

Case Reference	R/E/I/134
Title	Singtel's Service Difficulty Incident on 19 March 2018 (" Incident ")
Case Opened	19 March 2018
Cased Closed	19 June 2019
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	Singapore Telecommunications Ltd (" Singtel ")
Case Summary	<p>On 19 March 2018 at approximately 1030hrs, there was a disruption to Singtel's Direct Exchange Line services, which affected up to 2,014 lines in the vicinity of Raffles Place. The Incident lasted 5 hours and 30 minutes, during which the affected subscribers were not able to receive calls intermittently.</p> <p>The cause of the Incident was attributed to insufficient link capacity being catered in Singtel's Public Switch Telephone Network following a planned maintenance activity.</p>
IMDA's Determination	<p>The planned maintenance activity was carried out as part of an ongoing fixed voice network modernisation by Singtel. However, Singtel underestimated the additional link capacity required after the planned maintenance activity, which led to a network switch congestion. Had Singtel taken precautionary measures such as conducting a link capacity assessment before and after the planned maintenance activity, it would have ensured that sufficient link capacity was deployed to prevent the Incident.</p> <p>Accordingly, Singtel had not established to the satisfaction of IMDA that the Incident was not within its control and had occasioned through no fault on its part.</p> <p>Nevertheless, IMDA noted that Singtel had taken efforts to communicate the service difficulty to its subscribers, e.g., by calling or sending an SMS to the affected subscribers upon Incident restoration, and had also taken effective preventive measures, such as: (1) implementation of utilisation alerts; (2) implementation of call setup rejection alerts; and (3) implementation of an improved planning checklist to prevent the recurrence of a similar Incident.</p> <p>Taking all factors into consideration, IMDA decided to impose a financial penalty of \$ 75,000 on Singtel for the Incident.</p>