



**1 November, 2017**

### **Channel Islands 4G mobile coverage better than the UK**

4G (or LTE) mobile telephone coverage in the Channel Islands is better than many major cities in the UK according to a recent report commissioned by the Channel Islands Competition and Regulatory Authorities (CICRA).

As part of CICRA's role to inform and protect local consumers, and its agreement with 4G operators when 4G launched, it commissioned a specialist firm to audit 4G coverage in Alderney, Guernsey, Herm, Jersey and Sark.

Regulaid carried out the survey by driving the roads of the islands (or cycling in the case of Sark) and using dashboard mounted mobile phones to mirror as closely as possible the service experienced by customers. The target coverage was set at 95% with download speeds of two megabits per second (mpbs) which is sufficient to stream standard video.

CICRA chief executive, Michael Byrne, said: "As part of the process of awarding spectrum to operate 4G, operators were required to lodge 'performance bonds' with CICRA to ensure that targets for coverage were met within a committed timeframe from launch. The bonds have been repaid to Sure, JT and Airtel as a consequence of this audit."

Both Guernsey and Jersey achieved 4G coverage of more than 95% of the islands with all three operators achieving download speeds significantly higher than the 2mpbs target - 22mbps for JT, 46mbps for Sure and 18mbps for Airtel in Jersey and 19mbps for JT, 40mbps for Sure and 16mbps for Airtel in Guernsey.

Mr Byrne said: These average speeds and coverage levels are excellent; on a par with some of the best performing cities in the UK and in places we have seen peak speeds well in excess of 100mbps on each of the networks.”

In the smaller islands, all three operators have achieved similar high levels of coverage in Alderney, although the more challenging terrain in Sark has meant slightly lower levels of coverage than in the larger islands while Herm relies on coverage from St Peter Port.

A study conducted in the UK last year of the four main rival telecoms operators, found that, apart from EE in some cases, all operators failed to hit a 90% coverage rate in 14 of the most populated areas.

“In most cases Jersey, Guernsey and Alderney are achieving download speeds and coverage that are 10 times more than the target and exceeding those in much of the UK; these are excellent results for telecoms customers,” Mr Byrne said.

However in Herm and Sark the 4G coverage fell below the targets.

“There are particular issues with Sark and Herm regarding the terrain of the islands and the coverage available with the existing masts. We are facilitating discussions between operators and those jurisdictions to see where things can be further improved,” Mr Byrne said.

“Operators note that there have been no complaints from their local customers to date and that where 4G coverage is limited they have made modifications to the existing 3G networks to improve speed and throughput.”

“Overall this is very good news for the Channel Islands and demonstrates our mobile connectivity is among the best in the British Isles.”

See links to the 4G network coverage maps for the islands here:

<https://www.cicra.gg/business-resources/telecoms/4g-lte-network-performance/>

**ENDS**

## **NOTES TO EDITORS:**

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at Suite 4, 1st Floor, La Plaiderie Chambers, La Plaiderie, St Peter Port, Guernsey, GY1 1WG 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](mailto:info@bicra.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.