



Telecommunications (Jersey) Law 2002

Information Note:

T-027 Investigation into Outage on 12 July 2020 affecting JT (Jersey) Limited

Document No: JCRA 23/10

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1. Information Note

- 1.1 The Jersey Competition Regulatory Authority (**Authority**) investigated the near three-hour outage of the JT (Jersey) Limited (**JT**) network on the evening of 12 July 2020. As a result of the subsequent investigation, the Authority determined that JT had contravened its licence under the Telecommunications (Jersey) Law 2002 (**Telecoms Law**) and issued, inter alia, [Further Directions](#) on 17 March 2022.
- 1.2 The Authority has determined that JT has failed fully to comply with two elements of Further Direction 3, set out in paragraphs 3.6 and 3.7 respectively:
 - (a) *'JT implementing, maintaining, reviewing, updating, testing and complying with a security policy in relation to the Licensed Telecommunications Network and JT's corporate network in each case in accordance with current industry best practice; and*
 - (b) *'JT implementing, maintaining, reviewing, updating, testing and complying with a business continuity plan and a disaster recovery plan in relation to the Licensed Telecommunications Network, each in accordance with current industry best practice.'*
- 1.3 Subsequent to the issuing of the Further Directions, in relation to Case T-046 (the partial outage of JT's network on 28 July 2021) the Authority directed JT to complete and report on its compliance with a self-assessment Security Assurance Framework (**SAF**). Notwithstanding its determinations as set out in paragraph 1.2, for reasons of efficiency and proportionality, the Authority has determined that paragraphs 3.6 and 3.7 of Further Direction 3 (and the relevant reporting obligations under paragraphs 4.5 and 4.6 of Further Direction 4) be disapplied in that the relevant information is also required pursuant to the SAF.
- 1.4 Further information as to the continued application of the other provisions of Further Directions 3 and 4 will follow.

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