



6 November 2014

EMBARGOED UNTIL 00:01 FRIDAY 7 NOVEMBER 2014

CICRA announces start of second telecoms customer satisfaction survey

The Channel Islands Competition and Regulatory Authorities (CICRA) has announced the start of its second telecoms customer satisfaction survey to review the service offered by local telecoms operators.

Feedback from CICRA's first survey, which took place in May this year, received widespread support across the Channel Islands from both operators and consumers. As a result CICRA has decided to repeat the survey every six months.

CICRA has again commissioned Island Analysis to conduct the survey of 500 customers in each island which will ask customers to give their opinion on the quality of service, billing and the level of customer service they have received from their telecoms provider.

CICRA director, Louise Read, said: "We are very grateful to the 1000 Channel Island customers who responded to our first survey and would like to encourage all telecoms customers, whether they participated in the first survey or not, to consider responding this time. It's important for us to collate information from the widest cross section of the local community."

Mrs Read said the telecoms operators had responded positively to the first survey.

"We were encouraged by the response by the Jersey and Guernsey operators to the survey and the positive commitments that they made to tackle the underlying issues

that caused customer dissatisfaction in some areas in the first survey. The results of this survey will allow us to see how much and how quickly progress is being made.”

Those Guernsey and Jersey customers interested in completing the online survey can visit

<https://survey.islandanalysis.com/s3/CICRATelecomsGsy-1114> and

<https://survey.islandanalysis.com/s3/CICRATelecomsJsy-1114> respectively

Alternatively a paper version is available from CICRA’s offices in Jersey and Guernsey or by phoning 01481 711120.

The results of the survey will be issued in a series of three reports - on landline, mobile and broadband experiences, respectively - by CICRA early in the new-year.

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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.