

EMBARGOED UNTIL MCI COS 2022

***ON THE ALTERNATE DISPUTE RESOLUTION SCHEME – MEDIA CAN ONLY APPROACH ALL RESPONDENTS (EXCEPT THE SINGAPORE MEDIATION CENTRE WHICH IS THE APPOINTED SCHEME ADMINISTRATOR) FOR INTERVIEWS AFTER MCI COS 2022**

MEDIA FACTSHEET

New measures to strengthen consumer protection for telecommunication and media services, and to help consumers make more informed choices

1. The Infocomm Media Development Authority (“**IMDA**”) will introduce two new measures to strengthen consumer protection in telecommunication and media services.

Alternative Dispute Resolution Scheme

2. Where consumers and smaller businesses are unable to resolve disputes with their telecommunication and media service provider directly, IMDA’s Alternative Dispute Resolution Scheme (“**ADR**”) will provide consumers with an additional avenue to resolve these issues more effectively and in a timely manner.

3. Jointly developed and administered by the Singapore Mediation Centre, the scheme which will be launched in April 2022, will provide an affordable, and effective dispute resolution alternative for consumers facing contractual disputes with their service providers. The ADR is intended to supplement existing complaint channels.

4. The ADR Scheme covers disputes/issues¹ related to all telecom and media services², with a maximum dispute value of \$10,000. The dispute must also have

¹ The Scheme will mainly cover disputes relating to billing disputes and unsolicited charges (like disputes over excess data charges or VAS charges). Issues excluded from the Scheme include (not exhaustive) cases relating to litigation, regulatory policies, service providers’ commercial decisions including their range of services offered and pricing of services, frivolous cases and cases handled or closed by via ADR earlier.

² Includes mobile services (e.g., voice, data, SMS, VAS and PRS), fibre connection services, subscription TV services. Services that are less pervasive/frequently use or not licensed by IMDA (such as billing on behalf services such as App store purchases, Over the Top media streaming services such as Spotify and Netflix) are excluded from the scheme.

occurred within the past one year and should be resolvable through service recovery efforts or compensated for in kind or in monetary terms.

5. Consumers and small businesses can visit IMDA's website from April 2022 for more information on eligibility for the scheme and on how to submit a case. Once a case is submitted, the service provider will be given a 14-day notice period (i.e. a Notice of Intention period) whereby the service provider and consumer can negotiate and resolve the dispute before the formal dispute resolution processes under the scheme commences. The ADR process, which consists of two stages comprising mediation followed by determination, is expected to take no more than 2.5 months.

	Applicable Subscribers	Service Providers
Mediation	\$10	\$90
Determination	\$225	\$525
Direct Determination (i.e. bypassing Mediation)	\$375	\$375

Consumer Complaint Handling Report

6. To enable consumers to make more informed choices when signing up for a service provider, IMDA will make available data on consumer complaints received by telecom service providers³ and their performance in handling complaints.

7. Telecom service providers with significant subscriber base⁴ will be required to disclose to IMDA:

- i. the number of complaints⁵,
- ii. complaint resolution timeframe, and
- iii. average hotline and live chat waiting time.

³ Pay-TV service providers/statistics are not included in the report.

⁴ Telecom service providers who have 20,000 subscribers or more in the mobile, fixed broadband and fixed line markets respectively.

⁵ Per 10,000 subscribers.

8. IMDA will publish these statistics quarterly, to provide consumers with more information on telecom service providers' performances in handling complaints, and encourage service providers to deliver a better service experience to consumers as a business differentiator. The statistics will be published on (<https://www.imda.gov.sg/infocomm-media-landscape/research-and-statistics>), with the first report expected by first half of 2022.

For media clarifications, please contact:

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