



# Telecommunications (Jersey) Law 2002

Emergency call service outages in Jersey  
in early 2020

Order imposing a financial penalty on  
Sure (Jersey) Limited)

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## 1. Introduction

- 1.1 On 19 November 2020, the Jersey Competition Regulatory Authority (the **Authority**) issued a decision to give a Direction to each of JT (Jersey) Limited (**JT**) and Sure (Jersey) Limited (**Sure**) under Article 19(1) of the Telecommunications (Jersey) Law 2002 (the **Telecoms Law**) in relation to breaches of their respective licences under that Law. The breaches related to failure by each operator to provide emergency call services earlier in 2020, as required under such licences.
- 1.2 Article 19A of the Telecoms Law empowers the Authority to impose a financial penalty in addition to a Direction under Article 19(1). On 17 February 2021, the Authority published an Information Notice stating that it had issued draft Notices of its intention to impose a financial penalty on each of JT and Sure. Each of JT and Sure was entitled to make representation in respect of such draft Notices during the consultation period set out in Article 19A.
- 1.3 Sure has notified the Authority that it accepts the imposition of a financial penalty under Article 19A.
- 1.4 Accordingly, this is an order imposing a financial penalty pursuant to Article 1A) of the Telecoms Law on Sure.

## 2. Order

### ORDER

The Authority hereby orders a financial penalty on Sure (Jersey) Limited for the contravention of Licence Conditions 2.4(a) and 14 of the Class III Licence issued to Sure (Jersey) Limited in accordance with Article 19A of the Telecommunications (Jersey) Law 2002.

The level of that penalty is set at £135,000 (one hundred and thirty-five thousand pounds) and is to be paid in full to the Authority within 28 days of the date of the Order.

*By Order of the Board of the JCRA*

6 April 2021