



## NEWS RELEASE

12 February 2024

### **Regulator concludes its investigation into 999 call failure in Jersey**

**The Jersey Competition Regulatory Authority (the Authority) determined the call failure demonstrates serious regulatory contraventions by JT (Jersey) Limited (JT).**

At 00:00am on 9 December 2022, an outage occurred on JT's emergency call handling platform which resulted in a two-hour period where JT was unable to answer any emergency service calls, regardless of the originating operator. JT attempted to invoke its back up procedure and pass emergency calls to the Emergency Services Control Centre, but this was not successful until 02:00am. During this time, JT arranged for Jersey Police to call back any unsuccessful emergency service callers.

The incident was considered sufficiently serious to warrant investigation by the Authority, which concluded the incident demonstrated contraventions by JT of conditions set out its licence issued under the Telecommunications (Jersey) Law 2002.

Tim Ringsdore CEO of the Authority said, *“Emergency service calls, by their nature, are urgent. Whilst JT arranged for unsuccessful callers to be contacted by the Police, any delay in the emergency services response has the potential to exacerbate an already serious situation.*

*“Since the incident, JT has taken numerous steps to improve the Jersey’s public emergency call service including the migration of the call handling to a new platform and the active*

*participation in Jersey's 999 liaison committee. Due to this work, the Authority decided not to impose a direction or a financial penalty on JT in this case."*

## **Ends**

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### **Issued by ORCHID**

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### **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 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).

#### **Previous regulatory action:**

Article 19 of the Telecoms Law provides the Authority with powers to issue a direction and/or a financial penalty where it is satisfied that a licensee is in contravention of a condition contained in a licence. The Authority has previously issued JT with directions and has fined JT on four previous occasions for nine previous service incidents since 2020, all with an impact on Jersey's public emergency call service.

**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.