

FACT SHEET: Code of Practice for Telecommunication Service Resiliency 2008 (“Service Resiliency Code”)

In 1998, IDA introduced the Code of Practice (Service Standards on Network Quality) on service standards and the penalty framework for telecommunication service disruptions which were short-termed in nature, but resulted in widespread service difficulties. This framework was revised and renamed as the Code of Practice for Telecommunication Service Resiliency (the "Service Resiliency Code") in 2008 to ensure its continued relevance in view of market developments.

The objective of the Service Resiliency Code is to ensure that telecommunication service providers providing key services to a large number of end users adopt proactive measures to invest in and improve the resiliency of their telecommunication networks to prevent widespread service difficulties, and in the event such service difficulties occur, to ensure that these service providers take all measures to restore services as quickly as possible. Services covered by the Service Resiliency Code include fixed-line, mobile and international telephone services, Internet access services and interconnection services.

Under the Service Resiliency Code, IDA may impose financial penalties for breach of the Service Resiliency Code and the financial penalties may increase with the duration of the service difficulty, as well as the extent of the service difficulty. The table below provides a guide on the amount of financial penalty that IDA may impose for failure to comply with the Service Resiliency Code. IDA will take into consideration any mitigating factors or circumstances that the service providers may have before deciding on the final penalties to be imposed for service disruptions listed in the penalty framework. Under section 8(1) of the Telecommunications Act (Cap. 323), the maximum financial penalty that IDA may impose for a contravention of the Service Resiliency Code is up to \$1 million or 10% of the annual turnover of a licensee, whichever is higher.

Licensees	Applicable services	Impact on applicable services	Financial Penalty*
Public telecommunication licensee	Any local fixed-line telephone service	Affects an aggregate of 500 or more of the licensee's subscriber lines	From \$15,000 to \$270,000 per 30mins block, depending on number of lines affected and duration of service disruption
Public telecommunication licensee	Any international telephone service	Affects international telephone services from Singapore to one or more top 25 countries	From \$30,000 to \$270,000 per 30mins block and depending on duration of service disruption

Licensees	Applicable services	Impact on applicable services	Financial Penalty*
Mobile Facilities-Based Operator (FBO) licensee	Any local mobile telephone service	Affects an aggregate of 5% or more of the licensee's mobile base stations	From \$15,000 to \$270,000 per 30mins block, depending on percentage of mobile base stations affected and duration of service disruption
Designated Internet access service provider licensee	Any Internet access service	Results in a loss of 70% or more of the licensee's internet bandwidth	From \$15,000 to \$270,000 per 30mins block, depending on percentage of Internet bandwidth affected and duration of service disruption
Public telecommunication licensee or mobile FBO licensee	Any local fixed-line telephone service, any local mobile telephone service or any international telephone service	Results in an interconnection failure between two or more licensees	From \$15,000 to \$90,000 per 30mins block and depending on duration of service disruption

*Note:

1. IDA may vary the final financial penalty to be imposed after taking into account the relevant aggravating and mitigating factors
2. Not confined to total service disruption. It will also include partial service disruptions

ISSUED BY CORPORATE AND MARKETING COMMUNICATIONS DIVISION
INFOCOMM DEVELOPMENT AUTHORITY OF SINGAPORE

About Infocomm Development Authority of Singapore

The mission of the Infocomm Development Authority of Singapore (IDA) is to develop information technology and telecommunications within Singapore with a view to serve citizens of all ages and companies of all sizes. IDA does this by actively supporting the growth of innovative technology companies and start-ups in Singapore, working with leading global IT companies as well as developing excellent information technology and telecommunications infrastructure, policies and capabilities for Singapore. For more news and information, visit www.ida.gov.sg

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