



# JT's Non-Confidential Response to JCRA Statement of Requirements Consultation

5th August 2022

## 1. Introduction

JT (Jersey) Limited (“JT”) welcomes the opportunity to respond to the JCRA’s Statement of Requirements Draft Decision and Information Note on the Statement of Requirements Process (the “Consultation”). We have several comments on the implementation of the JCRA’s refined Statement of Requirements Process (SoR) which we address below in answer to the questions posed. This is a non-confidential response and can be published in full.

## 2. JT’s Response to Consultation Questions

**Question 1. Do respondents agree with the Authority’s refined SoR process set out in the draft Information Note published alongside this Draft Decision? If you do not agree you should provide all of your analysis and assessment.**

JT supports creating an SoR process that provides clarity to OLOs and JT’s own retail division to ensure that when requests are made they are accompanied with sufficient detail for JT to understand the requirements and to be able to make a thorough assessment of the ask of JT. In order to assist this we agree with the JCRA that it is important that JT creates a comprehensive SoR template to guide OLOs through the requirement information JT needs to enable it to assess the request. We welcome wholesale product innovation and have committed in our Wholesale Customer Charter to support our wholesale customers and work with them to ensure that the wholesale products we provide meeting their expectations.

As JT operates as an integrated business, where technical product changes are carried out by a small technical team and these resources are required for both network growth planning, network deployment and obsolescence management, it is therefore important that we ensure efficiency in any SoR process. To ensure effective prioritisation and allocation of resources, new product requests have to be assessed, evaluated for size, complexity, resource (both physical and human) and prioritised accordingly. JT already runs an evaluation and prioritisation process and we support the JCRA’s involvement in developing an appropriate SoR process which will feed into this.

## 2.1 SOR Process

JT agrees that it is appropriate for it to develop a template to be completed for each SoR request whether that be from an OLO or JT's own retail division where the request relates to an SMP market. At Appendix A we have included a draft SoR template for discussion which we would welcome the JCRA's and OLOs feedback on.

## 2.2 OLO Responsibilities

JT has commented on each responsibility detailed in 3.7 to 3.10 of the Consultation in the below table:-

OLO Responsibilities	JT Comment
OLO to submit SoR to JT using JT template	Agreed
JT to develop template to include minimum requirements detailed in 3.8	Agreed
OLO to complete the template with sufficient information in order for JT to understand the requirement and consider its viability with only minimal need to seek further information or clarification.	<p>Agreed</p> <p>Whilst we agree that it is important that the OLO completes the template and provides JT with sufficient information to understand the requirement, JT believes that in some product request scenarios it will be necessary to gather the requirements of the wider market and therefore we suggest a further step in the process which is discussed in detail in 2.4 below.</p>

### 2.3 JT Responsibilities

JT has commented on each responsibility detailed in 3.11 to 3.15 of the Consultation in the below table:-

JT Responsibilities	JT Comment
Nominate an individual to be responsible for the management of the requests from receipt through to acceptance or rejection	Agreed.
Acknowledge receipt of the SoR within 10 business days	Agreed
Notify Authority of SoR received and acknowledged and maintain a record of all SoRs	Agreed JT already has a process in place and log of all requests made under the existing SoR process
Ensuring confidentiality of SoR	Agreed
SoR assessment committee	JT has an established Wholesale Commercial Committee comprised of the Director of Corporate Affairs & Sustainability, Finance Business Partner, Carrier Services Account Manager, Technical Business Partner and Head of Regulation, Compliance & Carrier Services. This committee is responsible for reviewing and agreeing changes to the wholesale product portfolio and would naturally take on the SoR evaluation role.
Confidentiality	We agree that it is appropriate for JT to maintain confidentiality and to ensure that the information is only shared with the minimum number of people within JT (required to consider the reasonableness of the SoR) and that the information should not be

