



29 July 2014

EMBARGOED UNTIL 00.01hrs 30 July 2014

CICRA releases results of fixed line customer satisfaction survey

The Channel Islands Competition and Regulatory Authorities (CICRA) has released the results of its independent survey of customer satisfaction with fixed line telecoms service providers Sure and JT.

Sure and JT are currently the only providers of fixed lines in Guernsey and Jersey, respectively.

CICRA commissioned Island Analysis to conduct the survey of 500 customers in each island which asked customers to give their opinion on the quality of service, billing and the level of customer service they had received from both providers.

Headline results - Guernsey	Headline results - Jersey
<ul style="list-style-type: none"> 57% of respondents rated Sure's quality of service as satisfactory or highly satisfactory 	<ul style="list-style-type: none"> Less than half of the respondents (45%) rated JT's quality of service as satisfactory or highly satisfactory
<ul style="list-style-type: none"> 53% of respondents rated Sure's billing as satisfactory or highly satisfactory 	<ul style="list-style-type: none"> 53% of respondents rated JT's billing process as dissatisfactory or worse
<ul style="list-style-type: none"> Just under a third (32%) of those who contacted customer services rated their experience as either dissatisfactory or highly dissatisfactory 	<ul style="list-style-type: none"> More than six in 10 respondents (62%) who contacted customer services in the past six–12 months rated their experience as either dissatisfactory or highly dissatisfactory
<ul style="list-style-type: none"> 37% of respondents said that, if the option was available, they were likely or very likely to change provider with 49% indicating their decision would be price-driven 	<ul style="list-style-type: none"> 59% of respondents said that, if the option was available, they would be likely or very likely to change provider, with 44% indicating their decision would be price-driven

CICRA director, Louise Read, said: “Competition encourages telecoms operators to improve the quality of existing services and introduce new and innovative services into the market in order to retain existing customer and win new business.

“Giving consumers a choice of fixed line provider delivers benefits to all not just those who decide to switch providers and we are keen to ensure that consumers have that choice as soon as possible”.

CICRA has confirmed that it will be working with operators so that customers will be able to buy their fixed line from other telecoms operators from June 2015.

Mrs Read said: “Providing new and existing customers with appropriate satisfaction data helps customers to make informed choices. We expect to repeat this survey annually and will include other fixed line operators in the survey as they come on board.”

This is the first of a series of three survey reports that CICRA will be issuing. The second report, on mobile telecoms services, is due mid-August and the final report, on broadband services, will be issued in early September.

ENDS

NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at the Guernsey Competition and Regulatory Authority, Suites B1 & B2, Hirzel Court, St Peter Port, Guernsey GY1 2NH or in Jersey at the Jersey Competition Regulatory Authority, 2nd Floor, Salisbury House, 1 - 9 Union Street, St Helier, Jersey JE2 3RF. Alternatively email info@cicra.gg.

In line with CICRA's consultation policy, it intends to make responses to the consultation available on the CICRA website. Any material that is confidential should be put in a separate annex and clearly marked as such so that it may be kept confidential. CICRA regrets that it is not in a position to respond individually to the responses to this consultation.

About CICRA:

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.