

Case Reference	R/E/I/054
Title	Service Difficulty – StarHub’s Digital Voice Home Service
Case Opened	8 February 2006
Case Closed	1 June 2006
Complainant	IDA initiated this proceeding on its own accord.
Respondent	StarHub Ltd (“StarHub”)
Case Summary	<p>On 8 February 2006, some StarHub’s Digital Voice (“DV”) Home Service users experienced intermittent difficulty in making and receiving calls. IDA gave StarHub one month to submit a detailed investigation report on the service difficulty.</p> <p>From StarHub’s detailed investigation report of 9 March 2006 and subsequent clarification of 12 April 2006, IDA noted that the DV Home Service difficulty lasted for a period of 1 hour 20 minutes between 3.30 pm and 4.50 pm on 8 February 2006, and affected more than 100 subscribers. IDA noted StarHub’s explanation that the DV Home Service difficulty may have been caused by unexpected high amounts of traffic causing the DV network elements to malfunction. IDA also noted that StarHub has put in place precautionary measures to prevent the recurrence of similar outage situations.</p>
IDA’s Determination	<p>Based on StarHub’s investigation report and further clarification, IDA found that StarHub had beached the service standard set in the Code of Practice (Service Standards on Network Quality) for the provision of telecommunication services carried over the public switched telephone network. IDA was not convinced that the DV Home Service difficulty incident of 8 February 2006 was beyond StarHub’s reasonable control to prevent. IDA thus determined, on 9 May 2006, that StarHub had beached the service standard set in section 6(1)(a) of the Code of Practice (Service Standards on Network Quality). StarHub was required to pay a financial penalty of <u>S\$5,000</u> under section 8(1) of the <i>Telecommunications Act</i> (Cap. 323).</p> <p>On 22 May 2006, StarHub requested that IDA reconsider its determination of 9 May 2006 (“Reconsideration Request”). While StarHub’s Reconsideration Request noted the views of its equipment vendor that such service difficulty would be difficult to anticipate and that preventive measures were not common practice, IDA determined that StarHub’s Reconsideration Request did not surface new evidence to justify that the StarHub’s DV Home Service difficulty of 8 February 2006 was truly beyond StarHub’s reasonable control to prevent. IDA maintained that StarHub has beached the service standard set in section 6(1)(a) of the Code of Practice (Service Standards on Network Quality) and StarHub would be required to pay a financial penalty of <u>S\$5,000</u> under section 8(1) of the <i>Telecommunications Act</i> (Cap. 323).</p>