JT Responsibilities	JT Comment
	<p>shared with JT's retail division or used for JT's own commercial gain. We do however believe that in order to assess some requests fully and to ensure JT understands all requirements of the request, that JT may need to consult with OLOs more widely to understand the full market demand. We would expect that some SoRs may not be fully specified if they only have the requirements of one OLO. Therefore it may be appropriate in some scenarios to consult with other OLOs (including JT's own retail division).</p> <p>Furthermore, JT may need to consult with suppliers or 3<sup>rd</sup> parties to assess commercial and technical viability of the SoR.</p> <p>We therefore suggest that another step is added to the process where industry consultation is required.</p>

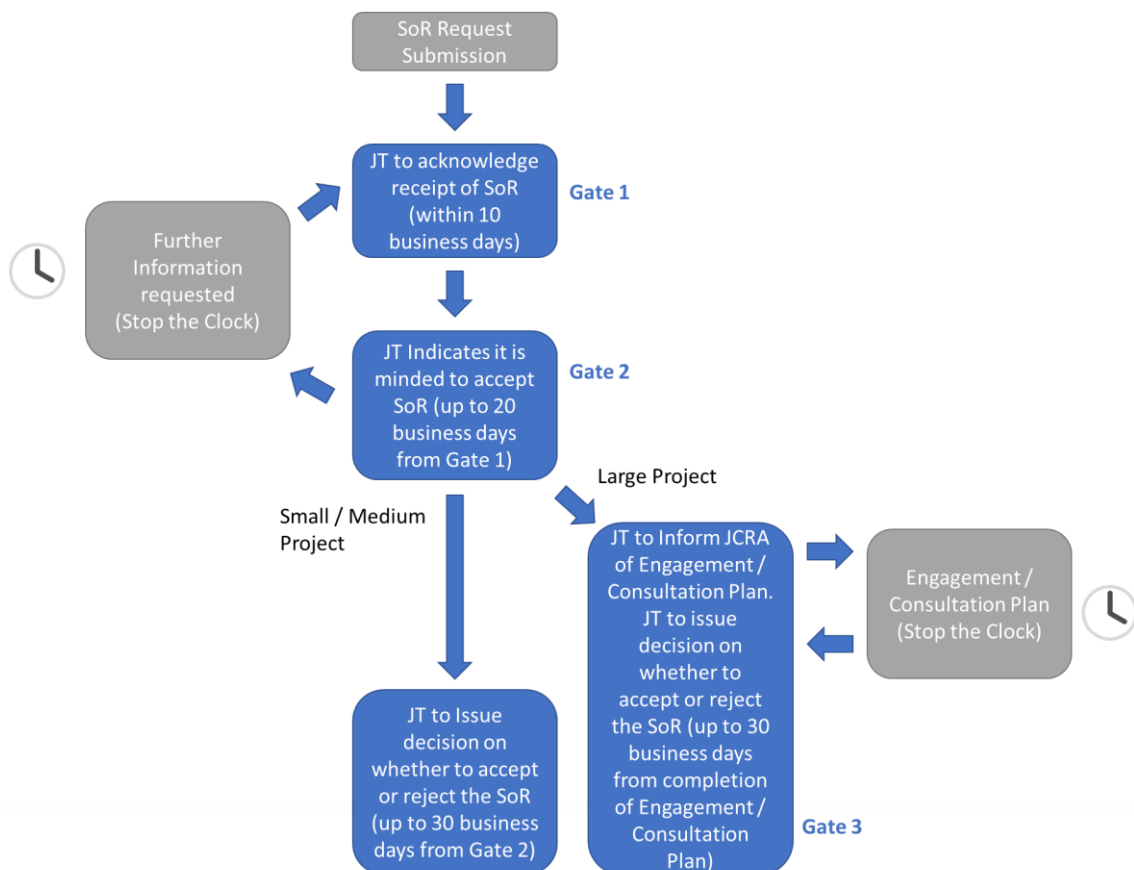
#### 2.4 Acceptance or Rejection of SoR – Gate 2

If JT is required to reject the SoR due to insufficient information or if JT requires further clarification of the requirements we believe that this will need to be an iterative process to ensure full understanding of all the requirements. In such a scenario, 20 business days' notice may not be sufficient time to go back to the OLO for further information, and we also believe that if additional information is not forthcoming in a short period of time the 35 business days from Gate 1 referred to in 3.20 will not be feasible. We suggest that should more information be required we advise of this and ask for a date when the information will be available. This may then need further analysis and technical discussion with the OLO(s). We think that a "stop the clock" mechanism may be required until all information is received to enable JT to fully assess the request and to enable it to either accept or reject the SoR.

