

Case Reference	R/E/I/030
Title	SingTel's 1900 Premium Rate Service Scheme
Case Opened	14 March 2003
Case Closed	13 June 2003
Complainant	IDA initiated enforcement proceedings on its own
Respondent	Singapore Telecommunications Ltd ("SingTel")
Case Summary	In one of IDA's regulatory checks on SingTel, IDA discovered that SingTel could have offered a 1900 Premium Rate Service ("PRS") Scheme to charity organisations that is not consistent with those filed and approved by IDA. IDA initiated enforcement action against SingTel pursuant to Section 10.3.1 of the Code as it had reasons to believe that SingTel may have breached Sections 3.3.3 and 3.3.4 of the Telecom Competition Code ("Code"), which require a Dominant Licensee (as defined in the Code) to provide service on a non-discriminatory basis, and file and provide services according to the approved tariffs.
IDA's Determination	<p>IDA determined that SingTel's 1900 PRS Scheme in question offered to charity organisations is not consistent with the tariffs filed and approved by IDA. IDA concluded that SingTel breached Section 3.3.4 of the Code. After considering the facts of the case and the mitigating factor where the non-approved 1900 PRS Scheme was offered by SingTel in response to the needs and requirements of the charity organisations for the wider social interest, IDA issued a warning to SingTel against similar violations in the future.</p> <p>In relation to Section 3.3.3 of the Code, IDA assessed SingTel's submission and concluded that SingTel did not breach Section 3.3.3 of the Code.</p>