



CICRA media release

14 May 2015

CICRA statement on Jersey landline competition

CICRA chief executive, Michael Byrne said: “The nature of the technical processes needed to deliver competition in the landline market (wholesale line rental or WLR) are matters of commercial negotiation between the operators.

“CICRA has directed delivery by 1 June which gives the operators more than enough time to resolve process issues. Operators have made significant progress and this has been commendable. However there remains an issue with the rate of order processing.

“We understand that JT says it is unable to commit to more than 20 switchovers a day in Jersey for some while after the introduction of landline competition. It is reasonable for JT to want to ensure its systems work well for such switchovers. However the timescales and rate of processing JT says it will deliver switchovers is extremely low compared to the demand.

“WLR is a basic product that has been available in many other jurisdictions both large and small running similar billing systems for a number of years with no such issues. CICRA’s view is that customers who have expressed a preference to move operator should be able to do so within appropriate time scales.

“If JT does not significantly raise its rate after 1 June we will seek a formal explanation of why - including an investigation into the issues with its billing system

by independent auditors. CICRA is, and will continue to be, closely monitoring the final weeks of implementation and testing.”

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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.