If JT responds at Gate 2 that it is minded to accept the SoR but in order to assess fully, JT needs further information or needs to go out to the market to assess demand it will not be able to meet a 30 business

day timeframe. In JT's experience, new product or product change requests requires an iterative process, we therefore propose that JT should assess each SoR at Gate 2 based on a sizing matrix. Where the scope of the SoR is deemed as "Small or Medium" (generally where this is a minor change to existing products, or are within scope of existing capabilities) final acceptance of the SoR can be achieved within the 30 business days. Where the scope of the SoR is deemed "Large" (e.g. where broader industry consultation is required, or where the request falls outside of JT's existing capability and requires commercial modelling analysis and supplier engagement is necessary to assess the viability of the options available). We suggest in situations where the SoR is deemed to be "Large" that there is another step in the process where JT advise the JCRA and the OLOs of an Engagement or Consultation plan to set up wider industry engagement, or engagement with suppliers / 3<sup>rd</sup> parties. This process could be overseen by the JCRA or JT could provide quarterly updates. We propose that a "stop the clock" should be imposed for the duration of the Engagement or Consultation plan, and after the relevant information has been gathered this would adopt the 30 business day timeframe for Gate 3 response. We therefore propose the following changes to the SoR process flow which includes the industry consultation process.

### SoR Process for Large Requests



## **2.5 Acceptance of an SoR**

JT carries out a quarterly evaluation to assesses JT projects in progress, scheduled to start, resources available and budget. Once the new product/service has been evaluated a project plan is developed and resources are scheduled. We anticipate that the accepted SoR will form part of this process following Gate 3 acceptance.

## **2.6 SoR Progress Review**

JT holds annual wholesale product roadmap sessions with OLOs in February/March each year. These sessions were first held in 2021 and are now scheduled annually. These meetings are used to update OLOs of JT's infrastructure changes and wholesale product development plans and to provide an opportunity for OLOs to ask questions and make any further product requests. In 2022 meetings were held on 15<sup>th</sup> and 16<sup>th</sup> March and at those meetings JT presented the plan for each wholesale product area, the changes that were taking place such as, product retirement for technological or demand reasons, new product, system / tool changes and the indicative timeline for each workstream. Any accepted SoRs will be included in these roadmap sessions and if evaluation is ongoing for potential new products this work will also be included on the roadmap.

We anticipate that SoRs will be tracked through our solution development process and regular updates/project meetings will be held with OLOs through the development, testing and implementation stages. Resources will be agreed from both sides and timelines will be shared in the normal manner. This established process has worked well for the recent onboarding of Airtel as a wholesale broadband and landline provider and we will follow the same process with Sure when we upgrade the Communication Provider Interconnect links.

## 2.7 Rejection of an SoR

JT has commented on each responsibility detailed in 3.24 to 3.27 of the Consultation in the below table:-

JT Responsibilities	JT Comment
Rejection if technically non- feasible or commercially non-viable	Agreed
<p>Any rejection for technically non-feasibility must:</p> <ul style="list-style-type: none"> <li>• clearly and unambiguously demonstrate that the request is incompatible with JT’s core technical capabilities and competence; and/or</li> <li>• represents a significant and material change to network configuration, technical standards or other related factors; and/or</li> <li>• represents unmitigable risks in respect of security, resilience and other matters.</li> </ul>	Agreed
<p>Any rejection based on commercial non-viability must, for example:</p> <ul style="list-style-type: none"> <li>• clearly and unambiguously demonstrate that there is no current or likely future demand for the product or service (being requested under the SoR); and/or</li> <li>• the costs incurred in development, launch and related activities would</li> </ul>	<p>JT will only be able to assess the demand of the requesting OLO unless the “industry consultation step” detailed above is instigated in line with the proposed change to the process.</p> <p>The level of cost detail at this stage may be limited and is likely to be ballpark on the information JT has available at the time. The timeframe between Gate 1 and Gate 2 of 30 days will not be sufficient to get detail costs if JT needs</p>



