

Case Reference	R/E/I/135
Title	SingNet's Service Difficulty Incident on 4 July 2018 (" Incident ")
Case Opened	4 July 2018
Case Closed	21 August 2019
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	SingNet Pte Ltd (" SingNet ")
Case Summary	<p>On 4 July 2018, a disruption to SingNet's fixed residential and business broadband services affected approximately 30,000 subscribers, which lasted from 0745 hrs to 1055 hrs.</p> <p>The cause of the Incident was attributed to an empty zone file that had been uploaded by SingNet to its authoritative DNS servers.</p>
IMDA's Determination	<p>IMDA noted that the empty zone file was created when SingNet's primary DNS server ran out of hard disk space. While there were alerts from the primary DNS server, the alerts were not promptly attended to by SingNet.</p> <p>As a result of the empty zone file, SingNet's customers who used a specific model of Residential Gateways ("RG") were not able to access the Internet as these RGs were not able to get a "keep-alive" response from a domain name hosted by SingNet.</p> <p>Accordingly, IMDA determined that SingNet 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 SingNet took efforts to ensure that the appropriate communications to its affected customers were made expeditiously, and had extended full disclosure and cooperation to IMDA during the course of investigation.</p> <p>Taking all factors into consideration, IMDA decided to impose a financial penalty of S\$63,000 on SingNet for the Incident.</p>