

Title	Singtel's Contravention of Section 4.4.1 of the Code of Practice for Competition in the Provision of Telecommunication Services 2012 (" TCC ")
Date of IMDA's Decision	7 October 2019
Licensee	Singapore Telecommunications Limited (" Singtel ")
Case Summary	<p>Singtel had submitted to IMDA that, due to staff oversight, it did not seek IMDA's prior approval before offering customised schemes to two of its customers:</p> <ul style="list-style-type: none"> (a) for customised 10GB Meg@POP IPVPN mLink Datapool service bundled with 600 free SIM cards at a customised speed of 7.2Mbps; and (b) for customised i-PhoneNet Executive Plan, Voicemail and Mobility Pack services <p>Based on established facts, IMDA finds that Singtel has contravened Section 4.4.1 of the TCC for failing to seek IMDA's approval prior to offering a customised scheme.</p>
IMDA's Determination	<p>In assessing the enforcement action, IMDA took into account all relevant factors, including the following:</p> <ul style="list-style-type: none"> (a) Singtel has proactively and voluntarily declared that it had overlooked these customised schemes, and has taken prompt action to correct the contraventions, as well as cooperated with IMDA in its investigations; (b) Singtel has since put in place measures to improve its oversight of its customised schemes and improved its handover routines. <p>IMDA imposed a \$20,000 financial penalty on Singtel for failure to seek IMDA's approval prior to offering the above customised schemes.</p>