



NEWS RELEASE

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Independent audit finds improvement in Sure emergency call systems

Telecom operator Sure has made significant progress in improving its systems following the failure of Jersey's emergency call service, an independent audit has found.

The Jersey Competition Regulatory Authority (the Authority) commissioned the review following its investigation into the reasons why calls to local emergency services failed on several occasions between January and April last year.

The initial investigation¹ concluded most of the significant underlying problems arose from failures on behalf of JT, but service-related weaknesses at Sure meant that its customers were also left without access to 999 calls for certain periods.

The audit team focused on two key issues: what caused the original loss of service; and what Sure have done subsequently to address the problems. The report concludes that Sure has made considerable efforts to eliminate the issues and makes several recommendations on future service management, reporting and responsibilities.

An audit was undertaken with JT last year, which led to that operator also putting in place new systems, processes, and procedures to avoid similar issues in the future.

Tim Ringsdore, CEO of the Authority said, "We are satisfied that Sure's actions have considerably reduced the chance of a similar loss of the 999 service in future, and

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

we will continue to work with them and other operators to implement new guidelines and reporting procedures to ensure Islanders can have deserved faith in the emergency call service.

“I must thank Sure for their active co-operation and engagement during the report’s production and subsequently.”

Alistair Beak, Acting Group CEO of Sure commented: “We are sorry that there was an issue with Sure’s emergency call service, and we are pleased the report highlights the considerable efforts made since last year to address any specific issues related to 999 services. Sure takes its responsibility for facilitating emergency calls extremely seriously, we are committed to providing our customers with robust and reliable services and we will continue to work with the JCRA on this matter.”

The Authority plans to introduce 999 guidelines in the future, which will set out expectations for the ongoing provision, availability, and management of emergency call services.

Ends

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NOTES TO EDITORS:

About The Jersey Competition Regulatory Authority:

The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The JCRA strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens and consumers facilitating best value, choice and access to high quality services.