



NEWS RELEASE

21 November 2024

Regulator concludes investigation into mobile network incidents

The Jersey Competition Regulatory Authority (the Authority) has completed its investigation into a series of incidents affecting the mobile network of Sure (Jersey) Limited ('Sure'). The investigation identified potential risks to emergency service calls which demonstrate regulatory contraventions. However, in light of the steps taken by Sure in response to the investigation, no further action will be taken.

Between 5 May 2023 and 3 July 2023, Sure experienced 18 network disruptions totaling almost five hours of service downtime, impacting approximately 50% of Sure's mobile customer base, during each incident.

The Authority's investigation focused on the potential impact of these disruptions on emergency service calls. For affected customers active calls to 999 at the time of the incidents would have been impacted, and any attempts to connect to the emergency services would have failed. Impacted customers would have needed to use alternative methods, such as landlines or other mobile networks, to reach emergency services.

However, based on the information provided by Sure, only test calls were impacted during these incidents, and no emergency calls from the public are believed to have been affected.

The Authority's investigation concluded that these incidents demonstrated contraventions by Sure of three of its licence conditions set out under the Telecommunications (Jersey) Law

2002. In response to the Authority's investigation, Sure has taken a number of steps to improve its awareness and handling of such incidents and to prevent similar in the future. In light of this, the Authority has determined that no further action is required.

Tim Ringsdore, CEO of the Authority, commented: "The Authority treats any incidents which impact emergency service calls with the utmost seriousness. Although no calls from the public were affected in this case, the frequency and duration of these incidents raised significant concerns. In response to our investigation Sure has since implemented several measures to enhance its response to network issues and committed to further improvements to prevent similar occurrences. Based on these actions, the Authority has decided not to take further action against Sure at this time.

We appreciate Sure's proactive engagement throughout the investigation."

Ends

Issued by ORCHID

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NOTES TO EDITORS:

Sure's Licence Obligations:

Sure'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 Sure had contravened the following conditions of its licence:

- Licence condition 2.5(a) (the obligation to notify the Authority of any fact or event likely to materially affect compliance with 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); and
- Licence condition 14.1 (the obligation to provide a public emergency call service at any time).

Telecommunications Law (Jersey) Amendment Regulations 2024 (Telecoms Security):

Changes to the Telecommunications Law, as agreed by the States of Jersey in its meeting of 10 September 2024, will give the Authority broader powers and tougher sanctions to ensure that the communications networks and services that customers rely on in Jersey are being deployed and operated according to security best practice which includes resilience. Whilst this investigation has taken place under existing powers, the Authority plans to start seeking to ensure Operators are compliance with the updated law when in force and is actively engaged with Government of Jersey and Operators in anticipation of this.

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.