

Case Reference	R/E/I/129
Title	NLT's Service Difficulty Incident on 13 December 2016 (" Incident ")
Case Opened	13 December 2016
Case Closed	29 September 2017
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	NetLink NBN Management Pte Ltd (Trustee-Manager of NetLink NBN Trust) and NetLink Management Pte Ltd (Trustee of NetLink Trust) (" NLT ")
Case Summary	<p>On 13 December 2016, 676 residential end-user connections were affected after NLT had carried out a planned fibre cable diversion work in the Tanjong Rhu area.</p> <p>The cause of the Incident was attributed to NLT's erroneous splicing work at a Secondary Cabinet KT-0070 during the diversion work. As a result, 60 working fibre strands terminated at Cabinet KT-0070 were disconnected from NLT's network.</p> <p>The Incident lasted a total of 14 hours and 59 minutes.</p>
IMDA's Determination	<p>IMDA's investigation revealed that NLT had failed to indicate the presence of Cabinet KT-0070 in the network diagram provided to its contractor, and this had resulted in erroneous cable splicing by the contractor. IMDA noted that the Incident could have been prevented if NLT had given clearer instruction to its contractor for the diversion works.</p> <p>Furthermore, IMDA noted that while the Incident had initially affected 336 end-user connections, the number increased to 676 end-user connections after NLT decided to sever and re-splice the entire fibre cable subsequently as a necessary step to expedite the restoration of services.</p> <p>Accordingly, IMDA determined that NLT 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 NLT had since taken measures to prevent a recurrence of the Incident, such as improving the clarity of its cable diversion plans, e.g., showing clearly the precise location where cable splicing would be taking place, and conducting pre-diversion surveys to trace and verify the ingress and egress cables of a cabinet prior to any cable diversion works.</p> <p>Taking all factors into consideration, IMDA decided to impose a financial penalty of S\$10,000 on NLT for the Incident.</p>