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| Case Reference | R/E/I/124 |
| Title | Singtel's Service Difficulty Incident on 11 March 2014 (" Service Difficulty Incident ") |
| Case Opened | 11 March 2014 |
| Cased Closed | 13 September 2016 |
| Complainant | IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2008 (" Telecom Service Resiliency Code ") |
| Respondent | Singapore Telecommunications Ltd (" Singtel ") |
| Case Summary | <p>The Service Difficulty Incident occurred around 0745hrs on 11 March 2014. 10,308 Singtel's digital voice users and 18,689 Singtel's fibre broadband users in some areas of Bedok, East Coast and Mountbatten were affected. The affected services were fully restored at 1015hrs on the same day.</p> <p>The cause of the Service Difficulty Incident was attributed to faulty rectifiers in Singtel's network, which had affected the power supply to its fibre broadband equipment serving the affected geographical areas.</p> <p>Following the Service Difficulty Incident, Singtel replaced parts of its rectifiers and installed a system to monitor the power supply to its fibre broadband equipment.</p> |
| IMDA's Determination | <p>Singtel had contravened the Telecom Service Resiliency Code, as the Service Difficulty Incident exceeded a duration of one hour and affected more than an aggregate of 500 subscriber lines for local fixed line telephone service.</p> <p>While Singtel might not have anticipated the failure of its rectifiers, IMDA is of the view that the Service Difficulty Incident could have been prevented if Singtel had installed a monitoring system prior to the incident. Singtel has not established to the satisfaction of IMDA that the occurrence of the Service Difficulty Incident was not within its control and occasioned through no fault on its part.</p> <p>Taking into account all relevant factors, IMDA has decided to impose a financial penalty of S\$30,000 on Singtel.</p> |