



# Information Notice

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27<sup>th</sup> August 2020

1. The Communications Commission (the Commission) understands that the outage that impacted on a significant number of broadband customers this week has been resolved and that affected customers' service has now been resumed.
2. Telecoms is of critical importance to all aspects of our society and economy, and is something which has been brought into focus during the recent Covid-19 related restrictions.
3. While being mindful that during the outage the focus was rightly on restoring services, now that this has been achieved the Commission will be conducting an investigation into the incident, as there are a number of provisions within Manx Telecom's licence designed to safeguard the network. While the Commission has been kept informed throughout the outage, it is still incumbent on the Commission to determine whether any breaches of Regulatory Obligations led to, or resulted from, the recent outage. It is therefore important that there is appropriate scrutiny of events, such as this outage, to ensure that there are no breaches of these Regulatory Obligations.
4. In order to ensure that the matter is adequately and appropriately considered the Commission notified Manx Telecom that it is formally investigating the matter to ascertain the facts and determine if any regulatory intervention is required.
5. The Commission will make the outcomes of investigation known in due course and to the greatest extent possible, however it does not comment on ongoing investigations and will be making no further comment on the matter at this stage.