

Title	Mediacorp's Service Difficulty Incident on 19 May 2018 ("Incident")
Case Opened	19 May 2018
Case Closed	2 December 2019
Complainant	IMDA initiated this proceeding pursuant to the Free-to-air Nationwide Television Service Licence ("Licence").
Respondent	Mediacorp Pte Ltd and Mediacorp TV Singapore Pte Ltd (referred herein collectively as "Mediacorp")
Case Summary	<p>On 19 May 2018 between 1707 hrs to 2020 hrs, a disruption to Mediacorp's broadcast service affected its analogue TV terrestrial over the air broadcast for 7 free-to-air TV channels, namely Channel 5, Channel 8, Channel U, Suria, Vasantham, Okto and CNA.</p> <p>The cause of the Incident was attributed to a damaged power cable in an Uninterruptible Power Supply ("UPS") unit, which resulted in an electrical surge that damaged the equipment used for analogue TV broadcast service.</p>
IMDA's Determination	<p>IMDA's investigation revealed that Mediacorp had, during a planned maintenance, made a configuration change resulting in the power of both its main and backup broadcast equipment being drawn from only one UPS power supply source. As a result, when there was an electrical surge on that UPS, both the main and backup broadcast equipment were damaged and affected the broadcast services.</p> <p>Accordingly, IMDA determined that Mediacorp had not exercised due care and diligence in the power planning of its equipment.</p> <p>Nevertheless, IMDA noted that Mediacorp had taken prompt action to inform its affected viewers about the service difficulty and that the impact was limited as the incident did not affect digital TV services.</p>

	Taking all factors into consideration, IMDA decided to impose a financial penalty of \$40,000 and \$35,000 on Mediacorp Pte Ltd and Mediacorp TV Singapore Pte Ltd respectively for the Incident.
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