


Message # 1

Message Key: 0003138901B7669C9D4B1575D0399A9E8E0DA8E8 

From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>
Cc: John Refault <J.Refault@gov.je>, [REDACTED]
Subject: FW: BCM event - Cable [REDACTED]
Date: Tuesday, November 29, 2016 07:04 GMT
Attachments: DA809A42-8DCE-4DF6-AE64-BB5E3C4F232C.png (317.1 KB), JT_cable_damage_final.pdf (677.6 KB)

Good morning Senator Maclean

We have a major incident on our hands as a result of a ship dragging its anchor along the seabed and cutting our three [REDACTED] cables [REDACTED]. We have worked throughout the night to route all services via the submarine cable to France [REDACTED].

Customers will see some disruption to services in terms of reduced performance, given we are pushing all of our traffic across the French link and the likelihood of congestion on that link has therefore increased.

The attached press release has now been issued to the media and interviews are being given to highlight the incident and make customers aware of the potential impact on their services.

The specialist team that fixes these submarine cable has been mobilised, but it will likely be 7 – 10 days before all of that work is complete. The last time we had a cable break was January 2016 and details are as follows:
<http://www.bbc.co.uk/news/world-europe-jersey-35370155>

This is a more complex job this time because of the number of cables cut, which in total includes more than just the JT cables (the ship continued after cutting our cable to damage other cables too).

Further updates will follow in due course, but should you have any questions then please do not hesitate to get in touch.

Regards,

[REDACTED]

[url.png] Image/attachment removed - Article 26 applied

From: [REDACTED]@jtglobal.com [REDACTED]
Date: Tuesday, 29 November 2016 06:16
To: [REDACTED] >>
Cc: [REDACTED]
Subject: RE: BCM event - Cable [REDACTED]

Morning,

Attached is the media statement that has now been released via [REDACTED] and the service impact document that had been shared with SMC, Shop and the Call Centre.

The JT website and JT Facebook page will also be populated with the media statement.

Technical teams will be briefed for the day ahead and be ready to assist with any impacts.

We expect higher than normal call numbers into the Call Centre and SMC. IVR messaging will be considered under high volume if required.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 29 November 2016 04:46
To: [REDACTED]
Subject: RE: BCM event - Cable [REDACTED]

Team,

Update on situation.

The work is now complete with [REDACTED] for the IP peering so should be able to supply Broadband services without any degradation of service.

Issues still expected on some voice, PDQ's and Fax services along with TDM private circuits.

Communications will be placed in SMC, Call centre, Web site and Facebook content to detail the cable damage.

Next update will follow at 07:00

Regards,

[REDACTED]
From: [REDACTED]
Sent: 29 November 2016 03:04
To: [REDACTED]
Subject: RE: BCM event - Cable [REDACTED]

Team,

Update on situation.

Work with [REDACTED] progressing with IP peering and should be complete by morning.

Intermittent issues expected on Voice, PDQ and fax machines that have been moved to IP from TDM.

Communication message ready to release first thing in the morning to internal and external parties.

Next update will be at 05:00.

Regards,

[REDACTED]
From: [REDACTED]
Sent: 29 November 2016 00:36
To: [REDACTED]
Subject: RE: BCM event - Cable [REDACTED]

Team,

Update on situation.

Discussion underway with [REDACTED] for IP peering to release any pressure on broadband services tomorrow.

Also in discussion about expanding CIEG capacity for TDM through France and into London.

Likely ship dragging anchor as cause but yet to be confirmed by BT

So far SMC and Call centre with no increased calls with Social Media clear.

Communication message will be ready to release early tomorrow morning.

Next Update will be at 03:00.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 28 November 2016 23:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: BCM event - Cable [REDACTED]

Team,

Update on situation.

Contact centre have been pre warned of any implications for start of day tomorrow.

Heath call out engineer has been contacted to provide details in case any implication with Health services.

Ekit call centre have seen no implications with in bound issues.

Wholesale signalling traffic yet to see any impacts.

Comms message in place in SMC.

It has become clear that [REDACTED] have also had an impact on [REDACTED]

External communications getting drafted by external agency and will be refined before 06:00 tomorrow morning.

Next update will follow in 60 minutes.

