

<b>Case Reference</b>	R/E/I/034
<b>Title</b>	SingNet's Disclosure of End User Service Information ("EUSI")
<b>Case Opened</b>	20 November 2003
<b>Case Closed</b>	7 January 2004
<b>Complainant</b>	Mr Eddie Loh Wan Cheang
<b>Respondent</b>	SingNet Pte Ltd (SingNet)
<b>Case Summary</b>	Mr Eddie Loh, a SingNet user, had subscribed to Magix and requested for his SingNet emails to be forwarded to his Magix account. Between April to June 2001, during SingNet's email housekeeping, his email address was reassigned to another user because it appeared to be inactive. Mr Eddie Loh initiated enforcement proceeding against SingNet for breaching Section 3.2.6.2 of the Telecom Competition Code ("Code") by re-assigning his active email address to another user.
<b>IDA's Determination</b>	IDA determined that SingNet had breached Section 3.2.6.2 of the Code by assigning Mr Loh's active email ID to another user. An email user-id/ address is similar to a telephone number, which is considered to be an EUSI under the Code. By re-assigning the email address to a third party, SingNet had, as a result, disclosed this information (which is an EUSI) to a third party, without the end-user's authorisation. However, IDA took into account the mitigating factors and noted that this was a one-off incident and there was no evidence to suggest that SingNet had wilfully or deliberately reassigned Mr Loh's email address to a third party thereby disclosing his EUSI, knowing that it was an active account. In addition, SingNet also did not benefit from such manner of disclosure as SingNet did not use the EUSI for the development or marketing of other goods and services. As such, IDA concluded that this breach was a result of inadequate system and customer record management on the part of SingNet. IDA issued a warning to SingNet against any similar violations in the future.