
JT Fixed Voice Network essential maintenance FAQs

Question	Answer																																	
What are we doing?	We are completing an Island-wide software upgrade for our Landline network over 3 weekends between 1am-7.30am on the 28th October 2019, 4th November & 11th November.																																	
Why are we doing this?	These planned works are part of JT's on-going commitment to provide quality, reliable and secure services to our customers, regular maintenance and upgrades to the JT Network are required from time to time.																																	
How does this affect me?	This work may result in customers experiencing an inability to make landline calls for a short period of between 3-5 seconds, whilst inbound calls into landlines may take up to 3 hours until normal service resumes.																																	
What are calling and security features (formerly known as supplementary services)?	<p>These are advanced features for Coreline customers, where they can use the following:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Supplementary Service</th> <th style="text-align: center;">Current</th> <th style="text-align: center;">New</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">Caller Display</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Number Mask</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Number Block</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Ex Dir Customers & Number Release</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Call Return (1471)</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Ring Back When Free</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Call Diversion</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Incomming Call Barring</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Outgoing Call Barring</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: right;">Feature Check</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✗</td> </tr> </tbody> </table> <p>For details on how to use these features please refer to the Security and Calling Feature Guide.</p>	Supplementary Service	Current	New	Caller Display	✓	✓	Number Mask	✓	✓	Number Block	✓	✓	Ex Dir Customers & Number Release	✓	✓	Call Return (1471)	✓	✓	Ring Back When Free	✓	✓	Call Diversion	✓	✓	Incomming Call Barring	✓	✓	Outgoing Call Barring	✓	✓	Feature Check	✓	✗
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What if I need to use my Landline?	<p>The work has been carefully planned to take place during lower usage periods to minimise any possible disruption.</p> <p>Our mobile network will not be affected and will continue to work as normal throughout.</p>
Will my Mobile or Broadband services be affected?	No. Your mobile and Fibre Broadband services will be unaffected.
Will emergency 999 calls be affected?	<p>No. There will be no disruption to inbound calls to our Contact Centre or the Emergency Services.</p> <p>However, as a Subscriber's fixed line migrates, they may experience 3-5 seconds where they can't make outbound calls (including calls to 999).</p>
What if I need to use my Landline during outage?	<p>The work has been carefully planned to take place during lower usage periods to minimise any possible disruption.</p> <p>Our mobile network will not be affected and will continue to work as normal throughout.</p> <p>Customers without a mobile can apply for a loan phone, FREE of charge from JT.</p>
What if customers are concerned about the outage and do not have a mobile phone as a back up?	Any customers without a mobile phone, who are concerned about this short outage can contact JT before 14th October on 882882 to request a loan mobile phone for use over this time
What happens if my Landline doesn't work in the morning?	We recommend that all customers check their phone services in the morning and report any issues directly to us.

Additional information

- Customer comms will be visible at www.jtglobal.com/global/service-announcements/