JT Responsibilities	JT Comment
<p>outweigh the potential benefits (over a reasonable timeframe); and/or</p> <ul style="list-style-type: none"> <li>• there is no reasonable prospect of the product or service being requested, delivering or generating efficiencies, innovation or other factors generally consistent with a competitive market</li> </ul>	<p>to go out to vendors for equipment costs. In addition the cost information is likely to be confidential to JT and therefore will not be shared with the OLO.</p> <p>Depending on the request this rejection criteria may be hard to establish. We don't disagree with the criteria but may need to consider how this would be evaluated and justified.</p>
<p>JT must provide detailed reasoning for its decision to reject to the requesting OLO</p>	<p>Agreed.</p>

**Question 2. Do respondents agree with the Authority's proposed approach and timetable for implementation of the refined SoR process? If you do not agree you should provide all of your analysis and assessment.**

JT agrees with the JCRA's approach, subject to changes to the process from Gate 2 where additional information is required and industry engagement is needed to gather sufficient market demand information to move to Gate 3 and issue a final decision.

We agree that the proposed timetable with a final decision being in place from 1<sup>st</sup> December 2022 seems reasonable.



## SOR Template

Description of requirement				
	<b>JT SMP Markets</b>			
	<b>Wholesale Landline and wholesale voice calls</b>	<b>Wholesale Broadband</b>	<b>Wholesale On-island Leased lines</b>	<b>Reference Interconnect Offer</b>
New Product				
Change to existing product				
Technical description of product (including diagram)				
Impact to existing product and reasoning				
Reason for requirement and why existing products do not meet requirements				
Technical limitations and prerequisites				
Security				
Contractual requirements	E.g.; contract length which should align with length of time OLO wants to maintain service if only requester			
Ready for service date				
Fulfilment	Describing: Manual / Digital ordering process between Retailer and JT Wholesale, Retailer / Customer notifications (KCI), provisioning SLAs			
Installation	Describing: Where Physical installation is required, will this be undertaken by Retailer or JT Wholesale? Outline expected installation SLA for In-Situ, new Install and new Premise.			
Assurance	Describing: performance monitoring visibility / reports which may be required (including self service requirements)			
Fault Reporting	Describing: Fault reporting process and expected fault attendance times and fault resolution times			
Incident Reporting	Describing: Incident reporting process (Retailer notifying JT Wholesale and JT Wholesale notifying Retailer)			
Redundancy / Resilience requirements	Describing: requirements for equipment, connectivity, building, separacy redundancy and resilience			
Rating / Billing	Describing: Recurring (rental) and non-recurring (usage) charging model between JT Wholesale and Retailer, and any Billing data sharing required for onward retail billing.			
Reporting	Describing: KPI/SLA reporting required for Fulfilment, Assurance and Billing			
	Yr 1	Yr 2	Yr 5	Yr 10
Capacity / Demand Forecast	Describing: expected subscriber uptake, usage, scaling and performance			
Potential Benefits to JT				
Regulatory or legal impacts				
Example Jurisdictions where this has been done before				
<b>JT Scoring</b>				
Complexity of Product	Low	Medium	High	
Is an existing wholesale product available to meet the needs?				
Are other products available ?				
JT Resource Requirements	Low	Medium	High/Already committed	
Architecture Change / Investment level	Low	Medium	High	Roadmap
Other market demand				
Obsolescence equipment check				
Risk assessment of network and security				