



Information Note: 12 July Outage Investigation

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Information Note

On 22 July 2020, the Jersey Competition Regulatory Authority (the Authority) opened an investigation under the *Telecommunications (Jersey) Law 2002* into a major service incident which affected all JT Global (JT) services including emergency services on 12 July 2020.

On 12 July 2020 there was a major service incident in the JT network which affected all services. As a result of the outage, the Authority notified JT that it intended to undertake a formal investigation.

The Authority is considering whether it is appropriate to issue a Draft Direction, following which JT will have the opportunity to comment before any Final Direction is issued.

Further updates will be provided in due course.