



Telecommunications (Jersey) Law 2002

Information Note:

T-046 Investigation into Fixed and 4G Voice Outage on 28 July 2021 affecting JT (Jersey) Limited

Document No: JCRA 21/40

Date: 20 September 2021

Jersey Competition Regulatory Authority
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1. Information Note

1.1 The Jersey Competition Regulatory Authority (**Authority**) is investigating the outage on 28 July 2021 (**2021 Outage**) of:

- (a) the voice service on fixed lines, SIP Trunk and ISDN30; and
- (b) the voice and data service on 4G

in relation to certain subscribers on the telecommunications network operated by JT (Jersey) Limited (**JT**).

1.2 Pursuant to:

- (a) powers granted to the Authority under Article 23 of the Telecommunications (Jersey) Law 2002 (**Telecoms Law**); and
- (b) Condition 4.1 of the licence issued to JT under the Telecoms Law

the Authority has notified JT of the investigation and has requested that JT provides certain information.

1.3 Further information will be provided when available.

Case T-046: Fixed and 4G Voice Outage on 28 July 2021

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