

Case Reference	R/E/I/149
Title	NetLink Trust's Service Difficulty Incidents on 26 April 2025 and 4 July 2025 (" Incidents ")
Case Opened	26 April 2025
Case Closed	28 July 2026
Complainant	IMDA initiated this proceeding pursuant to a Direction issued by IMDA to NetLink Trust on 12 June 2023.
Respondent	NetLink NBN Management Pte Ltd (in its capacity as trustee-manager of NetLink NBN Trust) and NetLink Management Pte Ltd (in its capacity as trustee of NetLink Trust) (referred herein as " NetLink Trust ")
Case Summary	On two occasions, 26 April 2025 and 4 July 2025, NetLink Trust contractors damaged live NetLink Trust cables during cable recovery works. The first incident affected 368 end-user connections for more than four hours, while the second incident affected 347 end-user connections for more than seven hours. IMDA's investigation found that both incidents could have been prevented, if NetLink Trust had taken all necessary measures to ensure that its contractors adhered to its standard operating procedures for cabling works. IMDA also took into account that NetLink Trust had since put in place additional measures to prevent a recurrence of such incidents, including additional contractor training and briefings to reinforce compliance with SOPs, enhanced checks on cable recovery works and strengthened monitoring measures for cable cut prevention.
IMDA's Determination	IMDA imposed a financial penalty of S\$15,000 on NetLink Trust.