Regards,

[REDACTED]

From: [REDACTED]
Sent: 28 November 2016 22:30
To: [REDACTED]
Subject: BCM event - Cable [REDACTED]

Team,

BCM has invoked for Cable [REDACTED]

Cable [REDACTED] impacted at 16:00 today with confirmed break with Cable [REDACTED] following with suspected break at 21:15.

BT team engaged to investigate damage on cable [REDACTED] and measure distance to any impacts.

The CIEG cable is taking IP traffic and some TDM traffic through France and on to London.

Initial actions are to reduce consumer broadband and focus on priority traffic.

Communication plan will be built and external advice PR agency used.

Business, wholesale and consumer customers will be impacted.

Next update to follow in 60 minutes.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
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JT, 24 High Street, St Peter Port, Guernsey, GY1 2JU, Registered Company no. 39971
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----- End Of Message -----

Message # 2

Message Key: 0003138953EAFDB1DBEA0BEF9A4D68C66C9EE0F5
From: [REDACTED]@jtglobal.com>
To: John Refault <J.Refault@gov.je>
Cc: Alan Maclean <A.Maclean@gov.je>, [REDACTED]
Subject: Re: BCM event - [REDACTED]
Date: Tuesday, November 29, 2016 07:20 GMT



John

Please do not send the attached email more widely. If you are intending on issuing to States Members, let me send you a fresh clean copy. I will do that now.

Regards,

[REDACTED]
On 29/11/2016 07:13, "John Refault" <J.Refault@gov.je> wrote:

[REDACTED]
>Many thanks for the info and will circulate to all States Members this
>morning.
>John R
>
>John Refault
>Constable St Peter
>Assistant Minister Health, Social Services and Treasury
>
>
>On 29 Nov 2016, at 07:04, [REDACTED]
[REDACTED]@jtglobal.com>>
>wrote:
>
>Good morning Senator Maclean
>
>We have a major incident on our hands as a result of a ship dragging its
>anchor along the seabed and cutting our [REDACTED] cables
[REDACTED]
[REDACTED]. We have worked throughout the night to route all
>services via the submarine cable to France ([REDACTED])
[REDACTED]

>
>Customers will see some disruption to services in terms of reduced
>performance, given we are pushing all of our traffic across the French
>link and the likelihood of congestion on that link has therefore
>increased.
>
>The attached press release has now been issued to the media and
>interviews are being given to highlight the incident and make customers
>aware of the potential impact on their services.
>
>The specialist team that fixes these submarine cable has been mobilised,
>but it will likely be 7 - 10 days before all of that work is complete.
>The last time we had a cable break was January 2016 and details are as
>follows:
><http://www.bbc.co.uk/news/world-europe-jersey-35370155>
>
>This is a more complex job this time because of the number of cables cut,
>which in total includes more than just the JT cables (the ship continued
>after cutting our cable to damage other cables too).
>
>Further updates will follow in due course, but should you have any
>questions then please do not hesitate to get in touch.
>
>Regards,
>
>
>
><DA809A42-8DCE-4DF6-AE64-BB5E3C4F232C.png>
>
>
>From: [REDACTED]
>[REDACTED]
>Date: Tuesday, 29 November 2016 06:16
>To: [REDACTED]
>[REDACTED]
>[REDACTED]
>Subject: RE: BCM event - Cable [REDACTED]
>
>Morning,
>
>Attached is the media statement that has now been released via [REDACTED]
>[REDACTED] and the service impact document that had been shared with SMC,
>Shop and the Call Centre.
>
>The JT website and JT Facebook page will also be populated with the media
>statement.
>
>Technical teams will be briefed for the day ahead and be ready to assist
>with any impacts.
>
>We expect higher than normal call numbers into the Call Centre and SMC.
>IVR messaging will be considered under high volume if required.
>
>Regards,
>
>
>
>From: [REDACTED]
>Sent: 29 November 2016 04:46

>To: [REDACTED]
[REDACTED]
[REDACTED]
>Subject: RE: BCM event - Cable 8 and 9
>
>Team,
>
>Update on situation.
>
>The work is now complete with [REDACTED] for the IP peering so should be able
>to supply Broadband services without any degradation of service.
>
>Issues still expected on some voice, PDQs and Fax services along with
>TDM private circuits.
>
>Communications will be placed in SMC, Call centre, Web site and Facebook
>content to detail the cable damage.
>
>Next update will follow at 07:00
>
>Regards,
>

