



Telecommunications (Jersey) Law 2002

Case T-046: Fixed Line Voice and 4G Outage of network of JT (Jersey) Limited on 28 July 2021

INFORMATION NOTE: PROPOSED DIRECTIONS

Document No: JCRA 22/12

Date: 16 February 2022

Jersey Competition Regulatory Authority
2nd Floor Salisbury House, 1-9 Union Street,
St Helier,
Jersey, JE2 3RF
Tel 01534 514990
Web: www.jcra.je

Information Note: Proposed Directions

On 20 September 2021, the Jersey Competition Regulatory Authority (**Authority**), published an [Information Note](#) announcing that it was investigating the outage on 28 July 2021 (**2021 Outage**) of:

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

Following such investigation, with which JT cooperated, the Authority informed JT on 8 November 2021 that the Authority had determined that, in relation to the 2021 Outage, JT was in contravention of conditions 9 and 14 of its licence under the Telecommunications (Jersey) Law 2002 (**Telecoms Law**). JT has accepted this determination. The Telecoms Law provides that in the event of a contravention of a licence condition the Authority shall give a direction to the licensee to take steps, or specific steps, to ensure compliance with that condition.

The Authority has today provided to JT its proposed form of such directions and JT has the opportunity to make representation to the Authority, the deadline for doing so being 17:00 on 17 March 2022. The Authority will consider any representations and take further actions as appropriate.

ENDS

16 February 2022