

- 5.4.1 In the event of any damage caused to the Co-Located Space by the Access Seeker, the Access Seeker shall, at its own cost and expense, restore and to forthwith make good within a reasonable time any replacement and/or repair (fair wear and tear excepted) as specified in the notice in writing given by Packet One to the Access Seeker specifying therein all necessary replacements and/or repairs to be effected as may be commensurate with the extent of the damage.
- 5.4.2 If the Access Seeker fails to effect the replacements and/or repairs within the time period stipulated in the notice (which period must be a reasonable time), Packet One may, whether or not together with its workmen, enter the Co-Located Space and make all necessary replacements and/or repairs. The costs for all such necessary replacements and/or repairs shall be a debt due from the Access Seeker and shall be recoverable by Packet One save where the replacements and/or repairs were due to the natural failure of the structure or due to the Packet One.

5.5 Tenantable Condition

- 5.5.1 The Access Seeker shall keep the Co-Located Space and the interior thereof including the flooring and interior plaster or other surface material or rendering on walls or ceilings and Packet One's fixtures thereon including doors, window,

glass shutters, locks, fastenings, electric wires, installations and fittings for electricity supply and other fixtures and additions and other goods therein including the items specifically attached thereto, if any, in good and tenable repair and condition (reasonable wear and tear excepted).

5.6 Consents, Licences and Approvals

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

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

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

5.6.4 Sub-letting and Assignment

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

5.6.4.2 Where the Access Seeker is permitted by Packet One to sub-let part of the Co-Located Space to other access seekers for the purposes of co-locating with the Access Seeker at the Co-located Space, the Access Seeker shall strictly comply with same procedures in respect of permitting access as those stipulated and/or required by the Packet One in providing access. The Access Seeker must notify the Packet One of all persons with whom the Access Seeker has reached a co-location agreement within two (2) Business days of reaching such agreement. The Access Seeker shall provide sufficient evidence to Packet One to demonstrate that such agreement with the other access seekers have been duly registered with the Commission failing which the other access seekers shall not be permitted to co-locate at the Co-Located Space. The Access Seeker shall be fully responsible to ensure that all other access seekers co-locating at the Co-Located Space shall strictly comply with all the relevant terms and conditions contained in this ARD including but not limited to provisioning pertaining to the

preservation of and the security of the Packet One's Network Facilities and premises.

5.6.5 Payment of Quit Rents, Rates and Taxes

5.6.5.1 Packet One will pay all quit rents, rates (save for utilities), taxes, assessments which are or may hereafter be charged upon the Co-Located Space. Any increase in quit rent, assessment, taxes or rates on the Co-Located Space after the date hereof shall be borne between Packet One and all access seekers in proportion to their usage of space.

5.6.6 Packet One's Covenant

5.6.6.1 In the event that:

- (a) Packet One is required by the relevant authorities to dismantle the infrastructure on the Designated Site; or
- (b) any governmental or State authority or owner/landlord of the Designated Sites, requires Packet One to vacate the Designated Site for whatsoever reason,

such that the Access Seeker is not able to:

- (i) install or utilise the equipment, system or devices thereon; or
- (ii) provide its communication services at the Designated Site,

the Access Seeker, notwithstanding the minimum term, terminate the Network Co-Location at Co-Located Space without liability. The Operators agree that the remedies set out in this **Condition 5.6.6** shall be the only remedy against Packet One and the Packet One shall not be liable to the Access Seeker for any damages, costs and/or expenses including but not limited to the costs of dismantling and removing the Access Seeker's equipment, system or devices..

5.6.6.3 Where Packet One is required by any governmental authority or agency or any state backed company to sell or dispose the Designated Site to the governmental authority or its nominated person or entity, Packet One will notify the Access Seeker in writing and will in good faith endeavour (but does not guarantee that it will be able) to sell the Designated Site subject to any existing rights of the Access Seeker to use the Co-Located Space on the Designated Site. However, where the third party purchaser requires that the Access Seeker vacate the Co-Located Space prior to the sale of the Designated Site, the Access Seeker shall dismantle its equipment, system and devices and vacate the Co-Located Space prior to the sale of the said Designated Site to the third party unless a separate arrangement is reached between the Access Seeker and the third party purchaser. The Operators agree that the Access Seeker and/or Packet One may, notwithstanding the minimum term, terminate the Co-Located Space without

liability. The Operators agree that the remedies set out in this **Condition 5.6.6** shall be the only remedy against Packet One and Packet One shall not be liable to the Access Seeker for any damages, costs and/or expenses including but not limited to the costs of dismantling and removing the Access Seeker's equipment, system or devices.

