

Broadband Quality of Service: Consultation Paper



Providing broadband customers with better quality & price information

Why does information on quality & price matter?

We are becoming increasingly reliant on broadband for work and home, and when it comes to choosing a broadband plan, we know that customers are looking for value for money based on quality of service at a fair price.

Whether we are using broadband at home, in the office or while we are on the move, it is essential that the service we have paid for is reliable and performs well. It is also essential that the broadband service we choose meets the provider's advertising claims – upload and download speeds, for example.

Guernsey only has three telecoms operators that provide broadband services – Sure, JT and Airtel. However, information about quality of the services being provided by different operators can be difficult for customers to obtain.

Easily comparable price information about broadband plans can also be hard to access. There are a wide range of fixed and mobile broadband plans, with varying upload and download speeds and maximum data allowances, along with a range of contract options. This information is presented on multiple pages on three operator websites, in different formats, making it difficult for customers to make an easy comparison.

Our quality of service proposal

Measuring & reporting on quality of service performance

The GCRA is proposing that the three telecoms operators providing fixed and mobile broadband services should be required to:

- Measure their quality of service performance across several technical (e.g. internet access service speed) and customer service (e.g. fault repair time) parameters.
- Publish regular reports on their websites (every 3 months) about their performance, in a clear and consistent way that allows easy comparison across operators.

Quality of service parameters to be measured

We are proposing that the three telecoms operators are required to measure and report on the following technical and customer service performance parameters.

Technical parameters:

Internet access service speed – download and upload data transmission speeds, measured in megabits (Mbps) or gigabits (Gbps) per second

Network availability – the percentage of time you can access the internet through your broadband service

Latency (ping delay) – a measure of the responsiveness of your internet connection, measured in milliseconds

Packet loss ratio – another measure of responsiveness, measured as the percentage of data packets ‘lost’ in the network system

Customer service parameters:

Supply time for initial connection of the service

Fault repair time

Bill correctness complaints

Customer complaints resolution time

How will customers benefit from our proposals?

Our proposals, should they be taken forward, will provide Guernsey customers with easily accessible, up to date and comparable quality of service and pricing information, the latter on all fixed and mobile broadband offers.

Armed with this information, customers will be able to make better-informed purchasing decisions. Customers should also benefit from more vigorous competition as the comparable information should encourage telecoms operators to provide better quality and lower-priced broadband services.

Price comparison tool

What are we considering?

To complement our quality of service proposals, we are also considering whether we should establish an online broadband price comparison tool.

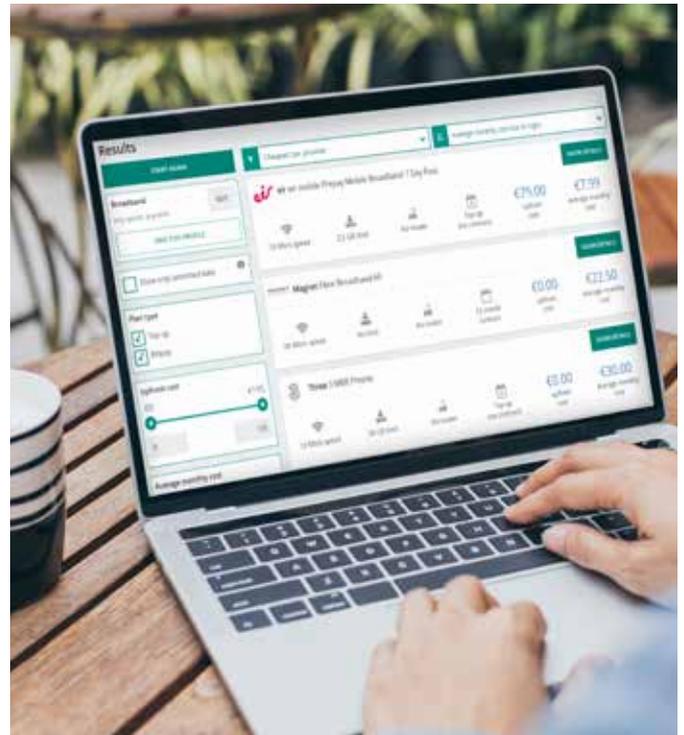
Price comparison tools are common elsewhere, and are often provided by commercial websites e.g. broadbanddeals.co.uk. In other countries, they are provided by the telecoms regulator e.g. Compare Value run by ComReg in Ireland.

We are assessing the benefits of setting up a similar website that provides comparable, easy to review, advertised information on key elements of all current broadband offers from Guernsey telecoms operators.

How could it work?

The three telecoms operators providing fixed and mobile broadband services could be required to:

- Provide broadband plan information to the comparison website in clear, simple language.
- On their websites, link to a web version of the plan information on the comparison website.



Broadband plan information

- upload and download speeds
- data limits
- contract type and length
- any requirement for a router
- upfront cost
- monthly cost

Would you like further information?

If you would like more information on the GCRA's broadband quality of service proposals, we have published a Broadband Quality of Service Framework Consultation Paper. This can be downloaded from our website at: www.gcra.gg

If you don't have access to the internet, or would like a hard copy, please come and see us at our offices at the address below.

How can you help?

The GCRA is interested in receiving your views on our broadband quality of service and price information plans.

You can provide written views to us in the following ways:

- Post or hand deliver a letter to our office address listed below.
- Send us an email at info@gcra.gg

Please mark all written comments 'Consultation on Broadband QoS Framework'.

The closing date for comments is: 4pm, Tuesday, 12 July 2022.

Online Survey

We are also running a short (5 minute) online survey to provide Guernsey broadband customers with an easy way to provide feedback. Please use this link to access the survey:

https://www.surveymonkey.com/r/GCRA_Quality_of_Service_Survey

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GUERNSEY
COMPETITION &
REGULATORY
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