[REDACTED]
[REDACTED]
>Sent: 29 November 2016 03:04

>To: [REDACTED]
[REDACTED]
[REDACTED]
>Subject: RE: BCM event - Cable [REDACTED]
>
>Team,
>
>Update on situation.
>
>Work with [REDACTED] progressing with IP peering and should be complete by
>morning.
>
>Intermittent issues expected on Voice, PDQ and fax machines that have
>been moved to IP from TDM.
>
>Communication message ready to release first thing in the morning to
>internal and external parties.
>
>Next update will be at 05:00.
>
>Regards,
>

[REDACTED]
>
>From: [REDACTED]
>Sent: 29 November 2016 00:36

>To: [REDACTED]
[REDACTED]
[REDACTED]
>Subject: RE: BCM event - Cable [REDACTED]
>
>Team,
>
>Update on situation.
>
>Discussion underway with [REDACTED] for IP peering to release any pressure on
>broadband services tomorrow.

>
>Also in discussion about expanding CIEG capacity for TDM through France
>and into London.
>
>Likely ship dragging anchor as cause but yet to be confirmed by BT
>
>So far SMC and Call centre with no increased calls with Social Media
>clear.
>
>Communication message will be ready to release early tomorrow morning.
>
>Next Update will be at 03:00.
>
>Regards,
>
[REDACTED]
>
>From: [REDACTED]
>Sent: 28 November 2016 23:30
>To: [REDACTED]
[REDACTED]
[REDACTED]
>Subject: RE: BCM event - Cable [REDACTED]
>
>Team,
>
>Update on situation.
>
>Contact centre have been pre warned of any implications for start of day
>tomorrow.
>
>Heath call out engineer has been contacted to provide details in case any
>implication with Health services.
>
>Ekit call centre have seen no implications with in bound issues.
>
>Wholesale signalling traffic yet to see any impacts.
>
>Comms message in place in SMC.
>
>It has become clear that [REDACTED] have also had an impact on Cable [REDACTED]
>
>External communications getting drafted by external agency and will be
>refined before 06:00 tomorrow morning.
>
>Next update will follow in 60 minutes.
>
>Regards,
>
[REDACTED]
>
>
>
>From: [REDACTED]
>Sent: 28 November 2016 22:30
>To: [REDACTED]
>Subject: BCM event - Cable [REDACTED]
>
>Team,
>
>BCM has invoked for Cable [REDACTED]
>
>Cable [REDACTED] impacted at 16:00 today with confirmed break with Cable [REDACTED]

>following with suspected break at 21:15.

>

>BT team engaged to investigate damage on cable [REDACTED] and measure

>distance to any impacts.

>

>The CIEG cable is taking IP traffic and some TDM traffic through France

>and on to London.

>

>Initial actions are to reduce consumer broadband and focus on priority

>traffic.

>

>Communication plan will be built and external advice PR agency used.

>

>Business, wholesale and consumer customers will be impacted.

>

>Next update to follow in 60 minutes.

>

>Regards,

>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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>8PB

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><JT_cable_damage_final.pdf>

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>*****

>*****

----- End Of Message -----

Message # 3

Message Key:	00031389E8A75EC051BEA3DD645BCF40ECC84AA7	
From:	[REDACTED]@jtglobal.com>	
To:	"a.maclean@gov.je" <a.maclean@gov.je>	
Cc:	[REDACTED] John	
Subject:	Refault <J.Refault@gov.je>	
Date:	Service incident on submarine cables	
Attachments:	Tuesday, November 29, 2016 07:24 GMT	
	JT_cable_damage_final.pdf (677.6 KB), DA809A42-8DCE-4DF6-AE64-BB5E3C4F232C.png (317.1 KB)	

Good morning Senator Maclean

We have a major incident on our hands as a result of a ship dragging its anchor along the seabed and cutting our [REDACTED] cables [REDACTED] We have worked throughout the night to route all services via the submarine cable to France [REDACTED]

Customers will see some disruption to services in terms of reduced performance, given we are pushing all of our traffic across the French link and the likelihood of congestion on that link has therefore increased.

The attached press release has now been issued to the media and interviews are being given to highlight the incident and make customers aware of the potential impact on their services.

The specialist team that fixes these submarine cable has been mobilised, but it will likely be 7 – 10 days before all of that work is complete. The last time we had a cable break was January 2016 and details are as follows:
<http://www.bbc.co.uk/news/world-europe-jersey-35370155>

This is a more complex job this time because of the number of cables cut, which in total includes more than just the JT cables (the ship continued after cutting our cable to damage other cables too).

