

Case Reference	R/E/I/136
Title	StarHub Mobile's Service Difficulty Incident on 10 February 2018 (" Incident ")
Case Opened	10 February 2018
Case Closed	11 July 2019
Complainant	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016 (" Code ")
Respondent	StarHub Mobile Pte Ltd (referred herein as " StarHub Mobile ")
Case Summary	<p>On 10 February 2018, a disruption to StarHub Mobile's local mobile service (voice and data) affected its prepaid subscribers from 1910 hrs to 2040 hrs.</p> <p>The cause of the Incident was attributed to firmware bugs in the switches of the StarHub Mobile's prepaid system. The firmware bugs caused high CPU utilisations in the switches and disrupted the communications within the prepaid system.</p>
IMDA's Determination	<p>IMDA's investigation revealed StarHub Mobile had not updated the firmware of its switches since their deployment in 2015. The firmware bugs which affected the switches in this Incident were addressed in new firmware releases in 2016 and 2017.</p> <p>Accordingly, IMDA determined the Incident could have been prevented if StarHub Mobile had exercised due diligence in expediting the testing and implementation of firmware updates.</p> <p>Nevertheless, IMDA also noted that StarHub Mobile (1) took effort to restore the affected services expeditious within 1 hour and 30 minutes; (2) had extended its full cooperation during the investigation and (3) taken effective actions (i.e., shortening its firmware testing and implementation process) to prevent recurrence of similar Incident.</p> <p>Taking all factors into consideration, IMDA decided to impose a financial penalty of S\$27,000 on StarHub Mobile for the Incident.</p>