

<b>Case Reference</b>	R/E/I/137
<b>Title</b>	Singtel Mobile's Service Difficulty Incident on 18 October 2018 (" <b>Incident</b> ")
<b>Case Opened</b>	18 October 2018
<b>Case Closed</b>	5 November 2019
<b>Complainant</b>	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" <b>Code</b> ")
<b>Respondent</b>	Singtel Mobile Singapore Pte Ltd (" <b>Singtel Mobile</b> ")
<b>Case Summary</b>	<p>On 18 October 2018, a disruption to Singtel Mobile's local mobile services affected approximately up to 800,000 subscribers, which lasted from 2211 hrs to 0122 hrs on the following day.</p> <p>The cause of the Incident was attributed to the failure of the air-con systems responsible for the cooling of the Uninterruptible Power Supply ("<b>UPS</b>") to the mobile core equipment.</p>
<b>IMDA's Determination</b>	<p>IMDA's investigations showed that Singtel Mobile had both active and standby air-con systems for the UPS. However, the standby air-con systems were under servicing when the Incident occurred. As a result, they were unable to take over the full cooling load when the active air-con systems failed, which led to the overheating of the UPS and disrupted the power supply to the mobile core equipment.</p> <p>While the failure of the active air-con systems was not within Singtel Mobile's reasonable control to prevent, IMDA notes that Singtel Mobile did not make arrangement to have alternative backup when the backup air-con systems were undergoing maintenance. Furthermore, the systems and facilities (including the UPS) were not effectively monitored by its Network Operation Centre.</p> <p>Accordingly, IMDA determined that Singtel Mobile had not established to the satisfaction of IMDA that the occurrence of the Incident was not within its control and had occasioned through no fault on its part.</p> <p>Nevertheless, IMDA noted that Singtel Mobile undertook efforts (a) to compensate its affected subscribers with one day of free mobile data; (b) implemented the necessary preventive and corrective measures expeditiously; and (c) extended full disclosure and cooperation to IMDA during the course of investigation.</p>

	Taking all factors into consideration, IMDA decided to impose a financial penalty of S\$130,000 on Singtel Mobile for the Incident.
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