5.7 Utilities

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

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

- (i) Packet One is of the opinion that the electricity power load is sufficient to be shared with the Access Seeker and other access seekers within its Designated Site; and
- (ii) the Access Seeker reimburse Packet One for all electricity charges utilised (and any other additional charges for back-up power) by the Access Seeker at the Co-Located Space, the charges of which shall be determined by Packet One; or

5.8 Permission to Enter and View Condition

5.8.1 The Access Seeker shall permit Packet One and his agents, servants and contractors, to enter the portion of the Co-Located Space at all reasonable times for the purpose of viewing the state and condition thereof or for any other reasonable purpose.

5.9 Installation of Equipment

5.9.1 The Access Seeker shall ensure that all equipment, system or devices on the Co-Located Space shall:

- (a) be type-approved and comply with all relevant laws and regulations;
- (b) not cause any frequency interference to Packet One's and/or any of the other access seekers' equipment or services provided in or around the Co-Located Space. Where the Access Seeker's equipment causes frequency interference to Packet One's and/or other access seekers' equipment or services provided in or around the Co-Located Space, the Access Seeker shall immediately (and in any event no longer than 24 hours) take all such necessary steps to stop any such interference;

- (c) be electromagnetically compatible in accordance with the prescribed standards and shall not cause electromagnetic interference to Packet One's and/or any of the other access seekers' equipment or services provided in or around the Co-Located Space. Where the Access Seeker's equipment causes electromagnetic interference to Packet One and/or other access seekers' equipment or services provided in or around the Co-Located Space, the Access Seeker shall immediately (and in any event no longer than 24 hours) take all such necessary steps to stop any such interference; and/or
- (d) only connect its equipment to pre-determined equipment belonging to the Packet One.

5.9.2 In the event that:

- (a) the Access Seeker fails to fulfill its obligations under this **Condition 5.9.1**;
or
- (b) the equipment, system or devices of the Access Seeker is or poses a threat or danger to the public health and safety or Packet One and/or other access seeker's facilities, equipment, device or system,

Packet One may direct the Access Seeker to take such remedial action as may be necessary to remedy such breaches including temporary shutting down of the equipment, system or devices.

- 5.9.3 The Access Seeker shall only be permitted to install its Equipment on the Co-Located Space for the provision of its Communications Services and shall not be permitted to install any other party's equipment, system and/or devices on the Co-Located Space without the prior written approval of Packet One.
- 5.9.4 The Access Seeker shall not damage, tamper, modify, alter or handle any equipment, system or devices belonging to Packet One or any other access seeker in the Designated Site and/or the Co-Located Space without the prior written approval of Packet One and/or the other access seeker.
- 5.9.5 The Access Seeker is responsible for insuring its equipment and shall purchase the necessary insurances when carrying out any works including installation works on Packet One's Designated Sites. In particular, the Access Seeker shall obtain or procure an Erection All Risks insurance against all risks of physical loss or damage to the Access Seeker's work whereby the Access Provider is a named insured (either solely or jointly) in the insurance policy and the insurance shall be in the amount which is sufficient to insure the full value of the works carried out by the Access Seeker.

5.10 Installation of Electrical Points and Plumbing Connection

5.10.1 The Access Seeker shall install any electrical sockets, plugs or electrical power points or electrical motor or engine or appliances or make any additional plumbing connections on or to the Co-Located Space after obtaining the prior written consent of the Access Provider.

5.11 Safety and Health and Security Procedures

5.11.1 The Access Seeker shall comply with the provisions and requirements of the Occupational Safety and Health Act 1994 ("**OSHA**"). These provisions include the usage of personal protective equipment such as safety helmet, safety boots, safety goggles and other safety gadgets as prescribed by OSHA.

