



## NEWS RELEASE

Thursday 30 June 2022

### **JCRA clarifies expectations of telecoms operators with publication of 999 Guidance**

The Jersey Competition Regulatory Authority (the Authority) has issued its final 999 Guidance for telecoms operators having completed a consultation on its planned publication. The purpose of the Guidance is to clarify expectations on telecoms operators that have a licence condition obligation to provide an emergency calls service. It also provides a framework against which the Authority can assess any future loss of the emergency call service in Jersey.

The Authority decided to develop and issue the Guidance following several earlier incidents leading to the loss or partial loss of the emergency call service. Its contents include statements on network reliability, responsibilities for service quality, expected emergency call answering standards and a framework for future service loss incident reporting.

Tim Ringsdore, Chief Executive of the Authority said: 'The availability of an effective 999 service is critically important to the Island, given that islanders and visitors expect to rely on it for their safety and security. We know that local telecoms operators understand this importance and have asked us for more clarity on the standards expected. Having now engaged with them on proposed Guidance, and incorporated feedback where appropriate, we're pleased to be issuing a final version.'

In creating the guidance, the Authority has worked closely with Justice and Home Affairs (JHA), the government department responsible for providing and coordinating local emergency services. The Authority expects to continue this cooperation in the future and work with local telecom operators to ensure the new guidance is used to ensure the highest possible standard of 999 service.

Anyone interested in finding out more about the planned 999 guidance or commenting through the consultation can visit the JCRA website at <https://www.jcra.je>. **Ends**

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## **NOTES TO EDITORS:**

### **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.