



# Telecommunications (Jersey) Law 2002

## Information Note:

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

Document No: JCRA 23/21

Date: 22 May 2023

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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 On 6 April 2023 the Authority issued an [Information Note](#) stating, inter alia, that it had determined that Further Directions paragraphs 3.6 and 3.7 (and the relevant reporting provisions) be disapplied as the relevant information would thenceforth be provided pursuant to the self-assessment Security Assurance Framework (**SAF**) which JT is obliged to undertake<sup>1</sup>.
- 1.3 Subsequently, the Authority has determined that the other paragraphs in Further Direction 3 have either been complied with or are also to be disapplied on the basis that the information will be provided pursuant to the SAF, with the exception of paragraph 3.5:

*‘JT implementing, maintaining, reviewing, updating and complying with an obsolescence and support policy no less stringent than the document of that name dated 30 December 2021 and with reference JTGISP331;’.*

and the corresponding reporting obligation under paragraph 4.4 (which wrongly refers to paragraph 3.4). The Authority determined that Further Directions paragraphs 3.5 and 4.4 should continue to apply until the later of:

- (a) 31 December 2023; and
- (b) the full compliance by JT with the following provision of [Direction 1](#) given by the Authority to JT on 6 May 2022 in relation to Case T-046 (Fixed Line Voice and 4G Outage of network on 28 July 2021):

*‘Complete the deployment of an Asset Management System and Change Management Database and confirm to the Authority’.*

Case T-027: Outage on 12 July 2020

Information note issued: 22 May 2023

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<sup>1</sup> Pursuant to the Direction referred to in paragraph 1.3(b) of this Information Note