



Telecommunications (Jersey) Law 2002

Information Note:

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

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1. Information Note

- 1.1 The Jersey Competition Regulatory Authority (**Authority**) has investigated 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 The Authority has found that, in relation to the 2021 Outage, JT contravened Conditions 9.1 and 14.1 of the licence issued to JT under the Telecommunications (Jersey) Law 2002 (**Telecoms Law**):
- (a) Condition 9.1 imposes an obligation to take all reasonable steps to ensure the integrity of JT's network; and
 - (b) Condition 14.1 imposes an obligation to provide a public emergency call service.
- 1.3 Accordingly, the Authority has given Directions to JT pursuant to Article 19(1) of the Telecoms Law, which Directions have been published today.

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

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