



## **MEDIA STATEMENT**

06 November 2023

### **Competition Authority fines JT for network failure**

JT (Jersey) Limited (**JT**) has been fined £380,000 by the Jersey Competition Regulatory Authority (the **Authority**) for contraventions of its licence conditions<sup>1</sup>.

Following investigation, the Authority concluded JT had failed to take all reasonable steps, within its control, to ensure the integrity of its network. This caused Jersey's public emergency service call service to be unavailable to the public, for 57 minutes, from all landlines and the majority of mobiles<sup>2</sup>. The performance and security of Jersey's public emergency call service is critically important. Therefore, in the interests of the safety and security of Jersey's public, the Authority determined it necessary and proportionate to issue a financial penalty.

Tim Ringsdore, CEO of the Authority said, *"JT has cooperated with the Authority throughout its investigation and continues to work constructively with the Authority in relation to its ongoing programme of works."*

A spokesperson from JT said *"JT is part way through several programmes of work which will transform and modernise Jersey's networks providing best of class resilience and capability"*

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<sup>1</sup> JT is licensed under the Telecommunications (Jersey) Law 2005 to run a telecommunications system in Jersey.

<sup>2</sup> 50% of JT mobile services and 100% of Other Licensed Operator mobile services were impacted.

The Authority's Final Decision and the Penalty Order has been published on its website.

**ENDS**

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Issued by **ORCHID**

Allan Watts T: 01534 888994 E: [allan@weareorchid.com](mailto:allan@weareorchid.com)

## **NOTES TO EDITORS:**

### **Background information**

#### **JT's Licence Obligations**

JT's regulatory obligations are set out as conditions in the licence issued to it by the Authority under the Telecommunications (Jersey) Law 2002. In this case, the Authority determined JT had contravened the following conditions of its licence:

- Licence condition 9.1 (the obligation to take all reasonable steps to ensure the integrity, e.g., resilience and reliability, of its network);
- Licence condition 14.1 (the obligation to provide a public emergency call service);
- Licence condition 14.3 (the obligation to provide a public emergency call service to Other Licensed Operators); and
- Licence condition 16.1 (the obligation to provide a public emergency call service from public telephone call boxes, owned and operated by JT).

#### **Financial penalties under the Law**

Article 19A of the Telecoms Law provides that where a Licensee has contravened or is contravening a licence condition, the Authority may, in addition to, or in place of a Direction or other remedies,

*“Make an order imposing a financial penalty on the Licensee for the contravention.”*

The maximum penalty that can be imposed is 10% of turnover during the period that the licensee was in contravention of its licence condition(s), to a maximum of three years.

The Authority has previously fined JT on three occasions for eight previous service incidents since 2020, all with an impact on Jersey's public emergency call service. In April 2021 the Authority fined JT £675,000 following failures of its network between January and April 2020. On six occasions, to varying degrees, these failures

negatively impacted Jersey's public emergency call service. A two further financial penalties followed in March 2022 (£90,000) and in June 2022 (£45,000).

**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.