

Case Reference	R/E/I/109
Title	M1's Failure to Comply with IDA's Quality of Service (" QoS ") Standards for 3G Mobile Services for the five months from April to July and September 2013
Date of IDA's Decision	26 December 2013
Licensee	M1 Limited (" M1 ")
Case Summary	<p>IDA conducted a performance survey for 3G Public Cellular Mobile Telephone Services ("PCMTS") nation-wide outdoor service coverage of the three Mobile Telecommunications Operators ("MTOs") from April 2013 to September 2013.</p> <p>The results of showed that M1 failed to meet the required QoS standard for nation-wide outdoor service coverage of >99% for April to July and September 2013.</p>
IDA's Determination	<p>The results of IDA's performance survey showed that M1 had failed to meet the QoS standard of >99% for nation-wide outdoor service coverage in the months of April to July and September 2013 M1's performance ranged between 97.87% and 98.83%. In August 2013, M1's performance was 99.10% which met the required IDA's QoS standard.</p> <p>For failing to meet the QoS standard on nation-wide outdoor service coverage for five months based on the results of IDA's performance survey, IDA decided to impose a financial penalty of S\$25,000 on M1.</p> <p>In deciding on the quantum of the financial penalty, IDA took into consideration the fact that M1's performance in the six months had improved compared to its last measured performance of 94.61% in September 2012; that in July-September 2013, M1's monthly measured performances were close to IDA's QoS standard; and that M1 managed to meet the QoS standard in August 2013.</p>