



**25 March 2015**

### **CICRA launches broadband performance study**

The Channel Islands Competition and Regulatory Authorities (CICRA) has announced the start of its in-depth study into the quality of broadband services experienced by Channel Islanders.

Following on from its recent surveys of customer satisfaction, CICRA's independent study will measure customers' experience of their fixed-network broadband services using leading edge technology developed by Actual Experience PLC.

CICRA has commissioned the company to measure the performance of the broadband networks in Jersey and Guernsey based on a sample of 1,000 volunteers from across the Channel Islands.

Fixed-network broadband services are delivered to customers through copper, fibre optic and WiMax technologies. The study will look at the services of all fixed-network broadband providers in the Channel Islands: JT, Sure and Newtel/YTel/Homenet.

The volunteers will be asked to install a small software package on their computers which will run a series of tests across the network, measuring the results and reporting to a central database from where the results of the study will be assessed at the end of a two-month data collection period. At the end of the study the software will be uninstalled.

Data will be collected on a confidential basis with the identity of participating volunteers known only to CICRA. The final report will draw generalised conclusions and will not be specific to individual participants.

The Actual Experience software operates independently of a volunteer's activities and sends test messages across the networks. It does not interfere with or track the volunteer's normal internet usage and cannot see which websites volunteers visit nor will it inspect their emails.

Louise Read, director of CICRA, said: "This is a great opportunity to identify where there may be issues in the islands' broadband infrastructure which will better inform local operators and governments where improvements could be needed.

"Our aim is to identify issues, understand their causes and, where possible, identify the challenges to improve the experience of all broadband customers across the islands to better meet their needs.

"We are again calling on Channel Islanders to help us by volunteering to participate in this study."

CICRA expects to be collecting data in May and June with its report being published in July.

If members of the public in either island would like to volunteer to participate in the study then please visit the CICRA web site ([www.cicra.gg](http://www.cicra.gg)) where further details can be found together with a link to an online questionnaire where potential volunteers can register their interest.

**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.