Further updates will follow in due course, but should you have any questions then please do not hesitate to get in touch.

Regards,

[REDACTED]

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Message # 4

Message Key: 00031389CFF2ED45233292434B5B9BCB51AE886B

From: [REDACTED]@jtglobal.com>
To: John Refault <J.Refault@gov.je>
Cc: Alan Maclean <A.Maclean@gov.je>
Subject: Re [REDACTED]
Date: Tuesday, November 29, 2016 07:55 GMT



About [REDACTED] across from the [REDACTED] and about [REDACTED] deep.

> On 29 Nov 2016, at 07:47, John Refault <J.Refault@gov.je> wrote:

>

> [REDACTED]

> In case we get the question, were the cables cut in [REDACTED] or [REDACTED] location.

> John R

>

> John Refault

> Constable St Peter

> Assistant Minister Health, Social Services and Treasury

>

>

> On 28 Nov 2016, at 23:39, [REDACTED]@jtglobal.com<mailto:[REDACTED]@jtglobal.com>> wrote:

>

>

>
> *****
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Message # 5

Message Key: 000313898147205C21C6DD46B0FF8678FBB4745B
From: Alan Maclean <A.Maclean@gov.je>
To: [REDACTED]@jtglobal.com>
Cc: John Refault <J.Refault@gov.je>
Addressed To: j.refault@gov.je, [REDACTED]@jtglobal.com
Subject: Re: [REDACTED]
Date: Tuesday, November 29, 2016 09:50 GMT



[REDACTED]
Thanks for all your information to date.

Can you confirm how many cables there are in total and to what extent these cope with the loss of the [REDACTED] damaged cables?

How is the cost of the damage covered? Is it by insurance? Is there an estimated cost of repair at this stage? Will there be a liability to the ship

operator or owner?

Many thanks,

Alan

Sent from my iPhone

> On 29 Nov 2016, at 7:55 am, [REDACTED]@jtglobal.com> wrote:

>

> About [REDACTED] across from [REDACTED], and [REDACTED] deep.

>

[REDACTED]

>

>

>

>> On 29 Nov 2016, at 07:47, John Refault <J.Refault@gov.je> wrote:

>>

[REDACTED]

>> In case we get the question, were the cables cut [REDACTED] or [REDACTED] location.

>> John R

>>

>> John Refault

>> Constable St Peter

>> Assistant Minister Health, Social Services and Treasury

>>

>>

>> On 28 Nov 2016, at 23:39, [REDACTED]@jtglobal.com [REDACTED]@jtglobal.com>> wrote:

>>

>>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

>>
>> On 28/11/2016 21:37, "John Refault" <J.Refault@gov.je<mailto:J.Refault@gov.je>> wrote:

>> John R

>>

>> John Refault

>> Constable St Peter

>> Assistant Minister Health, Social Services and Treasury

>>

>>

>> *****

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>> *****


>>

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website: www.jtglobal.com<<http://www.jtglobal.com>>

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Message # 6

Message Key:	0003138978BB2B5B79FA1D8A3B918A27BAE9F5AA	
From:	[REDACTED]@jtglobal.com>	
To:	"a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>	
Cc:	[REDACTED]	
Subject:	FW: Latest update re: cable incident	
Date:	Wednesday, November 30, 2016 00:29 GMT	
Attachments:	JT_cable_update 301116.pdf (142.4 KB)	

FYI, any questions then please let me know.

Regards,

From: [REDACTED]@jtglobal.com<[REDACTED]@jtglobal.com>>
Date: Wednesday, 30 November 2016 00:27

m>>,

Subject: Latest update re: cable incident

Good morning

The latest position is set out in the attached short media release, which has now been issued. Overall, no further incidents to report and traffic peaks yesterday remained within the available capacity so there was no contention of services for customers. Only a handful of customer queries were received yesterday, all of which were handled satisfactorily.

We are obviously remaining in a state of high alert while the work on fixing the cables progresses.

Any questions, please let me know.

Kind regards,


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----- End Of Message -----

Message # 7

Message Key: 00031389996B60D58AB205CC0368C9AED982D62C 
From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Latest updated re: cables incident
Date: Wednesday, November 30, 2016 23:59 GMT

FYI, and let me know if you've any questions.

