



Information Note: Emergency Call Failures Investigation

Document: JCRA 20/23
Case No: T-024
Date: 29 October 2020

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Information Note

On 17 June 2020, the Jersey Competition Regulatory Authority (the Authority) opened an investigation under the *Telecommunications (Jersey) Law 2002* into a number of emergency call failures which occurred during early 2020.

During the period January to April 2020 there were a number of emergency call failures in Jersey, affecting different telecoms operators at various times.

As a result of these outages and information received, the Authority notified operators that it intended to undertake a formal investigation.

Draft directions were issued with a closing date for comments of 22 July 2020. Responses to those drafts are now under consideration by the Authority. If appropriate, final directions will be issued and published in due course.