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

5.11.3 The Access Seeker shall comply and cause its employees, agents and contractors to comply with all guidelines, rules and regulations issued by the Packet One from time to time on site access and security procedures with respect to access to and use of the Co-Located Space. Further, the Access Seeker shall undertake all such necessary measures to prevent unauthorised access to the Co-Located Space.

5.12 Exclusive Possession

5.12.1 The Access Seeker recognises that it does not have exclusive possession of the Co-Located Space since Packet One occupies the Co-Located Space and may sub-let or intends to sub-let the Co-Located Space to other parties. However, Packet One agrees that it shall not tamper or handle any or interfere with equipment, system or devices belonging to the Assess Seeker at the Co-Located Space for the duration of the Physical Co-Location unless an emergency situation arises and immediate notice has been given to the Access Seeker.

5.13 Vacating the Co-Located Space

5.13.1 The Access Seeker shall on the expiration or termination of the Physical Co-Location at each Co-Located Space, at its own cost and expense, remove all its equipment, system and devices which may have been installed by the Access Seeker and to peaceably and quietly yield up the Co-Located Space to Packet One with all the Packet One's fixtures and additions thereto in good and tenantable repair and condition in accordance with the covenants herein contained.

5.13.2 The Access Seeker shall be given:

- (a) a grace period of ten (10) Business Days effective from the expiry or termination of the Physical Co-Location; or
- (b) where the infrastructure on the Designated Site is to be dismantled or the Packet One is to vacate the Designated Site in accordance with **Conditions 5.6.6**, such reasonable grace period as may be specified by Packet One taking into consideration the time lines provided by the relevant authorities or the owner of the land / landlord (including any extension obtained from the relevant authorities or the owner of the land / landlord) to Packet One to dismantle the said infrastructure or to vacate the Designated Site provided always that the Access Seeker must vacate the Co-Located Space earlier than the stipulated time line provided to Packet One to enable the Access Provider to comply with the requisite time lines,

to vacate the Co-Located Space, during which no monthly rental will be charged by Packet One. Should the equipment, system or devices not be removed within the grace period, Packet One shall have the right to:

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

SCHEDULE C

CHARGES AND CHARGING PRINCIPLE

SECTION I FIXED NETWORK ORIGINATION AND TERMINATION SERVICE

1. General

1.1 **Section I of Schedule C** sets out the charges and the charging principles which would be applicable to:-

(a) Fixed Network Origination Service; and

(b) Fixed Network Termination Service,

unless otherwise expressly stated.

2. Charges And Charging Principles

2.1 Fixed Network Origination Service and Fixed Network Termination Services supplied by Packet One shall, only to the extent necessary, be subject to the Charges listed in **Tables A and B** below and shall be applied for the carriage of voice Call Communications (including facsimile) only. For the purposes of clarification, all other Fixed Network Origination Service and Fixed Network Termination Service not listed in **Table A** below are negotiated charges.

TABLE A: FIXED NETWORK ORIGINATION/TERMINATION SERVICE CHARGES FOR PSTN NETWORK ONLY

Interconnect Chargeable Calls:	
(a) For Fixed Network Termination Service to PSTN Number	
(b) For Fixed Network Origination Service from PSTN Number	
Type of Charge	Sen per minute, 24 hour weighted average 2009 to 30 June 2010
Single tandem termination charge / single tandem origination charge	6.07
Double tandem termination charge / double tandem origination charge	9.77
Double tandem termination charge using submarine cable / double tandem origination charge using submarine cable	25.09

TABLE B: FIXED NETWORK ORIGINATION/TERMINATION SERVICE CHARGES WITH RESPECT TO TSOIP NUMBER

Interconnect Chargeable Calls:	
(a) For Fixed Network Termination Service to TSoIP Numbers	
(b) For Fixed Network Origination Service from TSoIP Numbers	
Type of Charge	Sen per minute, 24 hour weighted average 2009 to 30 June 2010
termination charge / origination charge	1.50

