



NEWS RELEASE

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JCRA to publish 999 Guidance for telecoms companies

The Jersey Competition Regulatory Authority (the Authority) is holding a consultation on the planned publication of 999 Guidance for telecoms companies that have a licence condition obligation to provide an emergency call service.

During 2020 and 2021 there have been several network failures which led to the ability to call the emergency services being either lost or reduced. Those issues have been dealt with by the Authority in conjunction with various operators and similar issues are unlikely to occur because of this intervention.

The Guidance includes details on expected network and system resilience and availability, on recommended approaches to designing, managing, and operating the 999 service and on reporting general service performance and incidents.

The Authority will use the guidance to evaluate any future service incidents and determine whether a telecoms operator could have done more to prevent the occurrence.

Tim Ringsdore, CEO of the Authority said, “The availability of an effective 999 service is critically important to us, given that islanders and visitors expect to rely on for their safety and security. We know that local telecoms operators understand this importance and have asked us to provide more clarity on the standards expected of them. The new 999 Guidance will provide this.”

In creating the guidance, the Authority has worked closely with the Government of Jersey, Justice and Home Affairs (JHA), the department responsible for providing and coordinating local emergency services.

JHA Director General Kate Briden said, “Having worked closely with the Authority investigating recent incidents involving 999 calls, we welcome this proposed new Guidance for consultation. Once finalised and published, the Guidance will play an important role, alongside information issued by the emergency services, in ensuring everyone can feel assured they have access to a reliable and effective emergency calls service whenever needed.”

The Authority welcomes comments and views on the proposed 999 Guidance from any interested parties. The consultation is open until 7 February 2022, after which the regulator will review and make any necessary changes for final publication.

Anyone interested in finding out more about the planned 999 Guidance or participating in the consultation can visit the Authority’s website at <https://www.jcra.je>, where information about the 999 incidents referred to above can also be viewed. **Ends**

Issued by ORCHID

Allan Watts

T: 01534 888994

E: allan@orchid.je

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.