Regards,

From: [REDACTED]@jtglobal.com [REDACTED]@jtglobal.com>>
Date: Wednesday, 30 November 2016 23:58

Subject: Latest updated re: cables incident

Good evening

Not a great deal to report (which is good news in itself), but would highlight the following:

1. This evening's maximum broadband usage was [REDACTED] of total capacity available and no limitations were imposed on customers;
2. All other services also operating as expected, with no further issues reported from any customers today;
3. Cable ship now on site, with one end of the break recovered and buoyed off. They now move to locating and buoying off the second end of the break.

4. There is still a lot of work left to fix the cable, finding and buoying off the ends is just the start, and the estimated fix time remains at Sunday 4 December;

Any questions, please let me know.

Regards,

JT, PO Box 53, No 1 The Forum, Grenville Street, St Helier, Jersey, JE4 8PB
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[cid:06F0B004-BA4D-46E0-816C-8B3A814E36C2] Image/attachment removed - Article 26 applied

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Message # 8

Message Key: 0003138931DBDBCACE86797704E4FB8A231E783F 
From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Latest updated re: cables incident
Date: Thursday, December 01, 2016 00:04 GMT
Attachments: 06F0B004-BA4D-46E0-816C-8B3A814E36C2.png (2.7 MB)

FYI (picture wasn't forwarded in previous note).

From: [REDACTED]@jtglobal.com [REDACTED]@jtglobal.com>>
Date: Wednesday, 30 November 2016 23:58

Subject: Latest updated re: cables incident

Good evening

Not a great deal to report (which is good news in itself), but would highlight the following:

1. This evening's maximum broadband usage was [REDACTED] of total capacity available and no limitations were imposed on customers;
2. All other services also operating as expected, with no further issues reported from any customers today;
3. Cable ship now on site, with one end of the break recovered and buoyed off. They now move to locating and buoying off the second end of the break.

4. There is still a lot of work left to fix the cable, finding and buoying off the ends is just the start, and the estimated fix time remains at Sunday 4 December;

Any questions, please let me know.

Regards,

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Message # 9

Message Key: 000313894923564B6FCF90A152965B8B3F4C85F9 

From: [REDACTED]@jtgglobal.com>

To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>

Cc: [REDACTED]

Subject: FW: Latest updated re: cables incident

Date: Thursday, December 01, 2016 23:39 GMT

Attachments: JT_cable_update_1 Dec_FINAL.docx (107.4 KB), Thur 1 - Rivals work together[1].pdf (2 MB)

FYI

From: [REDACTED]@jtgglobal.com<[REDACTED]@jtgglobal.com>>
Date: Thursday, 1 December 2016 23:37

Subject: Latest updated re: cables incident

Good evening

A report similar to yesterday in regards to network performance and further progress with the cable repair:

1. This evening's maximum usage was [REDACTED] of total capacity available and no limitations were imposed on customers;
2. All other services also operating as expected, with no further issues reported from any customers today;
3. Cable ship remaining on site, with both ends now recovered and buoyed off. Initial splicing work will now start, although some bad weather forecast in the English Channel over the weekend may delay this.
4. Still a lot of work left to fix the cable and not out of the woods yet, with the estimated fix time remaining at Sunday 4 December;

6. Short statement issued to media this evening and a copy of that release is attached; and
7. Opinion piece in today's JEP attached for information.

Any questions, please let me know.

Regards,


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Message # 10

Message Key: 000313896441D5E8C799FC0CF3F388AEA9BAB609 

From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Latest updated re: cables incident
Date: Friday, December 02, 2016 23:34 GMT

FYI

From: [REDACTED]@jtglobal.com [REDACTED]@jtglobal.com>>
Date: Friday, 2 December 2016 23:33

Subject: Latest updated re: cables incident

Good evening

Progress on a number of fronts but unfortunately the weather conditions have worsened and this has necessitated a change of plan. Summary of network performance today and the current position regarding the Cable Ship activities are as follows:

1. Maximum broadband usage well within available capacity and no limitations imposed on any customers.
2. All other services operating as normal, with no further issues reported from any customers.
3. The forecast bad weather conditions for this weekend in the English Channel has unfortunately materialised, which has necessitated a change of plan. Instead of sitting there for two days without being able to do anything, [REDACTED] (the expected arrival time back on-site will coincide with the forecast end of the bad weather conditions).
4. On the upside, good progress was made today on the [REDACTED] work, so the fix should only be delayed by a further day (from Sunday 4th December to Monday 5th December), following which the Cable Ship [REDACTED] will proceed directly to fixing [REDACTED] (expected to be done by Saturday

10th December).

