



SERVICE STANDARDS

As part of an on-going review, on 24 March, CICRA wrote to telecoms licence holders in the Channel Islands regarding their levels of consumer protection. The consumer protection we are considering in this project is required for certain types of licensee across both Islands:

- (1) Consumer Code: for the resolution of complaints and disputes, such as the non payment of bills and disconnection of service.
- (2) Minimum Service Levels: in respect of each category of Telecommunications Services offered, any exceptions to these, and the compensation/refunds which will be offered where service levels are not met.

In particular this project is considering (2), however CICRA is also interested in the approach to (1) to the extent that it may have a bearing on (2).

At this initial stage, CICRA is seeking to establish the facts from all relevant licensees:

- i) What minimum service levels are currently set?
- ii) What are they for wholesale and retail customers if different?
- iii) What differences are there between business and private/household customers if any?
- iv) How accessible are they to those they are designed to protect?
- v) To what extent is performance measured against the minimum standards? What evidence is there to show how this is measured?
- vi) Is the published consumer code fit for purpose?
- vii) Are there any weaknesses in the process which require improvement?

Depending on the results of this review, we will consider whether further evidence is required by CICRA, and what form that should take.