

Title	StarHub Mobile Pte Ltd's (" <b>StarHub Mobile</b> ") contravention of the Direction issued under Telecommunications Act with Respect to the Implementation of Enhanced Signalling Controls (" <b>Direction</b> ")
Complainant	IMDA initiated the enforcement proceedings
Respondent	StarHub Mobile
Date of IMDA's Decision	24 January 2024
Case Summary	<p>IMDA issued a Direction to StarHub Mobile on 4 October 2021, requiring it to implement Enhanced Signalling Controls by the stipulated deadline of 4 July 2022.</p> <p>StarHub Mobile failed to fully implement the Enhanced Signalling Controls and comply with the Direction by the deadline. Instead, StarHub Mobile was assessed to have done so on 28 November 2022. During the intervening period of almost five months, StarHub Mobile did not inform IMDA of the delay or seek IMDA's prior approval for an extension to comply with the Direction.</p>
IMDA's Determination	<p>In assessing StarHub Mobile's failure to comply with IMDA's Direction by the stipulated deadline, IMDA also took into account that StarHub Mobile had implemented some of the Enhanced Signalling Controls earlier, and that it undertook efforts to expedite the implementation of the remaining ones following IMDA's notification.</p> <p>Taking all factors into consideration, IMDA imposed a \$50,000 financial penalty on StarHub Mobile.</p>