

Case Reference	REG/INTC/007
Title	SingTel'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	Singapore Telecommunications Ltd (" SingTel ")
Case Summary	<p>Arising from IDA's consideration of a request by StarHub Pte Ltd ("StarHub") for enforcement action under the Telecom Competition Code against 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:</p> <ol style="list-style-type: none"> 1. the call failures were considered a 'fault or service difficulty' in SingTel's telecommunication system within the scope of the Code of Practice (Service Standards on Network Quality)("NQC"); and 2. SingTel had breached section 5 of the NQC by failing to report the call failures as required under that section.
IDA's Determination	<p>IDA assessed SingTel's submissions and, after careful consideration of the matter, decided that:</p> <ol style="list-style-type: none"> 1. the call failures were considered a 'fault or service difficulty' in SingTel's telecommunication system within the scope of the NQC; and 2. SingTel had not submitted any report on the call failures and had accordingly breached section 5 of the NQC by failing to report the fault or service difficulty as required under that section. <p>IDA issued a formal warning to SingTel for this breach. In arriving at its decision to issue only a formal warning, IDA took into consideration the fact that this was SingTel'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 SingTel against any future contravention of section 5 of the NQC.</p>