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CICRA announces start of third telecoms customer satisfaction surveys

The Channel Islands Competition and Regulatory Authorities (CICRA) has announced the start of its third telecoms customer satisfaction survey continuing its regular review of the quality of services offered by local telecoms operators.

CICRA has commissioned Island Global Research, the new analysis division of Channel Island actuary and consultant company BWCI, to conduct the survey of 500 customers in each island which will ask customers to give their opinion on the quality of service, billing and the level of customer service they have received from their telecoms provider.

CICRA undertook its first survey in May of last year and announced it would repeat the surveys every six months.

On completing a second survey in November CICRA was able to identify whether the local operators had or hadn't made improvements and in what areas.

CICRA director, Louise Read, said: "Our results in January evidenced whether telecoms operators had improved their customers' experience by addressing issues highlighted by their own customers in our previous survey.

"While the results showed evidence of improvement in some cases, the third set of results will be able to tell us whether operators have meaningfully engaged over the past year with their customers to further address their concerns."

All operators have received the details of the methodology used to devise and execute the surveys which is also available on the CICRA website.

Those interested in completing the online survey can visit www.cicra.je.

The results of the survey are expected to be published in June and will once again be issued in a series of three reports on landline, mobile and broadband experiences, respectively.

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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.

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.