



Jersey Airtel Limited's (JAL's) response to Jersey Competition Regulatory Authority's (JCRA's) "Case T-116: Update to guidance on the provision of a public emergency call service - Proposal for consultation", published on 2 April 2024.

Via email to: tim.ringsdore@jcra.je; Ian.Ronayne@jcra.je & info@jcra.je

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.*

Response: The proposed update in Section 1 is aimed at acknowledging the new code of practice developed by the Justice and Home Affairs (JHA) department. This update is crucial as it ensures that the guidance reflects the collaborative efforts and agreed-upon standards among all parties involved in providing the emergency call handling service. It enhances the clarity and relevance of the guidance, aligning it with the current practices and expectations. Therefore, the update is appropriate and beneficial for maintaining a high standard of emergency call handling service.

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?*

Response: No comment.

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.*

Response: The incorporation of guidance on automated answer/response systems in Section 3 addresses an important aspect of modern call handling technology. Automated systems can improve efficiency and response times; however, they must be implemented with caution to ensure they do not compromise the quality of service or delay emergency responses. The guidance helps clarify how these systems should be used and what standards they must meet. Agreeing with this update is crucial to balance technological benefits with service reliability and effectiveness.

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?*

Response: The inclusion of references to the CHA / ES technology platform in Section 3 and the clarification of expectations for licensed operators is a positive update. This update helps in setting clear expectations, promoting uniformity, and enhancing the overall efficiency and reliability of the emergency call service. It is a necessary step to integrate new technologies smoothly into the existing regulatory framework.

Jersey Airtel Limited
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