



CICRA media release

30 April 2014

CICRA backs Sure's decision to cap roaming charges

CICRA (the Channel Islands Competition and Regulatory Authorities) has backed a decision by Sure to cap its roaming charges and has urged other operators to follow suit.

The pan-Channel Islands telecoms operator, Sure, announced that mobile phone users will be able to put a spending cap on their accounts while travelling abroad of £10, £20, £50, £100, £500 or £1,000 per month. Alternatively customers could opt-out of data roaming altogether or choose to have no limit in place.

Customers will receive a message once their spending limit has been reached and data access will then be blocked. It will not affect customers call or texts.

CICRA interim chief executive, Michael Byrne, said: "CICRA has been calling on operators to put in place safeguards for users so that they can use their phones abroad without fear of "bill shock" and we are pleased to see this response".

"The system already operates successfully throughout the European Union and has assisted in reducing cases of "bill shock" for travellers there. We hope that all operators will follow Sure's lead.

"Until the caps are formally introduced by all Channel Island operators we strongly recommend that customers seek advice from their mobile phone provider on how to manage or disable data roaming on their device before going abroad."

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NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA Chief Executive Interim, Michael Byrne, in Guernsey at the Guernsey Competition and Regulatory Authority, Suites B1 & B2, Hirzel Court, St Peter Port, Guernsey GY1 2NH or in Jersey at the Jersey Competition Regulatory Authority, 2nd Floor, Salisbury House, 1 - 9 Union Street, St Helier, Jersey JE2 3RF. Alternatively email info@bicra.gg.

About CICRA:

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.