2.2 Freephone 1800 Services

2.2.1 Fixed Numbers

2.2.1.1 For calls from a Packet One's Fixed Numbers to the Freephone Numbers of the Operator providing the Freephone 1800 :-

- (a) Packet One shall charge the other Operator (who is providing the Freephone 1800 Service) with the applicable Fixed Network Origination Services charges as set out in **Table A of Schedule C of Section I**;
- (b) where the call is from an Packet One's TSoIP Number, Packet One shall charge the other Operator (who is providing the Freephone 1800 Service) the Fixed Network Origination Service charges with respect to TSOIP Numbers set out in **Table B of Section I of Schedule C**.

2.3 Toll Free Services

2.3.1 Fixed Numbers

2.3.1.1 For calls from Packet One's Fixed Numbers to the Toll Free Numbers of the Operator providing the Toll Free Service:

- (a) where the call is from Packet One's PSTN Fixed Number, Packet One will:-
 - (i) retain the local call charge levied on its originating PSTN Fixed Number; and
 - (ii) charge the other Operator (who is providing the Toll Free Service) with the applicable Fixed Network Origination Services charges as set out in **Table A of Section I of Schedule C**, while the other

revenues generated by the call shall be retained by the other Operator; and

- (b) where the call is from an Packet One's TSolP Number, Packet One will.
 - (i) retain its retail charges levied on its originating TSolP Fixed Number; and
 - (ii) charge the other Operator (who is providing the Toll Free Service) the Fixed Network Origination Service charges with respect to TSolP Numbers set out in **Table B of Section I of Schedule C.**

2.4 Time Units for Charging

2.4.1 The agreed time units for calculating the Charges for Fixed Network Origination Service and Fixed Network Termination Service, on a call by call basis, for all types of voice Call Communication are set out in **Table C** below.

TABLE C: TIME UNIT FOR CALL COMMUNICATIONS

TYPE OF CALL	TIME UNITS FOR CHARGING (On a call by call basis)
All voice Calls Involving a Fixed Component	One (1) second or part thereof.

Where the charging unit is smaller than a minute, the rate for each unit shall be expressed in 6 decimal points for RM and 4 decimal points for sen for the purposes of calculating the Charges.

SCHEDULE C

CHARGES AND CHARGING PRINCIPLE

SECTION II INTERCONNECT LINK SERVICE

1. General

- 1.1 **Section II of Schedule C** sets out the charges and the charging principles which would be applicable to Interconnect Link Services.

2. Charges and Charging Principles

- 2.1 Interconnect Link Services supplied by Packet One shall, where applicable, be subjected to the Charges listed in **Tables A, Table B Table C and Table D in Appendix 1 to this Schedule C.**
- 2.2 The Access Seeker may lease any or all of the Interconnect Link Services referred to in **Appendix 1 to this Section II** from Packet One for duration of one (1) year. The Charges, referred to in **Appendix 1 to this Schedule C**, shall be the rental chargeable for a year or part thereof. Where an Interconnect Link Service is commissioned in a particular year (e.g. 2009) and continues through to the following calendar year (e.g. 2010), the Charges set out in **Table B in Appendix 1 to this Schedule C** for that contract period, shall be apportioned and calculated based on the stipulated Charges applicable to the relevant calendar year or part thereof.
- 2.3 The Access Seeker will not be entitled to terminate any of the lease agreements in respect of any Interconnect Link Services referred to in **Condition 2.2** above in the first year. If the Access Seeker terminates the lease agreement in the first year, the Access Seeker shall pay the applicable charges for the minimum period of one (1) year irrespective of use. After the first year, the Access Seeker may terminate the lease agreement by providing Packet One six (6) months prior written notice. Any advance payment for the unutilized portion of the lease agreement will be refunded on a pro-rated basis. Upon expiry, the lease agreement will be automatically renewed for the same duration unless either Operator gives a written notice to the Other Operator, three (3) months prior to the expiry of the agreement, stating its intention not to renew the agreement.

