

Case T-011 Wholesale broadband access services – price review. Jersey Airtel Limited's (Airtel-Vodafone) response to initial notice dated 8th July 2021.

Via email to Caroline Spencer-Burrowes: caroline.spencer-burrowes@jcra.je & info@jcra.je

While we appreciate the efforts of the Authority in relation to this review, we would also like to raise the below concerns.

1. We are disappointed to see that the proposed Bitstream + WLR price has been increased to £27.94 from £22.07 (shared in January 2021 after the briefing session you gave) We are making a million-pound investment to step into the fixed market and we were barely making a viable business case factoring in the price of £22.07. The proposed price of £27.94 is a steep increase from the original proposal, and we urge that this is reviewed for a more equitable figure.
2. We gather from our last meeting that JT had come up with some additional figures that shows an increase in their cost of production. As expressed in our meeting, we strongly urge the JCRA to carry out a thorough audit of JT's numbers at the earliest opportunity to arrive at realistic price points. We also request to the JCRA that such pricing should be implemented with retrospective effect, in case such audit is concluded post Q3 2021, the timeline we plan to launch broadband services with JT as wholesaler.
Further, we request that a timeline is provided for the above audit and that retrospective benefit is given to OLO's if it is established that there are any findings that suggest inflated costs from JT.
3. We understand the JCRA's view that WLR remains combined with WBB at this point. We would like to use this opportunity to urge the JCRA to re look at separating these two products so that the customer requiring WBB without WLR should be able to choose so, as well as enabling ourselves as providers to offer such services economically.
There is a growing demand for such services not only elsewhere but in Jersey as well and operators are able to provide such services at much lower costs compared to the WLR+WBB product including in Jersey, which proves the argument that ' the cost of line rental' will get added to WBB making it almost equivalent to WLR+WBB costs, had WBB been to be offered as a standalone service ' is not entirely true.

Much commentary can be found in Jersey social media sites about the diminishing use of landlines and requirement for them, examples below, and we urge the Authority to look at the separation of these two products.



Phil Wells asked a question

· 15 July at 09:25 ·



I haven't got a straight answer yet so I'm going to ask here:

I'm with JT and it still charges me for a land-line to accompany my broadband although I haven't used a land-line in donkey's years. Can anyone tell me whether a land-line is necessary?

14 answers



Roger Kirkham

You don't need the landline for broadband, but JT insist that you have it and also add unlimited local calls at extra cost! I've tried to get both removed from our account for years and they won't do it.

Like · Reply · 2 w



Fran Schofield

Same here, they love rinsing their customers of cash

Like · Reply · 2 w



Claire L Mulcahy

I'll be leaving JT for this reason. We don't use the landline at all. Don't even have a phone. I will be finishing our contract and then moving.



Glynn Murray

The simple answer is no, but JT won't supply BB without it. It's like a no brainer, you have to pay the extra cash for it. It's not like you don't pay a line rental for BB either. They could ndo you a Voice over IP phone too and bundle that into your life and kill moat copper technology.

In order to create a long term economically viable proposition in this space for our business, we request that the proposed pricing structure is urgently reviewed – it gives minimal scope for sustainable and profitable growth.

History has shown that Airtel-Vodafone has provided real innovation, value, and choice to the broadband users of the island. As Jersey enters a period of economic recovery which has demonstrated the vital importance of a dynamic and competitive fixed fibre offering available to all, it is imperative that the building blocks are put in place now through an equitable and fair pricing structure to allow Airtel-Vodafone to develop a sustained and long-term business case in this space.

Jersey Airtel Limited
5th August 2021