

Case Reference	R/E/I/032
Title	SingTel Directory Enquiry Service “100”
Case Opened	16 April 2002
Case Closed	11 June 2002
Complainant	StarHub Pte Ltd (“StarHub”)
Respondent	Please see IDA’s determination below.
Case Summary	<p>StarHub alleged that SingTel had breached Section 7.4 “Unfair Methods of Competition” of the Telecom Competition Code (“Code”) in relation to SingTel’s Service “100”. This was because when StarHub’s corporate customer called SingTel’s Service “100” on several occasions to check whether its telephone numbers were available through SingTel’s Service “100”, the StarHub corporate customer was informed that SingTel did not have any record of the company’s telephone numbers. In addition, SingTel’s officer insisted that SingTel was unable to provide the numbers through its Service “100” because the numbers belonged to StarHub. StarHub further alleged that SingTel asked the StarHub’s corporate customer to take up at least one telephone line from SingTel to ensure that the telephone number would be listed and available on SingTel’s database. StarHub was of the view that SingTel had acted anti-competitively and had failed to fulfill its licence obligation to provide an integrated directory service.</p>
IDA’s Determination	<p>IDA noted that StarHub’s request for enforcement against SingTel arose from a customer’s experience with SingTel’s Directory Enquiry Service “100”. The case appeared to be isolated (taking into account the volume of directory assistance service requests from customers). Based on the facts of the case presented by StarHub, IDA had assessed that SingTel’s action as alleged by StarHub did not constitute a breach of the Code. IDA therefore decided not to proceed with enforcement proceedings under the Code against SingTel. However, to ensure that StarHub’s concerns would be addressed, IDA sought SingTel’s clarification on the issue raised. Based on SingTel’s clarification, IDA found that the StarHub’s corporate customer had approached SingTel to have its company name and telephone numbers listed in SingTel’s directory database, rather than to make an enquiry on whether SingTel had records of its telephone numbers in SingTel’s directory database.</p> <p>IDA advised both StarHub and SingTel to work together to resolve such operational matters directly and/or in accordance with the directory enquiry service agreement signed between both parties. Both parties should also consider working together to put in place measures to minimise any further customer misunderstanding and inconvenience.</p>