

# **JCRA Media Release**

28 October 2009

## **Broadband and Next Generation Network Issues**

It has come to the attention of the Jersey Competition Regulatory Authority ('JCRA') that there have been a number of issues regarding the current deployment of the Jersey Telecom ('JT') Next Generation Network. JT has itself released a statement that has highlighted problems concerning Fax machines and bank card-reader PDQ terminals experiencing problems on its new network. However, the JCRA also understands that JT has experienced problems with the changeover of broadband subscribers to its new higher-speed services. These problems are affecting both JT's own retail subscribers, and subscribers of other broadband providers in Jersey that are wholesale customers of JT. In some cases subscribers have been left without a service as a consequence of coordination failures between JT and other broadband providers.

The JCRA understands that broadband service providers are working closely with JT to resolve these difficulties, and subscribers should contact their service provider to get advice on specific problems.

All enquiries concerning this media release should be directed to the JCRA's Telecommunications Case Officer, Graeme Marett, on +44 (0)1534 514990.

### 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.

ENDS.....