



NEWS RELEASE

DATE 2 April 2024

## **Telecoms regulator plans 999 guidance update following emergency call service developments**

**The Jersey Competition Regulatory Authority (The Authority) is consulting on plans to update its guidance issued to local telecoms operators explaining expectations on providing the Island's vital 999 emergency calls service.**

The update follows the recent creation of a new code of practice between telecoms operators and the Emergency Services, which include the police, ambulance, fire service and marine rescue, establishing a framework of expectations on all parties. This has been jointly developed by organisations involved in the provision of the Island's 999 service.

Licences issued to local telecoms operators include a condition ensuring that Islanders and visitors can make 999 calls at all times. Following several earlier service incidents, the Authority provided supplementary guidance in 2022 to help ensure a fuller understanding of expectations on the provision of the emergency calls service. Subsequently, a group comprising representatives of telecoms operators and the Emergency Services have created a new code of practice, which elaborates on arrangements between them to ensure the effectiveness of processes and procedures involved in handling 999 calls.

The proposed changes to the Authority's 999 guidance reflect the new code of practice and clarify expectations relating to some of its provisions. This includes an update clarifying obligations on local telecoms operators to ensure they provide an end-to-end emergency call service connecting users to the police, ambulance, fire service and marine rescue.

**Tim Ringsdore, CEO of the Authority** said, “There’s been real collective progress made recently towards ensuring Jersey’s emergency calls service is as reliable and effective as possible, with the new code of practice an important element in helping achieve this. Our 999 guidance has a key role in maintaining expectations on standards and reinforcing obligations. While fairly minor, the proposed changes will help ensure continued understanding and consistency.”

The consultation containing the proposed updated 999 guidance is available under Open Cases on the Authority's website – [jcra.je](http://jcra.je). Responses are welcome before 31 May 2024, which the Authority will consider before issuing final guidance.

**Ends**

---

**Issued by ORCHID**

Allan Watts T: 01534 888994 E: [allan@orchid.je](mailto:allan@orchid.je)

## **NOTES TO EDITORS:**

### **About emergency calls service**

The ability to dial a short single number to call the police, ambulance, fire service or marine rescue is key for the safety and security of Jersey’s citizens and visitors. Given this, the performance and security of a Public Emergency Call Service is critically important to the Authority. The Class II and Class III licences issued by the Authority to certain local telecoms operators require them to provide an emergency call service that enables users to communicate with the police, ambulance, fire service or marine rescue by calling 112 or 999.

### **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.