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| Case Reference | REG/INTC/005 |
| Title | SingTel's Unilateral Implementation of a Technical Solution for Routing Calls between SingTel's and StarHub's Networks |
| Case Opened | 19 November 2003 |
| Case Closed | 1 July 2004 |
| Complainant | StarHub Pte Ltd (" StarHub ") |
| Respondent | Singapore Telecommunications Ltd (" SingTel ") |
| Case Summary | <p>During the period that IDA was resolving the Dispute on Interconnection Capacity Augmentation (Case Reference: REG/INTC/003 (closed on 2 June 2003)), SingTel unilaterally implemented a technical solution for routing call traffic between SingTel's and StarHub's networks which resulted in call failures ("Routing Solution"). Arising from that incident, StarHub filed a request for enforcement action under section 10.4 of the Telecom Competition Code ("Code") alleging that SingTel had breached section 4.3.1 of the Code.</p> |
| IDA's Determination | <p>IDA assessed the parties' submissions and, after careful consideration of the matter, decided that SingTel had breached section 4.3.1 of the Code by:</p> <ol style="list-style-type: none"> 1. failing to provide adequate notice to StarHub of its intention to implement the Routing Solution; 2. implementing the Routing Solution when there were other alternatives available to SingTel to route the affected calls, thereby resulting in the call failures; and 3. not stopping the implementation of the Routing Solution sooner even though it was possible to do so. <p>IDA imposed a financial penalty on SingTel of \$5,000.</p> |