Case Reference	REG/INTC/008
Title	StarHub's Failure to Report Call Failures arising from SingTel's Unilateral Implementation of a Technical Solution for Routing Calls between SingTel's and StarHub's Networks
Case Opened	20 November 2003
Case Closed	1 July 2004
Complainant	IDA initiated this enforcement proceeding of its own accord.
Respondent	StarHub Pte Ltd ("**StarHub**")
Case Summary	Arising from IDA's consideration of a request by StarHub for enforcement action under the Telecom Competition Code against Singapore Telecommunications Ltd ("**SingTel**") for SingTel's unilateral implementation of a technical solution for routing calls between SingTel's and StarHub's networks which resulted in call failures (Case reference: REG/INTC/005 (closed on 1 July 2004)), IDA also made a preliminary assessment that: 1. the call failures were considered a 'fault or service difficulty' in StarHub's telecommunication system within the scope of the Code of Practice (Service Standards on Network Quality)("**NQC**"); and 2. StarHub had breached section 5 of the NQC by failing to report the call failures as required under that section.
IDA's Determination	IDA assessed StarHub's submissions and, after careful consideration of the matter, decided that: 1. the call failures were considered a 'fault or service difficulty' in StarHub's telecommunication system within the scope of the NQC; and 2. even though StarHub had submitted some information pertaining to the call failures, StarHub had nonetheless breached section 5 of the NQC by failing to submit all the necessary information and/or failing to submit information in the form and manner required under that section. IDA issued a formal warning to StarHub for this breach. In arriving at its decision to issue only a formal warning, IDA took into consideration the fact that this was StarHub's first contravention of section 5 of the NQC, and that in the circumstances, a formal warning would be appropriate to serve as a deterrent to StarHub against any future contravention of section 5 of the NQC.