3. Payment Terms

- 3.1 The payment terms for Interconnect Link Services is as follows:
- (a) for the first year, one (1) year in advance; and
 - (b) for subsequent years, quarterly in advance.
- 3.2 The contract period for the lease agreement shall commence from the date of commissioning of the respective Interconnect Link Services circuits.

APPENDIX 1 TO SCHEDULE C

CHARGES FOR INTERCONNECT LINK SERVICES

TABLE A: ONE TIME CHARGES

	Ringgit Malaysia per end 2Mbps (E1)
Installation	2,000

TABLE B: RENTAL CHARGES FOR E1

	Ringgit Malaysia per year per circuit 2009 to June 2010
2 Mbps	
Through-Connection	2,165
Above 0 to 5 km	4,008
Above 5 to 10 km	10,687
Above 10 to 20 km	20,706
Above 20 to 30 km	34,065
Above 30 to 40 km	47,424
Above 40 to 50 km	60,783
Above 50 to 60 km	74,142
Above 60km, for each additional km	454

TABLE D: INTERCONNECT CONDITIONING CHARGES

	Ringgit Malaysia per circuit per year 2Mbps
DTS/MSC/Media Gateway Originating/Terminating Capacity Charges	1200
Testing and Other Resource Charges	To be agreed between Operators on a case by case basis

Notes:

* The Charges in **Tables B and C** shall be calculated based on cable length.

SCHEDULE C

CHARGES AND CHARGING PRINCIPLE

SECTION III NETWORK CO-LOCATION SERVICE

To be provided on a case by case basis.

ANNEXURE I

NON-DISCLOSURE AGREEMENT

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made on this day of 2010

BETWEEN

Packet One Networks (Malaysia) Sdn. Bhd. (Company No. 571389-H), a company incorporated under the laws of Malaysia and having its registered office at Packet Hub, 159, Jalan Templer 46050 Petaling Jaya, Selangor, Malaysia (hereinafter referred to as “Packet One”) of the first part;

AND

[] (**Company No: []**) a company incorporated under the laws of Malaysia and having its registered office at [] (hereinafter referred to as “the Company”) of the last part.

Packet One and the Company shall be referred to individually as a “Party” and collectively as “Parties”.

RECITALS

WHEREAS:

- (A) Packet One holds NSP individual licence (Registration No: NSP/I/2000/63) NFP individual licence (Registration No: NFP/I/2000/56) and ASP Class licence under the Communications and Multimedia Act 1998 and is authorized to provide access to certain network facilities and network services under its individual licences.
- (B) The Company holds an [] individual and class licences (Registration No: []) under the Communications and Multimedia Act 1998 and is authorized to provide access to certain network facilities, network services and/or application services under its individual or class licences..
- (C) Packet One and the Company are considering a proposal for the interconnection of their networks and the provision of agreed access services (“Project”).
- (D) For the purpose of the Project, it will be necessary and/or desirable for the Parties to disclose to each other various Confidential Information and the

PACKET ONE'S ARD – ANNEXURE I

Parties have provided and will further provide information including but not limited to financial information, trade secrets and proprietary know how for the purpose of or in connection with the Project.

- (E) The Parties hereby agree to enter into this Agreement to regulate their intention and understanding with respect to maintaining and preserving all Confidential Information that are to be disclosed and which transpired between the Parties in relation to the Project subject to the terms and conditions hereinafter appearing.

NOW THIS AGREEMENT WITNESSETH as follows:

1. DEFINITION

“Confidential Information”

The Parties hereby agree that for the purposes of this Agreement, Confidential Information shall mean and include:

- (a) information of whatever nature relating to the Disclosing Party which is obtained by the Receiving Party and/or its Representatives in written, pictorial or oral form from or pursuant to discussions, negotiations and/or correspondences with any of the Representatives of the Disclosing Party;
- (b) information of whatever nature relating to the business of the Disclosing Party obtained by observation during visits to the Disclosing Party's premises.
- (c) analysis, compilations, studies and other documents prepared by the Receiving Party, its officers, employees, agents or professional advisers which contain or otherwise reflect or are generated from the information specified (a) and (b) above; and
- (d) all information made available by the Disclosing Party to the Receiving Party in connection with directly or indirectly to this Agreement and the fact that discussions, negotiations and/or correspondences are taking, or have taken place in respect of the Contract or any of the terms, conditions or

other facts with respect to any other offer.

