

JCRA Media Release

JCRA Reviews Jersey Post's Quality of Service Standards

The Jersey Competition Regulatory Authority ('JCRA') is responsible for the regulation of Jersey's postal sector under the Postal Services (Jersey) Law 2004 (the 'Postal Law'). The Postal Law allows the JCRA to determine quality of service standards which Jersey Post shall achieve and comply with as part of its regulatory obligations.

The JCRA's 2008 Aims and Objectives stated that we planned to review Jersey Post's quality of service standards, in an attempt to ensure that Jersey Post is providing high quality services to postal users in Jersey. As a central part of this review, the JCRA is publishing a consultation paper on Jersey Post's quality of service. In particular, the consultation paper asks whether Jersey Post's existing end-to-end delivery standards are appropriate and whether additional targets should be set for other end-to-end products such as standard parcels, international deliveries and bulk mail products. In addition, the JCRA asks whether Jersey Post should be reporting on quality of service indicators such as queuing times in post offices, completion of delivery rounds and percentage of items delivered correctly. Finally, the JCRA seeks views on the appropriate forms of compensation, if any, which Jersey Post should be offering on mail that is either delayed or damaged.

Chuck Webb, Executive Director of the JCRA, said:

"Through this consultation, we are seeking the views of postal users in Jersey – consumers, businesses, and others – on the quality of service targets applicable to Jersey Post. We also are exploring other important issues such as compensation for lost or delayed mail. This consultation is thus consistent with the JCRA's core mission to further consumer welfare in Jersey through efforts that promote lower prices, greater choice, and higher quality in the goods and services on offer in Jersey. The JCRA therefore welcomes responses concerning Jersey Post's quality of service from as many postal users as possible."

Consultees may download a copy of the consultation paper from the Latest News section of the JCRA website (www.jcra.je) or obtain a copy from the JCRA's offices at 2nd Floor Salisbury House, 1-9 Union Street, St Helier, Jersey JE2 3RF.

The final submission date for comments is no later than **5PM on 29 August 2008**.

Submissions should be clearly marked '**Comments on Jersey Post: Quality of Service Consultation Paper**' and may be supplied either in hard copy or electronically, addressed (as appropriate) to Paul Hamilton, Postal Case Officer by fax on 01534 514990 or e-mail on p.hamilton@jcra.je.

About the JCRA

The JCRA is an independent authority established by the States of Jersey to enforce Jersey's competition law and regulate its telecommunication and postal sectors. In each of these areas, the JCRA's primary mission is to promote consumer welfare through efforts that encourage lower prices and greater choice and innovation in the goods and services available in Jersey. The JCRA is recognized internationally as a leading voice in the application of competition law and policy in small economies.

All enquiries to the JCRA should be directed to the Executive Director, Chuck Webb, on +44 (0)1534 514990.

ENDS