

Case Reference	R/E/I/133
Title	StarHub's Service Difficulty Incident on 23 March 2018 (" Incident ")
Case Opened	23 March 2018
Case Closed	10 January 2019
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	StarHub Online Pte Ltd and StarHub Mobile Pte Ltd (both collectively referred herein as " StarHub ")
Case Summary	<p>On 23 March 2018, a disruption to StarHub's fixed residential broadband (cable and fibre) and mobile broadband services affected up to 50% of its fixed residential broadband traffic and up to 25% of its mobile broadband traffic, which lasted from 2210 hrs to 2338 hrs.</p> <p>The cause of the Incident was attributed to an erroneous configuration on a provider edge ("PE") router used for the conveyance of live Internet traffic. As a result of the error, the said PE router was prevented from processing Internet traffic properly and disrupted Internet traffic served by that PE router.</p>
IMDA's Determination	<p>The erroneous configuration on the said PE router was attributed to a failure to comply with standard operating procedures for work carried out on live systems. The Incident could have been prevented if StarHub had ensured its staff exercised due diligence and followed all the necessary standard operating procedures, i.e., making configuration changes during a maintenance window to minimise the impact of any service interruption, and checking to ensure the use of correct configuration template.</p> <p>Accordingly, IMDA determined that there was a lapse in the supervision of work performed by StarHub staff, and StarHub 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 StarHub took efforts to ensure that the appropriate communications to its affected customers were made expeditiously, i.e., within 45 minutes from the occurrence of the Incident, and had extended full disclosure and cooperation to IMDA during the course of investigation. StarHub was able to fully restore services within 90 minutes of the Incident.</p> <p>Taking all factors into consideration, IMDA decided to impose a financial penalty of S\$31,000 on StarHub for the Incident.</p>