

Case Reference	R/E/I/096
Title	SingTel's Failure to comply with IDA's Fixed Network Telecommunications Services Quality of Service Standards
Case Opened	20 April 2012
Case Closed	7 August 2012
Complainant	IDA initiated this proceeding pursuant to the Fixed Network Telecommunications Services ("FNTS") Quality of Service ("QoS") Framework
Respondent	SingTel Telecommunications Ltd (" SingTel ")
Case Summary	<p>In January 2012, SingTel failed to meet the QoS standard of 99.9% for the "Telephone fault repair time – percentage of faults fixed (from time of fault reported to fault fixed) within 72 hours (Residential)" indicator. SingTel achieved 99.83% for this indicator.</p> <p>SingTel explained that the non-compliance was due to the prolonged wet weather, which resulted in SingTel having to attend to a much higher volume of faults being reported. In anticipation of the surge in faults due to wet weather, SingTel submitted that it had increased its manpower but the increased manpower was unable to cope with the unforeseen surge in faults reported.</p>
IDA's Determination	<p>SingTel is required to comply with IDA's FNTS QoS standards. If SingTel is non-compliant with an indicator under the FNTS QoS framework, a financial penalty of S\$5,000 may be imposed on SingTel.</p> <p>In this case, IDA noted that SingTel had taken pre-emptive measures to increase its manpower to cope with the anticipated increase in faults due to the rainy season. However, it was not enough to cope with the surge in the number of faults reported.</p> <p>In view that SingTel had taken pre-emptive actions to prepare for the increase in faults reported and in consideration that the extent of non-compliance was small (0.07%), IDA decided to grant SingTel a waiver from compliance with this QoS indicator for January 2012.</p>