

Case Reference	R/E/I/011
Title	Singapore Telecommunications Ltd's Provisioning of Domestic Wholesale International Voice Services to Macquarie Corporate Telecommunications Pte Ltd
Case Opened	28 September 2001
Case Closed	03 January 2002
Complainant	Macquarie Corporate Telecommunications Pte Ltd ("Macquarie")
Respondent	Singapore Telecommunications Limited ("SingTel")
Case Summary	<p>SingTel provided Macquarie with Domestic Wholesale International Voice Services. Arising from Macquarie's use of SingTel's Domestic Wholesale International Voice Services, Macquarie alleged that it suffered an unacceptable high rate of unsuccessful call attempts made by its customers to various international call destinations.</p> <p>Specifically, Macquarie alleged that SingTel contravened the following sections of the Telecom Competition Code (the "Code"):</p> <p>(i) Macquarie alleged that SingTel breached Section 7.4.1 "False or Misleading Claims" by misrepresenting to Macquarie the service quality of its Domestic Wholesale International Voice Services.</p> <p>(ii) Macquarie alleged that SingTel breached Section 7.4.2 "Degradation of Service Availability or Quality" in that:</p> <ol style="list-style-type: none"> a) the Domestic Wholesale International Voice Services provided to Macquarie were not fit for purpose; b) SingTel allowed actions to occur which further impacted the service quality provided to Macquarie; and c) SingTel allowed the quality of call connection to deteriorate by denying that there was a problem and then investigating faults in a superficial manner.
IDA's Determination	IDA's investigation found that there was insufficient evidence to support Macquarie's allegations that SingTel had made false or misleading claims about its Domestic International Wholesale Voice Service.

During IDA's investigation, information was provided to IDA that the availability or quality of the services provided to Macquarie could be affected by technical problems, and that SingTel had acted in response to Macquarie's feedback to correct the technical problems. There was no evidence provided to support the claim that SingTel took or induced another party to take action that had the effect of degrading the quality of service.

In the circumstances, IDA concluded that SingTel did not breach Sections 7.4.1 and 7.4.2 of the Telecom Competition Code.