

Summary of IMDA's Assessment and Decision for Singtel' Failure to Meet the FNTS QoS Standard for for the "Telephone Fault Repair Time – Percentage of faults fixed within 72 hours" indicator in April 2019.

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| Title | Singtel's Failure to Comply with IMDA's Quality of Service ("QoS") Standards for Fixed Network Telecommunications Services ("FNTS") |
| Date of IMDA's Decision | 4 December 2019 |
| Licensee | Singapore Telecommunications Limited (" Singtel ") |
| Case Summary | <p>Under IMDA's FNTS QoS framework, Singtel is required to meet the standard of $\geq 99.9\%$ for the "Telephone Fault Repair Time – Percentage of faults fixed within 72 hours" indicator.</p> <p>Singtel's performance of 99.3% in April 2019 had failed to meet the $\geq 99.9\%$ standard for this indicator.</p> |
| IMDA's Determination | <p>Singtel submitted that the increase in faults in March to May 2019 was due to acts of vandalism that disrupted terminal connections to cabinets located in two main distribution frame ("MDF") rooms which were hosting active services.</p> <p>In addition, Singtel's newly engaged vendors were unable to mobilise additional resources to cope with the initial surge in faults and this had resulted in an increase in the number of faults which were repaired beyond 72 hours. Singtel indicated that it had stepped up the supply of vendor resource and was able to meet the QoS standard in May and June 2019.</p> <p>In view that (i) the surge in faults was a result of vandalism, (ii) Singtel had taken action to step up the supply of vendor resource and met the QoS standard for May and June 2019, and (iii) the failure margin was small, IMDA has decided to exercise its discretion and waive the financial penalty for Singtel's non-compliance of the FNTS QoS framework, on an exceptional and without prejudice basis. IMDA notes that Singtel will be implementing measures to prevent unauthorised access to MDF rooms.</p> |