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CICRA releases results of Jersey broadband customer satisfaction survey

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

CICRA commissioned Island Analysis to conduct the survey of 500 islanders in Jersey and Guernsey respectively which asked customers to give their opinion on the quality of service, billing and the level of customer service they had received from the three operators.

Jersey headline results

- Overall 42% of respondents rated their broadband quality of service as satisfactory or highly satisfactory. However scores varied significantly between operators with Sure achieving 76%, Newtel 50%, and JT 32%
- 44% of respondents rated their billing as satisfactory or highly satisfactory, with Newtel achieving 86%, Sure 81% and JT 25%
- Just over half (55%) of those surveyed had cause to contact customer services in the past six–12 months with 41% reporting their experience to be either dissatisfactory or very dissatisfactory
- While 10% of those surveyed had changed provider in the past six-12 months just under half (45%) of respondents suggested that they would be likely or very likely to change provider in the future citing price or offers from other

providers (41%) followed by broadband speed and reliability (39%) as the reasons to change.

CICRA director, Louise Read, said: “There are significant differences in the scores achieved by the different operators with Sure scoring much higher than Newtel and JT for quality of service.

“We encourage operators to use the results of the survey to identify areas where they may need to improve to better meet their customers’ needs. We also hope that customers will use this report to inform their choices when it comes to broadband service providers and the services they choose.”

Following a successful pilot study, in conjunction with Commerce and Employment in Guernsey, CICRA is in the process of commissioning a larger independent study into broadband quality of service across both Guernsey and Jersey which will provide a firm indication of factors that reduce broadband quality.

This will indicate the reasons for any poor quality of service, which could include network issues or issues with the way customers have chosen to configure their broadband services within their own property.

“Focussing on the operators’ networks is only one part of the story and while we are keen to see operators strive to deliver improved services there are steps that customers can take themselves to improve their broadband experience. These include updating web browsers and virus scanning devices, securing wireless networks so you are not unknowingly sharing your connection with others and limiting the number of devices and applications that are ‘online’ at any one point in time,” she said.

This is the last in the series of three reports that CICRA has issued with the first report on fixed lines published in July and the second report, on mobile telecoms services, published mid-August. In response to requests from both consumers and operators CICRA will conduct the survey bi-annually with the next survey scheduled for November.

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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.