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| Case Reference | R/E/I/125 |
| Title | Singtel's Service Difficulty Incidents in 2014 and 2015 due to Synchronous Digital Hierarchy (" SDH ") equipment faults (" Incidents "). |
| Case Opened | 9 January 2014 |
| Case Closed | 29 September 2016 |
| Complainant | IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2008 (" Telecom Service Resiliency Code ") |
| Respondent | Singapore Telecommunications Ltd (" Singtel ") |
| Case Summary | Between January 2014 and December 2015, Singtel reported seven service difficulty incidents involving its local fixed line telephone services. Each incident lasted between one to three hours, and affected between 600 to 3,800 Singtel fixed line telephone service users, which contravened the Telecom Service Resiliency Code. The Incidents were all due to hardware failures of SDH equipment. |
| IMDA's Determination | <p>IMDA's investigation showed that all the Incidents were attributed to a common cause: the hardware failure of SDH equipment which had been in operation for at least nine years. While Singtel maintains that it implemented initiatives to minimise the risk of SDH node failures, IMDA is of the view that there was a clear pattern in the cause of the Incidents that should have been detected by Singtel, and that the Incidents could have been avoided if Singtel had taken prompt measures to expedite the replacement of the aged SDH equipment.</p> <p>Accordingly, Singtel had not established to the satisfaction of IMDA that the Incidents were not within Singtel's control and had occasioned through no fault on its part.</p> <p>Nevertheless, IMDA noted that Singtel had since taken measures to prevent a recurrence of the Incidents, such as the acceleration of its SDH replacement schedule with plans for a complete change-out by early 2019, and ensuring closer surveillance of its SDH network to minimise fault occurrences. IMDA has also assessed that Singtel had restored the services during the Incidents without undue delay.</p> <p>Therefore, taking all mitigating factors into consideration, IMDA decided to impose a financial penalty of \$200,000 on Singtel for the Incidents.</p> |