



13 December 2016

All undersea cables fixed

All three cables that were cut by the anchor of a ship in the English Channel on Monday 28 November have been repaired and are now back into full operation.

Last weekend, BT coordinated the repair of the first cable and the remaining two were reconnected and brought into service this weekend.

This was an unprecedented event and BT worked diligently with the repair organization and its agents to repair the submarine cables within a very tight timescale. We are thankful to them for doing so and to the engineers in JT and Sure for working together in a way that ensured there was no noticeable impact on customer services during that time.

This incident demonstrates why investments in multiple links to the UK and France is so important to the Channel Islands. The islands rely on connectivity, which we were able to maintain in the most difficult of circumstances through collaboration and coordination of all 3 parties

BT, JT and Sure have demonstrated their ability to respond, manage and resolve what could have been a significant, service impacting event in a timely, professional and diligent manner – thereby minimizing the impact to the Channel Islands.

ENDS