5. Our public statements in regard to [REDACTED] being fixed "early next week" remain achievable, but obviously remain subject to weather conditions and the team not coming across any technical difficulties.

6. Use is being made of the downtime to make a number of changes to cards on Liberty that would otherwise have required planned works during times of normal service.

7. Progress also made on improvements to the reciprocal arrangements between JT and [REDACTED] for use both now and in the future.

Hope that's clear, but please let me know if there are any questions.

Regards,

[REDACTED]

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Message # 11

Message Key: 0003138993445B85FC653B3CB7CEC10391C94344

From: [REDACTED]@jtglobal.com>

To: John Refault <J.Refault@gov.je>

Cc: Alan Maclean <A.Maclean@gov.je>, [REDACTED]

Subject: Re: Latest updated re: cables incident

Date: Saturday, December 03, 2016 08:14 GMT



Yes John, no worries. Also, it's fine to leave #7 in as was agreed with [REDACTED]

[REDACTED]

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On 3 Dec 2016, at 07:32, John Refault <J.Refault@gov.je<mailto:J.Refault@gov.je>> wrote:

[REDACTED]

Can I circulate to all States Members less item 7?
John R

Sent from my iPhone

On 2 Dec 2016, at 23:34, [REDACTED]

FYI

From: [REDACTED]@jtglobal.com>>

Date: Friday, 2 December 2016 23:33

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Latest updated re: cables incident

Good evening

Progress on a number of fronts but unfortunately the weather conditions have worsened and this has necessitated a change of plan. Summary of network performance today and the current position regarding the Cable Ship activities are as follows:

1. Maximum broadband usage well within available capacity and no limitations imposed on any customers.
2. All other services operating as normal, with no further issues reported from any customers.
3. The forecast bad weather conditions for this weekend in the English Channel has unfortunately materialised, which has necessitated a change of plan. Instead of sitting there for two days without being able to do anything, [REDACTED] (the expected arrival time back on-site will coincide with the forecast end of the bad weather conditions).
4. On the upside, good progress was made today on the [REDACTED] work, so the fix should only be delayed by a further day (from Sunday 4th December to Monday 5th December), following which the Cable Ship [REDACTED] will proceed directly to fixing [REDACTED] (expected to be done by Saturday 10th December).
5. Our public statements in regard to [REDACTED] being fixed "early next week" remain achievable, but obviously remain subject to weather conditions and the team not coming across any technical difficulties.
6. Use is being made of the downtime to make a number of changes to cards on [REDACTED] that would otherwise have required planned works during times of normal service.
7. Progress also made on improvements to the reciprocal arrangements between JT and [REDACTED] for use both now and in the future.

Hope that's clear, but please let me know if there are any questions.

Regards,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Message # 12

Message Key: 00031389E22C9201D97DEC427F77D0F8D6F6CEC8



From: [REDACTED]@jtglobal.com>

To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>

Cc: [REDACTED]

Subject: FW: Latest updated re: cables incident

Date: Saturday, December 03, 2016 23:08 GMT

FYI

From: [REDACTED]@jtglobal.com>>

Date: Saturday, 3 December 2016 23:07

[REDACTED]

Subject: Latest updated re: cables incident

Good evening

Update following today's work:

1. Maximum broadband usage well within available capacity and no limitations imposed on any customers.
2. All other services operating as normal, with no further issues reported from any customers.
3. Cable Ship [REDACTED] has now stocked up with materials required to fix the [REDACTED] submarine cable and is en route [REDACTED] to site of [REDACTED] cable break so that it can continue repairing [REDACTED] when the weather in the English Channel improves tomorrow (assuming the forecast is correct). Fix times previously reported remain achievable (Monday 5th December for [REDACTED] and Saturday 10th December for [REDACTED] cable), subject to weather conditions being as we expect and no out-of-the-ordinary technical difficulties being encountered.
4. Plans in place to bring cables back into live service post fix.
5. Reciprocal arrangements between JT and [REDACTED] in place, with engineers continuing to work well together.
6. JEC planned works on the [REDACTED] cable on hold until we are back to a fully resilient state.
7. All engineers remain on standby should they be required.

Any questions, please let me know.

