

Case Reference	R/E/I/020
Title	Non-Provision of Local Leased Circuit (“LLCs”) Services to StarHub
Case Opened	14 May 2002
Case Closed	2 August 2002
Complainant	StarHub Pte Ltd (“StarHub”)
Respondent	Singapore Telecommunication Ltd (“SingTel”)
Case Summary	<p>StarHub alleged that SingTel refused to provide StarHub with a standard local leased circuit (“LLCs”) connection from a potential StarHub customer’s site at SingTel’s satellite earth station to the customer’s overseas Point-of-Presence (“POP”), via StarHub’s Central Office (“CO”) although SingTel had provided its own customer with standard LLCs for a similar connection. As a result, the potential StarHub customer took up service with SingTel instead, hence impeding StarHub’s ability to compete. StarHub further alleged that SingTel had sought to levy a service cancellation charge on StarHub before confirming service delivery which is unreasonable. StarHub therefore alleged that SingTel has breached Section 7.4 “Unfair Methods of Competition” of the Telecom Competition Code (“Code”).</p>
IDA’s Determination	<p>IDA’s investigation revealed that SingTel did not provide a similar service to its own customer for connection to satellite earth stations as alleged by StarHub. There was also no evidence to show that the potential StarHub customer had taken the same service from SingTel. SingTel also would not impose any service cancellation charge if SingTel is unable to provide service within the agreed timeframe.</p> <p>IDA therefore determined that SingTel has not breached Section 7.4 of the Code.</p>