Without limiting the generality of the foregoing, the expression Confidential Information shall also include all facts, data, specifications, drawings, reports, accounts, expressions of views, board papers, processes, formulae, matters of a technical nature, research and development information, business records, notes, products, know-how, trade secret, secret information, engineering, manufacturing, planning, employee details or other documents and things whether written, oral, electronic or in any other form disclosed and/or supplied by the Disclosing Party to the Receiving Party;

“Disclosing Party” means the Party from whom the Confidential Information originates and is disclosed to the Receiving Party;

“Government Agency” means any federal, state, municipal or local government or regulatory department, body, political subdivision, commission, instrumentality, agency, ministry, court, judicial or administrative body, taxing agency or other agency having jurisdiction over either Party or the Contract;

“Project” has the meaning ascribed in Recital (C);

“Receiving Party” means the Party to whom the Confidential is given or disclosed; and

“Representatives” mean the directors, officers, employees, affiliates, agents and representatives including without limitation financiers, brokers, advisors, lawyers and accountants.

2. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

2.1 In consideration of the disclosure of the Confidential Information by the Disclosing Party or any third party on behalf of the Disclosing Party to the Receiving Party, the Receiving Party undertakes:

- (a) to maintain the Confidential Information in strict confidence and to use it only for the purpose of or in connection of the Project;

PACKET ONE'S ARD – ANNEXURE I

- (b) not to use any Confidential Information disclosed to it by the Disclosing Party for its own use or any other purpose or in a manner detrimental or competitive to the Disclosing Party;
- (c) to disclose the Confidential Information only to such of its Representatives who have a need to know or whose services are reasonably required in connection with the Project and further, where disclosure is made to its Representatives, such disclosure is made on their written undertaking to comply with the confidentiality obligations in this Agreement;
- (d) to promptly notify the Disclosing Party in writing of the names of the Representatives involved in the Project upon request being made by Disclosing Party at any given time;
- (e) to apply no lesser security measures and degree of care to the Confidential Information than those which it applies to its own confidential or proprietary information and the Receiving Party further undertakes to provide adequate protection of such Confidential Information from unauthorised access, copying or use;
- (f) not to copy reproduce and/or reduce to writing or any form of recording the Confidential Information or any part thereof except as may be reasonably necessary for the Project; and
- (g) not to remove any documents, files, records, correspondence, notes or other papers (including copies) of the Confidential Information from the Disclosing Party' premises, save and except with the written permission of an authorised Representative of the Disclosing Party and shall promptly return all such documents, files, records, correspondence, notes or other papers (including copies) of the Confidential Information to the Disclosing Party upon request by the Disclosing Party or on the completion of the Project.

2.2 Each Party agrees and undertakes with the other that it shall not without the prior written consent of the other Party disclose to any person (other than its Representatives and only on a need to know basis) the fact that the Confidential Information exists or has been made available, that it is in negotiations, discussions and consultation with the other Party in regard to the Proposal or any other proposal or transaction involving the other Party, or that discussions or negotiations are taking or have taken place concerning the Project or any term, condition or other fact relating to the Project or such discussions or negotiations, including, without limitation, the status thereof.

PACKET ONE'S ARD – ANNEXURE I

- 2.3 The obligations imposed upon the Parties herein shall not apply to information which:
- (a) is in the possession of the Receiving Party at the time of disclosure as shown by the Receiving Party's use or files and records prior to the time of disclosure; or
 - (b) prior or after the time of disclosure becomes part of the public knowledge or literature, not as a result of any breach of this Agreement by the Receiving Party; or
 - (c) is approved in writing for release by the Disclosing Party ; or
 - (d) is independently developed by the Receiving Party; or
 - (e) is disclosed pursuant to a requirement or request of a Government Agency or law but only to the extent so ordered.