Regards,

[REDACTED]

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Message # 13

Message Key: 00031389B42769B742DD10B0EAD44A19382B771A



From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Update re: cables break
Date: Sunday, December 04, 2016 23:02 GMT

FYI

From [REDACTED]@jtglobal.com>>
Date: Sunday, 4 December 2016 23:01

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Update re: cables break

Good evening

Updates from today's activities:

1.
Maximum broadband usage well within available capacity and no limitations imposed on any customers.
2.
All other services operating as normal, with no further issues reported from any customers.
3.
Cable Ship [REDACTED] has now returned to site of [REDACTED] submarine cable break and re-commenced work to fix it. Subject to weather remaining calm and no technical difficulties, this work is scheduled to complete on Monday 5th December. [REDACTED]
[REDACTED]
4.
As the Cable Ship [REDACTED] now has the necessary equipment on board, once finished with [REDACTED] it will move directly to the break in the [REDACTED] cable [REDACTED] to commence work on that fix. Again subject to weather remaining calm and no technical difficulties, this work is scheduled to complete on Friday 9th December.
5. The [REDACTED] cable [REDACTED] is being fixed by a separate cable ship, [REDACTED], and this work is also scheduled to be completed on Friday 9th December (subject to the same caveats as above). [REDACTED]
[REDACTED]
6.
Continuing to work with [REDACTED] engineers, with some traffic being routed via Guernsey, and plans in place to bring cables back into live service post fix.
7.
Attached media release issued this afternoon.

Any questions, please let me know.

Regards,
[REDACTED]
[REDACTED]
[REDACTED]

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Message # 14

Message Key: 000313891DB8AED476AAF2342B5E903DD00252F6

From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Update re: cables break
Date: Sunday, December 04, 2016 23:04 GMT
Attachments: JT_cable_update_4 Dec_FINAL[3].pdf (531.3 KB)



FYI, with attachment.

From: [REDACTED]@jtglobal.com>>
Date: Sunday, 4 December 2016 23:01

Subject: Update re: cables break

Good evening

Updates from today's activities:

1.
Maximum broadband usage well within available capacity and no limitations imposed on any customers.
2.
All other services operating as normal, with no further issues reported from any customers.
3.
Cable Ship [REDACTED] has now returned to site of [REDACTED] cable break and re-commenced work to fix it. Subject to weather remaining calm and no technical difficulties, this work is scheduled to complete on Monday 5th December. [REDACTED]
4.
As the Cable Ship [REDACTED] now has the necessary equipment on board, once finished with [REDACTED] it will move directly to the break in the [REDACTED] cable [REDACTED] to commence work on that fix. Again subject to weather remaining calm and no technical difficulties, this work is scheduled to complete on Friday 9th December.
5. The [REDACTED] cable [REDACTED] is being fixed by a separate cable ship, [REDACTED] and this work is also scheduled to be completed on Friday 9th December (subject to the same caveats as above). [REDACTED]
6.
Continuing to work with [REDACTED] engineers, with some traffic being routed via Guernsey, and plans in place to bring cables back into live service post fix.
7.
Attached media release issued this afternoon.

Any questions, please let me know.

Regards,

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Message # 15

Message Key: 00031389AC077C5540DB92DD64FC1796BC2EF645 
From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Update re: cables break
Date: Monday, December 05, 2016 23:25 GMT

FYI

From: [REDACTED]@jtglobal.com>>
Date: Monday, 5 December 2016 23:25

[REDACTED]

Subject: Update re: cables break

Good evening

Updates from today's activities:

1.
Maximum broadband usage well within available capacity and no limitations imposed on any customers.
2.
All other services operating as normal, with no further issues reported from any customers.
3.
Cable Ship [REDACTED] dealt with some less than ideal weather conditions in the English Channel over the last 24 hours, but we are now in what we hope are the final stages of completing the necessary splicing work on [REDACTED] and expect that work to complete over the next few hours. JT engineers working throughout the night supporting the repair ship and to run the necessary end-to-end testing. When testing is complete and the submarine cable accepted back into service, there will follow a controlled process to bring the cable back into full operation over the course of tomorrow.
4.
Once that's finished, the Cable Ship [REDACTED] will move directly to fixing the break in the [REDACTED] cable [REDACTED], with the second cable ship fixing the break on [REDACTED]
5.
Continuing to work with [REDACTED] engineers, who remain engaged.

