



## NEWS RELEASE

13 April 2022

### **Competition Authority fines JT for network failure**

The Jersey Competition Regulatory Authority (the Authority) has fined JT (Jersey) Limited (JT) £90,000 in relation to a technical failure that caused an all-Island shut down of its telecom network in July 2020. The Authority has also issued Directions to JT in relation to the outage.

Although the fine could have been substantially greater, the Authority took into account the co-operation by JT with the Authority's investigation and the steps the company is taking to rectify several issues identified.

JT has undertaken to put in place a comprehensive programme to improve its network resilience and to report progress on a regular basis to the Authority over a five-year period

Tim Ringsdore, Chief Executive Officer of the Authority said, "This has been a long and complex investigation following an outage of the JT network that affected all consumers and businesses, including the failure of the essential 999 emergency call service.

“Throughout JT has worked with us to resolve the issues and to put in place a system of checks and balances that will improve its infrastructure, process and procedures and help it to meet best practice going forward.”

John Diamond, Interim CEO, JT commented, “JT accepts the final decision made by the JCRA on this important issue. We take any matters like this exceptionally seriously and have worked closely and productively with the JCRA through the process.

I would like to apologise again to our customers for the disruption, and to thank our teams who have carefully and collaboratively worked through the sequence of events which led to the problem in July 2020, to ensure it will not be repeated.”

**Ends**

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Issued by ORCHID

Allan Watts

T: 01534 888994

E: [allan@orchid.je](mailto:allan@orchid.je)

**NOTES TO EDITORS:**

**NB there will be no further comment on this media statement.**

**About The Jersey Competition Regulatory Authority:**

The Authority 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 Authority 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.

The JCRA is a member of the [International Institute of Communications](#).