3. RETURN OF MATERIALS

- 3.1 The Receiving Party shall immediately return to the Disclosing Party (or destroy, where delivery is not physically possible) all Confidential Information held by it or which is under its control, and all notes, calculations or summaries or other material derived or produced partly or wholly from any of the Confidential Information and any or all computer records (including copies, reproductions and recordings of them) derived or produced partly or wholly from any of the Confidential Information and shall, if requested by the Disclosing Party, provide to the Disclosing Party an undertaking from a duly authorised officer of the Receiving Party that to his personal knowledge all such records have been delivered, erased or destroyed in the following circumstances:-
- (a) when the Confidential Information is no longer required for the Project;
 - (b) on the demand of the Disclosing Party if the Receiving Party is in breach of this Agreement;
 - (c) if ordered by a court; or
 - (d) at the expiration of the period (if any) during or for which the Disclosing Party has agreed that the Receiving Party may have or continue to receive the Confidential Information.

4. DISCLAIMER AND WARRANTY

- 4.1 The Disclosing Party reserves all rights in its Confidential Information and no rights or obligations other than those expressly provided by this Agreement are granted or are to be implied from this Agreement. On receipt of a written request from the Disclosing Party, the Receiving Party shall, at its own cost and expense, forthwith return to the Disclosing Party or destroy (and in the latter case confirm the destruction in writing) all Confidential Information including all Confidential Information contained in original documents or copies of documents and all copies made, if any. In addition, any computer disk, or any other information stored on computer or any documents prepared by the Receiving Party or its Representatives which incorporate any of the Confidential Information shall be destroyed or returned to the Disclosing Party or dealt with as the Disclosing Party may direct.
- 4.2 The Disclosing Party warrants that it is lawfully entitled to disclose its Confidential Information to the other Party and to authorise the other Party to use the same for the Purpose and that the Confidential Information has not been provided in breach of any arrangement with third parties.
- 4.3 The Disclosing Party does not represent nor warrant that the Confidential Information disclosed shall be accurate and complete at the time of disclosure.

5. PATENT OR COPYRIGHT INFRINGEMENT

Nothing in this Agreement is intended to grant any rights to the Receiving Party under any patent or copyright, nor shall this Agreement grant the Receiving Party any rights in or to the Disclosing Party's Confidential Information except for the limited right to review such Contract as provided herein.

6. REMEDIES

- 6.1 The rights, powers and remedies provided in this Agreement are cumulative and do not exclude the rights, powers or remedies provided by law and equity independently of this Agreement.
- 6.2 The Receiving Party agrees that the obligations of the Receiving Party provided herein are necessary and reasonable in order to protect the Disclosing Party and its business and that the Receiving Party acknowledges that damages are not a sufficient remedy for any breach of this Agreement and that the Disclosing Party is entitled to seek specific performance or preliminary or permanent injunctive relief (as appropriate) as a remedy for any breach or threatened breach by the Receiving Party

or its Representatives, in addition to any other remedies available at law or equity including but not limited to any claim for damages or loss **PROVIDED THAT** any losses which are not reasonably foreseeable but which the Receiving Party shall have been duly informed in writing by the Disclosing Party of the possibility of such losses occurring shall also be recoverable.

- 6.3 The Receiving Party hereby consents to the institution of proceedings for such relief by the Disclosing Party and the grant of any such relief by a competent court of law.
- 6.4 In the event of litigation relating to the matters contained herein, if a court of competent jurisdiction determines in a final, non-appealable order that this Agreement has been breached by the Receiving Party or its Representatives, the Receiving Party shall reimburse the Disclosing Party for all costs and expenses (including without limitation, legal fees and expenses) incurred in connection with all such litigation.

7. CONFIDENTIALITY

Each Party agrees to keep the existence and nature of this Agreement confidential and not to use the same or the name of the other Party in any advertisement or other disclosure with regard to this Agreement without the prior written consent of the other Party.

8. PERIOD OF OBLIGATION

The obligation of the Receiving Party in respect of disclosure and use of the Confidential Information acquired from Disclosing Party shall continue and survive the expiry and/or termination of this Agreement.