Any questions, please let me know.

Regards,

[REDACTED]

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Message # 16

Message Key: 000313893052B38C2499935516D72B46CA3A95F7
From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Submarine cable accepted back into operation
Date: Tuesday, December 06, 2016 18:33 GMT



FYI

From: [REDACTED]@jtglobal.com>>
Date: Tuesday, 6 December 2016 18:32

Subject: Submarine cable accepted back into operation

Good evening

I am pleased to be able to report that the [REDACTED] cable was fixed earlier this afternoon and been lowered back into position on the seabed. All end-to-end tests to and from Jersey have been successfully concluded and the cable formally accepted back into operation.

Traffic is now being migrated in a planned manner over the course of this evening and tomorrow.

As we are now running a fully resilient network across our own submarine cable links [REDACTED] I do not intent on sending daily updates on the work that remains to be completed on the other two [REDACTED] cables (work which we expect to be completed early next week).

The attached media release has been issued this evening and you will no doubt see some coverage of this tomorrow.

Finally, I would just like to thank the team for the quite phenomenal effort involved in: a) keeping things running without any noticeable impact on quality of service; and b) getting the [REDACTED] cable back into operation.

If you have any questions, please let me know.

Kind regards,

[REDACTED]
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Message # 17

Message Key: 000313896C239A4ACDD986834BCF6DBE600D32A1
From: [REDACTED]
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>



Cc: [REDACTED]
Subject: FW: Submarine cable accepted back into operation
Date: Tuesday, December 06, 2016 18:34 GMT
Attachments: JT_cable_update_6 Dec_FINAL_1[1][1].docx (111.4 KB)

FYI – with attachment.

From: [REDACTED]@jtglobal.com>>
Date: Tuesday, 6 December 2016 18:32

Subject: [REDACTED] cable accepted back into operation

Good evening

I am pleased to be able to report that the [REDACTED] cable was fixed earlier this afternoon and been lowered back into position on the seabed. All end-to-end tests to and from Jersey have been successfully concluded and the cable formally accepted back into operation.

Traffic is now being migrated in a planned manner over the course of this evening and tomorrow.

As we are now running a fully resilient network across our own [REDACTED] cable links [REDACTED] I do not intent on sending daily updates on the work that remains to be completed on the other two [REDACTED] cables (work which we expect to be completed early next week).

The attached media release has been issued this evening and you will no doubt see some coverage of this tomorrow.

Finally, I would just like to thank the team for the quite phenomenal effort involved in: a) keeping things running without any noticeable impact on quality of service; and b) getting the [REDACTED] cable back into operation.

If you have any questions, please let me know.

Kind regards,

[REDACTED]
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Message # 18

Message Key: 00031389A97115BA986C1CB80135E72C75519990
From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>, John Refault <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Submarine cables repaired
Date: Monday, December 12, 2016 06:31 GMT



FYI

From: [REDACTED]@jtglobal.com>>
Date: Monday, 12 December 2016 06:30

Subject: Submarine cables repaired

Good morning

The two remaining submarine cables [REDACTED] were repaired over the weekend and are now being brought back into operation.

We will be working with [REDACTED] and BT over the next few days in regards to a final media release and full review of how the incident was handled.

Any questions, please let me know.

Regards,


[REDACTED]
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Message # 19

Message Key: 000313891EFBB031905C372EECB65353D12ACF47 

From: [REDACTED]@jtglobal.com>
To: "a.maclean@gov.je" <a.maclean@gov.je>,'John Refault' <J.Refault@gov.je>
Cc: [REDACTED]
Subject: FW: Submarine cables - final information
Date: Tuesday, December 13, 2016 15:44 GMT
Attachments: [REDACTED], Cables repaired Joint operator statement 13.12.16.pdf (275.1 KB),
[REDACTED] statement on cable links.pdf (485 KB)

FYI

From: [REDACTED]
Sent: 13 December 2016 15:44

Subject: Submarine cables - final information

Good afternoon

For your information, attached is [REDACTED] the closing press release and a statement being issued tomorrow from Guernsey's Committee for Economic Development (this statement is not yet public information).

The BCM event remains open while we tie up a few loose ends and a full wash-up will take place thereafter.

Should you have any questions in relation to any of the attached, please let me know.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

JT, PO Box 53, No 1 The Forum, Grenville Street, St Helier, Jersey, JE4 8PB

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