



Information Note: Emergency Call Failures Financial Penalties

Document: JCRA 21/05
Date: 17 February 2021

Jersey Competition Regulatory Authority
2nd Floor, Salisbury House
1-9 Union Street
St Helier
Jersey JE2 3RF
Tel: +44 1534 514900
W: www.jcra.je

Information Note

On 12 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.

As a result of these outages and information received, the Authority carried out a formal investigation and a Final Decision was issued and published on 19 November 2020¹. This found that JT (Jersey) Limited and Sure (Jersey) Limited had both contravened Articles 14.1 and 2.4(a) of their Licences at various times during the period January to April 2020.

The Authority has the power to impose a financial penalty for such contraventions. It has issued draft Notices of its intention to do so to JT and Sure, who now have the opportunity to respond. The Authority will consider any representations it receives before issuing final Orders, which will be published in due course.

¹ www.jcra.je/cases/2020/t-024-emergency-call-failures-investigation/t-024-emergency-call-failures-investigation-final-decision/