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**CICRA releases results of Guernsey broadband customer satisfaction survey**

The Channel Islands Competition and Regulatory Authorities' (CICRA's) second independent customer satisfaction survey of broadband service providers shows that there is still room for improvement by both operators.

Sure and JT are the two providers currently providing broadband services in Guernsey.

CICRA, which conducts the survey every six months, commissioned Island Analysis to survey 500 islanders asking them to give their opinion on the quality of service, billing and the level of customer service they received from the two operators.

Overall 50% of respondents rated their broadband quality of service as satisfactory or highly satisfactory – compared to 31% in May. Sure achieved a satisfaction rating of 51%, up from 29% in May. A third of JT customers responded that they were satisfied or highly satisfied compared to 35% in May.

Two thirds of respondents again rated their billing as satisfactory or highly satisfactory. Sure achieved the higher rating of 66% compared to 55% for JT. This compares to 48% and 66%, respectively, in May.

59% of those surveyed had cause to contact customer services in the past six–12 months with 58% reporting their experience to be satisfactory or highly satisfactory (up from 45% in May). Sure achieved a satisfaction rating of 60% compared to JT

45%. Ratings for both operators have improved since May when they scored 47% and 38% respectively.

Only 3% of those surveyed had changed provider in the past six-12 months with 27% suggesting that they would be likely or very likely to change provider in the future.

CICRA director, Louise Read, said: "It is pleasing that Sure's overall customer satisfaction rating has improved. However the improvement is on the back of poor satisfaction levels in May and I would expect Sure to continue to work to deliver further improvements in the future. JT's rating is concerning given that customer's feel that in most areas surveyed it has made no progress in addressing quality of service.

"To be a Which? Best Buy, a customer satisfaction rating of over 75% is required."

"I would urge both operators to listen and react quickly and decisively to the feedback from their customers who ultimately have a choice of which broadband operator to use."

26% of Sure's broadband customers surveyed indicated that they were likely to change provider in the future compared to 31% of JT customers.

"Customers have a choice of broadband service provider and if they are not happy we encourage them to compare offers and look at what other customers say, to help them decide which provider may better meet their needs in the future."

Following a successful pilot study in Guernsey, CICRA is in the process of commissioning a larger independent study into broadband quality of service across both Jersey and Guernsey which will start by the end of March 2015.

The results of the study will provide independent and robust information confirming the areas of each island where customers generally receive a good quality of service and those areas where the customer experience is not so good.

Most importantly it will indicate why the quality of service is less than ideal which could include issues with the provider's network or issues with the customers' own equipment.

This is the third of a series of three reports that CICRA has issued. The first report, on fixed lines, was published on 16 January and the second report, on mobile services, was published on 23 January. The next survey is scheduled for May.

**ENDS**

**NOTES TO EDITORS:**

All enquiries should be directed in writing to CICRA chief executive, 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@cicra.gg](mailto:info@cicra.gg).

In line with CICRA's consultation policy, it intends to make responses to the consultation available on the CICRA website. Any material that is confidential should be put in a separate annex and clearly marked as such so that it may be kept confidential. CICRA regrets that it is not in a position to respond individually to the responses to this consultation.

**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.