9. NOTICES

- 9.1 All notices under this Agreement shall be in writing and shall be sent personally by hand or by facsimile or electronically or registered or recorded delivery post to the Party being served at its address as specified hereunder or such other address of which such Party shall have given notice as aforesaid, and marked for attention of that Party's signatory of this Agreement. Unless the contrary shall be proved each such notice or communication shall be deemed to have been given or made and delivered:
- (a) if by letter, seventy two (72) hours after posting; or
 - (b) if by hand or by courier, when delivered, or

- (c) if by facsimile transmission, one (1) hour after its transmission if such time is during business hours in the place of its receipt or, if it is not, on the opening of business on the next succeeding business day in the place of its receipt Provided That the sender has an answerback confirmation and print-out copy of the transmission report generated by the facsimile machine from which such notice was sent that the document has been successfully transmitted

9.2 The correspondence address and facsimile number of the Parties are as follows:-

Packet One Networks (Malaysia) Sdn. Bhd.

Address : Packet Hub, 159, Jalan Templar,
46050 Petaling Jaya,
Selangor
Telephone No.: (603) 7450 8787
Facsimile No.: (603) 7450 8891
Attention : Vice President, Corporate Office

[COMPANY NAME]

Address : []
Telephone No.: []
Facsimile No.: []
Attention : []

10. SUCCESSORS BOUND

This Agreement shall be binding on the successors-in-title and permitted assigns of the Parties.

11. NON-ASSIGNMENT

This Agreement is personal to the Parties and shall not be assigned or otherwise transferred in whole or in part by the Parties unless with the prior written consent of the other Party.

12. WAIVER

No failure or delay by either Party in exercising any of its rights under this Agreement shall be deemed to be a waiver of that right, and no waiver by any Party of breach of any provision of this Agreement shall be deemed to

be a waiver of any subsequent breach of the same or any other provisions.

13. APPLICABLE LAW AND JURISDICTION

The laws of Malaysia shall be applied to this Agreement and each Party agrees to submit to the exclusive jurisdiction of the Malaysian courts.

14. TIME

Time wherever mentioned in this Agreement shall be of the essence.

15. NO OBLIGATION

This Agreement does not restrict either Party from developing new or improved products or services, and marketing the same. Nothing in this Agreement shall be construed as an obligation by either Party to enter into any contract, agreement or other business relationship with any other party.

16. ENTIRE AGREEMENT

This Agreement constitutes the entire Agreement and understanding among the Parties with respect to the Confidential Information and supersedes all previous agreements, understandings and undertakings between them relating to it.

17. AMENDMENT

No amendment, variation, modification, replacement or alteration of any terms and conditions set forth in this Agreement shall be effective unless it is made in writing and mutually agreed and consented by all the Parties.

18. SEVERABILITY

Any provision of this Agreement which is invalid or unenforceable by law shall be effective to the extent of such invalidity or unenforceability only without affecting the remaining provisions thereof. Notwithstanding the foregoing, the Parties shall thereupon negotiate in good faith in order to agree to the terms of mutually satisfactory provisions to be substituted for the provisions which are found to be void and unenforceable by applicable law.

19. COSTS

19.1 Each Party shall bear its own costs and expenses arising out of the preparation and execution of this Agreement.

19.2 Stamp duty shall be borne by the Company.

20. NON-PUBLICITY

No Party shall disclose to any third party the existence or contents of this Agreement, or the fact that the Parties are discussing the subject covered by this Agreement.

21. HEADINGS

The headings used in this Agreement are for reference purposes only and shall not be construed as part of this Agreement.

[The remainder of this page is intentionally left blank]

PACKET ONE'S ARD – ANNEXURE I

IN THE WITNESS WHEREOF the Parties hereto have hereunto set their hands on the day and year first above written.

SIGNED by)
for and on behalf of)
Packet One Networks (Malaysia))
Sdn. Bhd. (Company No. 571389-H)
in the presence of :-)
)
)
.....)
) Name:
.....)
) Designation
Name:)
)
NRIC No:)
)

SIGNED by)
for and on behalf of)
[] (Company [])
in the presence of :-)
)
)
.....)
) Name:
.....)
) Designation
Name:)
)
NRIC No:)
)