



Clear Mobitel (Jersey) Limited

Update to guidance on the provision
of a public emergency call service (C-T116)

May 2024

Introduction

Clear Mobitel (Jersey) Limited ('CMJ') is a licensed telecommunications operator in Jersey and holds spectrum intended for deployment with 4G/5G technologies.

Response to Consultation

Consultation Question 1:

Do you agree with the proposed update in Section 1 to accommodate certain points contained in the agreement between parties responsible for providing the Island's emergency call handling service? If not, please explain why.

CMJ has reviewed the proposed changes and agrees with the proposed amendments. Access to emergency services is a licence obligation and thus all necessary steps to ensure prompt and efficient connection should be provided.

Consultation Question 2

Do you have any comments on the proposed update to Section 2 to restate end-to-end obligations on providing a PECS following changes in the technical platform arrangements?

CMJ notes that the ES connection must be completed via the necessary RIO to the Class III operator, therefore it is essential to ensure the integrity of this connection which carries other traffic in any case.

Consultation Question 3

Do you agree with the proposed update to Section 3 incorporating guidance on the use of automated answer/response systems? If not, please explain why.

CMJ agrees that automated responses to emergency calls should be avoided, however it also acknowledges that in certain cases (such as an explosion which could result in a sudden spike in emergency traffic) an automated response is preferable to an unanswered call.

Consultation Question 4

Do you have any comments on the proposed update to Section 3 to include a reference to the CHA / ES technology platform and clarify associated expectations on LOs?

As a Class II operator CMJ would expect this provision to be handled by the Class III licensee. However, CMJ would expect to be informed of any changes to the ES platform that affected interconnection via the RIO to be promptly advised.

For the avoidance of doubt, this document may be published in its entirety.

Clear Mobitel (Jersey) Limited

Jersey Competition Regulatory Authority
2nd Floor Salisbury House
1-9 Union Street
St Helier
Jersey
JE2 3RF