



## **CICRA media release**

**1 March 2016**

### **CICRA releases results of fixed line customer satisfaction survey**

The fourth independent Channel Islands Competition and Regulatory Authorities (CICRA) customer satisfaction survey into fixed line telecoms services in Guernsey continues to show positive results for Sure.

CICRA, which carries out the survey every six months, commissioned Island Global Research to survey Sure customers asking them to give their opinion on the quality of service, billing and the level of customer service as well as whether they were likely to change their provider in the future.

Overall, since CICRA's first survey undertaken in May 2014, Sure's quality of service ratings have improved and the majority of participants rated its quality of service as satisfactory or very satisfactory - an increase from May 2015.

For satisfaction in billing, Sure has remained fairly consistent and higher than JT in Jersey. The majority of participants continue to rate Sure's billing as satisfactory or very satisfactory.

Of those customers who had contacted customer services, more than half of Sure customers reported their experience to be satisfactory or highly satisfactory which is a significant improvement since the last survey in May 2015.

The proportion of Sure participants who said they were likely or very likely to change provider in the future was approximately half that reported by JT participants in Jersey and some way lower than reported by Sure customers in previous surveys.

In both islands by far the biggest reason given for seeking to change operators was price.

CICRA director, Louise Read, said: “Sure has continued to improve or remain consistent across the board.

“There is still room for improvement but we’re pleased with the largely positive trend that’s developed. In order to support customers, and as part of our work programme for the year, we will be reviewing the basis for telecom operators’ current service standards to ensure the levels are appropriate for the island’s needs and engagement with customers will be key.

“As usual we will provide all the (anonymised) data to Sure and work with them to ensure their attention is focussed on the areas important to customers and that CICRA considers will deliver the greatest improvement in customer satisfaction.

“The next survey is scheduled for May 2016.”

**ENDS**

**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, Suite 4, 1st Floor, 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).

**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.