NEWS RELEASE

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Islanders could save hundreds of pounds a year by shopping around for broadband and mobile deals

The Jersey Competition Regulatory Authority (JCRA) is encouraging Islanders to review their broadband and mobile packages, after its analysis of published tariffs found that the cost of the same household services can vary considerably depending on the provider and package chosen.

The JCRA compared prices currently advertised by Jersey's telecoms providers for a typical household taking a broadband package and two SIM-only mobile plans.* Depending on the combination chosen, monthly costs ranged from £73 to £106 – a difference of up to £33 a month, or around £400 a year, on published prices.

Packages are not always directly comparable – speeds, data allowances, contract terms and bundle discounts all vary – but the findings show that Islanders have real choice, and that a deal signed up to several years ago may no longer be the best option.

Jersey's telecoms market has changed significantly in recent years. Homes and businesses across the Island have access to full-fibre broadband, and a range of providers, from long-established operators to newer entrants, compete to offer broadband and mobile services. Consumers are free to choose the deal that best suits their needs.

Peter Hetherington, Chief Economist of the JCRA, said, "Jersey has a telecoms market where providers compete for customers, which is good news for Islanders. But competition works best when consumers make use of it. Many people stay with the same provider for years without checking whether they are still getting good value, and with household budgets under continued pressure, a few minutes spent comparing tariffs could make a real difference.

"The message is simple: check what you are paying, look at what else is available, and ask your current provider whether they can offer you a better deal. You don't have to switch to save money, but knowing your options puts you in a stronger position."

The JCRA suggests consumers:

- Check when their current contract ends and whether any early exit charges apply
- Review how much mobile data they use and what broadband speed they need, so they are not paying for more than they require
- Compare bundled and separate options, as either can offer the best value depending on a household's needs
- Speak to their current provider before deciding to switch, as better deals are often available to existing customers who ask

Practical advice on reviewing telecoms services is available on the JCRA website.

The JCRA continues to monitor prices and outcomes in Jersey's telecoms market and will publish further independent analysis of how Island prices compare internationally in the coming weeks.

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NOTES TO EDITORS:

*Analysis based on prices published on Jersey telecoms providers' websites in November 2026 for a approximately 1 Gbps download speed broadband package (not including router charges) and two SIM-only mobile plans with at least 10GB of data each. Figures include bundle or loyalty discounts but not short term discounts and packages vary in speed and specification, so comparisons are indicative.

About The Jersey Competition Regulatory Authority

The JCRA was established under the Competition Regulatory Authority (Jersey) Law 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The JCRA strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens and consumers facilitating best value, choice and access to high quality services.