

JERSEY COMPETITION REGULATORY AUTHORITY

INITIAL NOTICE OF A PROPOSED DIRECTION TO JERSEY POST LIMITED CONCERNING QUALITY OF SERVICE

Under Article 24 of Postal Services (Jersey) Law 2004

The Jersey Competition Regulatory Authority ('JCRA') is issuing this Initial Notice under Article 24 of the Postal Services (Jersey) Law 2004 ('the Law') concerning proposals to issue Jersey Post Limited ('Jersey Post') a Direction to implement Quality of Service indicators and methods of measurement.

On 25 June 2008, the JCRA published a consultation (Consultation Document 2008-P1) on Jersey Post's Quality of Service. The goal of this consultation was to gain views on Jersey Post's Quality of Service, whether the JCRA should introduce various quality of service indicators, and the scope and form on those targets. The consultation period closed on 29 August 2008. The JCRA received three responses to this consultation, which it has fully considered in the formulation of this proposed Direction

The reason for the proposed Direction is to implement the Quality of Service indicators and methods of measurement that arise from this prior consultation. Condition 15.7 of Jersey Post's Licence allows the JCRA to issue Directions from time to time regarding Quality of Service indicators and measurement methods for postal services. The JCRA has preliminarily concluded that the issuance of the proposed Direction concerning Quality of Service is consistent with its duties as set out in Article 8 of the Law.

The proposed Direction will take effect on **7 February 2009**, unless the JCRA receives representations or objections about the proposal prior to that date, in which case the effective date will be specified in any Final Notice issued by the JCRA under Article 24(5) of the Law.

A copy of the proposed Direction is available for inspection between the hours of 9:00 am and 5:00 pm Monday to Friday at the offices of the JCRA (address provided below). A copy also is available on the JCRA's website, www.jcra.je.

Any written representations or objections to the proposed Direction must be made by **midnight on 6 February 2009** to the JCRA at:

Jersey Competition Regulatory Authority
2nd Floor, Salisbury House,
1-9 Union Street,
St Helier, Jersey, JE2 3RF

Or by e mail to p.hamilton@jcra.je or by fax to +44(0) 1534 514991

7 January 2009

By Order of the Board of the JCRA