

Case Reference	R/E/I/143
Title	M1's Service Difficulty Incident on 21 December 2020 (" Incident ")
Case Opened	21 December 2020
Case Closed	20 October 2021
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	M1 Net Ltd (referred herein as " M1 ")
Case Summary	<p>On 21 December 2020, a disruption to M1's fibre broadband service affected up to 65,000 of M1's residential subscribers, between 1030 hrs to 1330 hrs.</p> <p>The cause of the Incident was attributed to a human error, which resulted in an incompatible replacement card being inserted into a Broadband Network Gateway ("BNG").</p>
IMDA's Determination	<p>IMDA's investigation concluded that the error was made by M1's vendor, who inserted an incompatible card to replace a faulty card in M1's BNG, causing issues that resulted in a service difficulty. While the incompatible card was removed and replaced upon discovery, the card replacement also caused the BNG to initialise, which in turn triggered queue congestion issues and led to the subsequent activation of the Distributed Denial of Service ("DDOS") protection mechanism of the BNG.</p> <p>IMDA has assessed that the Incident could have been prevented if the vendor had not inserted the incompatible card, and if M1 had exercised due care and supervision in its network change management process and ensured that the replacement card used by its vendor was properly validated before the installation into its network. This is especially so for work done by vendors on its core network. IMDA also assessed that the impact caused by the initialisation of the BNG could have been avoided or mitigated if M1 had conducted close monitoring of its network, for any service disruption that could be triggered by the initialisation of its BNG and the DDOS protection mechanism within.</p>

	<p>Nevertheless, IMDA notes that M1 had (i) given prompt communication to the affected subscribers; and (ii) offered prompt compensation to the affected subscribers for the Incident.</p> <p>Taking all factors into consideration, IMDA has decided to impose a financial penalty of \$36,000 on M1 for the Incident.</p>
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