

Case Reference	R/E/I/140
Title	StarHub's Service Difficulty Incident on 15 April 2020 (" Incident ")
Case Opened	15 April 2020
Case Closed	8 June 2020
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	StarHub Online Pte Ltd (referred herein as " StarHub ")
Case Summary	<p>On 15 April 2020, a disruption to StarHub's fibre broadband service affected up to 50% of StarHub's MaxInfinity traffic from 1530 hrs, with services progressively restored from 2000 hrs to 2020 hrs.</p> <p>The cause of the Incident was attributed to a configuration error in a Provider Edge ("PE") router within StarHub Internet Exchange.</p>
IMDA's Determination	<p>IMDA's investigation revealed that the configuration error was made when the StarHub's engineer omitted to remove a certain configuration parameter from the PE router during a planned migration exercise. The erroneous configuration resulted in routing issues which impacted the Domain Name System queries from the affected users to access the Internet.</p> <p>Accordingly, IMDA determines the Incident could have been prevented if StarHub had exercised due care in its network change processes and ensured that there was adequate supervision on the planned migration work conducted by its engineers.</p> <p>IMDA also notes that it is not the first time¹ where service difficulties had occurred due to human errors when carrying out network configuration, even though there have been improvements by StarHub in its processes arising from the previous incidents.</p>

¹ StarHub had experienced two service difficulties on 23 March 2018 and 17 September 2019 respectively, both of which were similarly caused by error on the part of its engineers but occurred under separate and unique circumstances.

	<p>Nevertheless, IMDA notes that StarHub had (i) given prompt communication to the affected subscribers; (ii) render its full cooperation for the Incident, including early admission of its responsibility; and (iii) offered prompt compensation to the affected subscribers.</p> <p>Taking all factors into consideration, IMDA imposed a financial penalty of \$210,000 on StarHub for the Incident.</p>
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