

<b>Title</b>	StarHub Mobile's Service Difficulty Incident on 23 March 2023 ("Incident")
<b>Case Opened</b>	23 March 2023
<b>Case Closed</b>	13 November 2024
<b>Complainant</b>	IMDA initiated this proceeding pursuant to the Code of Practice for Telecommunication Service Resiliency 2016
<b>Respondent</b>	StarHub Mobile Pte Ltd (referred herein as " <b>StarHub Mobile</b> ")
<b>Case Summary</b>	<p>On 23 March 2023, a disruption to StarHub Mobile's mobile data service affected up to 105,000 StarHub Mobile prepaid and post-paid subscribers for 1 hour and 25 minutes.</p> <p>The cause of the Incident was StarHub Mobile's non-adherence of Method Operating Procedure ("<b>MOP</b>") during a planned network connectivity migration exercise.</p>
<b>IMDA's Determination</b>	<p>IMDA has assessed that the Incident could have been prevented if StarHub Mobile had ensured strict adherence to its MOP during the migration exercise.</p> <p>IMDA notes that StarHub Mobile provided full cooperation and disclosure of facts for the Incident.</p> <p>Taking all factors into consideration, IMDA has decided to impose a financial penalty of \$13,000 on StarHub Mobile for the Incident.</p>