

## MEDIA RELEASE

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### Regulators Accelerate Mobile Number Portability for Coop Mobile and JT Customers

The Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition & Regulatory Authority (GCRA) have secured a significantly accelerated delivery timetable from JT for the technical changes needed to enable Mobile Number Portability (MNP) to the Coop's mobile service.

Under JT's original proposal, the required system changes would not have been completed before May 2026. Following constructive regulatory involvement and detailed engagement between JT, Sure, and the Channel Islands Co-operative Society, JT has now committed to delivering full MNP functionality by 17 March 2026, more than six weeks earlier than first indicated.

MNP allows customers to switch providers while keeping their existing number, a key driver of competition and consumer choice. While mobile providers are subject to a regulatory obligation to offer MNP to their customers, the technical arrangements that enable MNP between providers are governed by commercial agreements. The revised timetable follows focused action by the JCRA and GCRA to resolve the commercial dispute, understand delivery barriers and press for a faster resolution that better serves Islanders.

JT has provided regulators with a strengthened implementation plan, including a condensed testing phase and adjusted internal resourcing to accelerate delivery. JT has also given "firm commitment" that all necessary work will be completed as quickly as possible. Continued coordination between operators will remain essential to ensure the new deadline is met.

The JCRA and GCRA have welcomed the revised schedule and JT's commitment to expedite progress but remain disappointed that regulatory involvement was required to accelerate JT's delivery of MNP to the Coop Mobile.



Tim Ringsdore, CEO of the JCRA, and Michael Byrne, CEO of the GCRA, said:

"Enabling mobile customers to retain their existing numbers is a critical component of effective competition in the Channel Islands' telecoms markets. The earlier implementation date will provide JT customers with an additional choice of mobile provider sooner than previously expected."

Further updates will be provided as implementation progresses.

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**Media Enquiries:**

**GCRA Communications Office**

**Tel: +44 (0)1481 711120**

**Email: [info@gcra.gg](mailto:info@gcra.gg)**

