



NEWS RELEASE

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Annual Telecoms Satisfaction Survey shows most Channel Islanders are happy with their landline, mobile and broadband services

Channel Islanders are, on the whole, satisfied with the service they receive from their local telecoms provider, according to the latest annual customer satisfaction survey carried out by the Channel Islands Competition and Regulatory Authorities (The Competition Authority).

The survey, which is published today, covers key aspects of customer satisfaction including quality of service, reliability, value for money and complaints handling by the operators providing mobile, broadband and landline services in Guernsey and Jersey.

The comprehensive survey collects data from a wide variety of customers from all operators across the Islands. The survey follows the approach used by the UK's telecoms regulator, Ofcom and the local results are benchmarked against those achieved in the UK.

Louise Read of the Channel Islands Competition and Regulatory Authorities said, "Living as we do, in the Channel Islands, the need for robust communications is very important. It's vital that telecoms operators locally deliver high quality, choice and value for money services, and offer proper support when things go wrong.

"Our use of mobile and broadband services has been evolving rapidly and it's essential that our home phones, mobile and broadband services are reliable and perform well. This survey enables customers to compare how different operators are performing and make properly informed decisions when choosing their service

provider. It also gives telecoms operators a clear incentive to improve their service quality, particularly when their performance is benchmarked against UK providers.”

The research covers services offered by JT, Sure, Airtel and Jersey Homenet/Ytel in 2018.

Headline results from the survey

- The majority of customers are satisfied with the services offered by their telecom provider
- The results show that in both Islands the average level of satisfaction in respect of landline, mobile and broadband services is lower than in the UK average but there are differences between operators.
- In some cases local operators outperformed the UK average.
- 20% of Islanders had a reason to complain about their mobile service in 2018, but not all went on to raise their complaint with their operator.
- There are a range of telecoms services available to Islanders. Customers who are not satisfied with the service they are receiving should raise their concerns with their operator and if still dissatisfied shop around.

About the research

The research by a local independent professional research consultancy using a mixed methodology of an online survey sent to closed databases, and Computer Assisted Personal Interviewing in both Islands to provide a robust outcome.

The Annual Telecoms Customer Satisfaction in the Channel Islands survey is one element of the Competition Authority’s work to monitor and encourage the improvement of service quality of telecoms services.

To read the full report visit www.cicra.gg

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About The Channel Islands Competition and Regulatory Authorities:

The Channel Islands Competition and Regulatory Authorities 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.