

Case Reference	R/E/I/141
Title	M1's Service Difficulty Incident on 12 May 2020 (" Incident ")
Case Opened	12 May 2020
Case Closed	17 June 2020
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	M1 Net Ltd (referred herein as " M1 ")
Case Summary	<p>On 12 May 2020, a disruption to M1's fibre broadband service affected up to 18,000 of M1's residential subscribers, between 0700 hrs on 12 May 2020 to 0600hrs on 13 May 2020.</p> <p>The cause of the Incident was attributed to the corruption of the Profile Database ("PDB") in one of M1's Broadband Network Gateways ("BNG"), which prevented the affected M1's subscribers from establishing new connections to access Internet services.</p>
IMDA's Determination	<p>IMDA investigation concluded that the corruption of the PDB occurred during a planned capacity upgrade activity, when a command that was not prescribed in the Method Operating Procedure ("MOP") document for the activity was executed.</p> <p>Accordingly, IMDA determines that the Incident could have been prevented if the MOP for the planned activity was followed.</p> <p>Nevertheless, IMDA also notes that M1 had i) offered prompt and adequate compensation to its affected subscribers, and ii) rendered its full cooperation to IMDA for the incident, which helped to expedite IMDA's investigation of the Incident.</p> <p>Taking all factors into consideration, IMDA decides to impose a financial penalty of \$400,000 on M1 for the Incident.</p>