



Jersey Competition Regulatory Authority,
Second Floor, Salisbury House,
1-9 Union Street,
St Helier,
Jersey
JE2 3RF

14 April 2025

Re: Response to the Draft Decision on the Telecoms Market Review

Dear Sir/Madam,

I am writing on behalf of the Jersey Consumer Council to provide our feedback on the JCRA's Draft Decision concerning the Telecoms Market Review, published on 26 February 2025. We commend the Authority for its comprehensive analysis and commitment to fostering a competitive telecommunications environment in Jersey.

Consumer perspective on market transparency

A primary concern from a consumer standpoint is the lack of a common denominator or baseline that enables easy and accurate comparison of like-for-like services across the telecoms market. The absence of standardised metrics or clear definitions complicates consumers' ability to make informed choices, potentially leading to suboptimal decisions and diminished consumer welfare.

Clarification on 'Landline' services

We also seek clarity on the definition of 'landline' services. Many consumers are perplexed as to why they continue to incur charges for landline services when they do not utilise them for voice calls. A clear and transparent explanation of what constitutes a 'landline' and the rationale behind associated charges would greatly enhance consumer understanding and trust.

Support for proposed measures

We support the JCRA's proposals to:

1. Enhance number portability: Facilitating easier switching between providers will empower consumers and promote competition.
2. Develop broadband-only products: Offering standalone broadband services caters to the growing number of consumers who do not require bundled packages.
3. Address market power concerns: Ensuring that JT's dominant position does not stifle competition is crucial for maintaining a fair market.

We encourage the JCRA to continue its efforts in promoting transparency, competition, and consumer protection within the telecommunications sector.

Yours faithfully,



Carl Walker
Chairman