

Title	Mediacorp's Service Difficulty Incident on 10 December 2018 ("Incident")
Case Opened	10 December 2018
Case Closed	24 February 2020
Complainant	IMDA initiated this proceeding pursuant to Mediacorp Pte Ltd and Mediacorp TV Singapore Pte Ltd's (referred herein collectively as "Mediacorp") Free-to-air Nationwide Television Service Licence ("Licence").
Respondent	Mediacorp
Case Summary	<p>Between 2322hrs on 10 December 2018 to 0032hrs on 11 December 2018, a disruption to Mediacorp's broadcast service affected its analogue and digital TV broadcast for 3 free-to-air TV channels, namely Vasantham, Channel 8 and Channel 5.</p> <p>The cause of the Incident was attributed to a fire in a Low Voltage ("LV") switchroom at Mediacorp Campus.</p>
IMDA's Determination	<p>IMDA determined that Mediacorp had not exercised due care in the humidity level in its LV switchroom. Traces of water condensation were found in the switchroom, which might have caused a short circuit situation that resulted in the fire occurrence.</p> <p>While Mediacorp had in place a backup solution, components of the backup solution for the affected channels were ineffective due to certain underlying faults.</p> <p>Thus, IMDA determined that the Incident could have been prevented, if Mediacorp had exercised due care in the monitoring of the humidity levels and ensured the effectiveness of its backup solution.</p> <p>Nevertheless, IMDA noted that Mediacorp had since taken prompt remedial actions, such as water-proofing of the surrounding walls in the switchroom and ensuring all the faulty backup equipment were replaced.</p>

	Taking all factors into consideration, IMDA decided to impose a financial penalty of \$25,000 and \$60,000 on Mediacorp Pte Ltd and Mediacorp TV Singapore Pte Ltd respectively for the Incident.
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