



Telecommunications (Jersey) Law 2002

Information Note:

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

Document No: JCRA 23/09

Date: 6 April 2023

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1. Information Note

- 1.1 The Jersey Competition Regulatory Authority (**Authority**) 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 4Gin relation to certain subscribers on the telecommunications network operated by JT (Jersey) Limited (**JT**).
- 1.2 The Authority 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 gave Directions to JT pursuant to Article 19(1) of the Telecoms Law, which Directions were published on 11 May 2022. The Directions included requirements:
 - (a) that JT should complete the deployment of an Asset Management System and Change Management Database by 31 December 2022 (and report on this to the Authority by 13 January 2023) (the **Deployment Direction**); and
 - (b) that JT should carry out a self-assessment against the specified Security Assurance Framework and provide a report to the Authority on specified dates, the most recent being 31 October 2022 (the **SAF Direction**).
- 1.4 The Authority has determined that:
 - (a) JT has failed to comply with the Deployment Direction in that it has failed to populate the Database by the due date will not be in a position to do so before 31 December 2023 (twelve months later than the due date); and
 - (b) the most recent report under the SAF Direction demonstrates substantial failure by JT to comply with the best practice requirements of the SAF and that 'JT's journey to full compliance seems likely to take 5+ years or beyond on current JT plans'.
- 1.5 The Authority has directed JT:
 - (a) in relation to the Deployment Direction, to complete the population of the Database by its revised target of 31 December 2023; and
 - (b) in relation to the SAF Direction, to complete a further report by 30 April 2023 and deliver such report to the Authority within 10 days of completion.

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

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