



Telecommunications Service Standards

Information Notice

Channel Islands Competition & Regulatory Authorities

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Towards the end of 2017, CICRA carried out a consultation on a range of options for the regulation of service standards for licensed telecoms operators. CICRA received several detailed and constructive responses to the questions raised in the consultation and, as a result of these, will not be enforcing the measures considered in the consultation through regulation at this time.

Instead of regulatory action, in the first instance, CICRA has agreed to take a voluntary approach with the aim of improving transparency for consumers in conjunction with the operators.

Consultation Issues Raised

Publication of Information

CICRA remains interested in gaining a better understanding of the gap between perceptions of operators in the UK compared to perceptions of operators in the Channel Islands. The 2018 customer perception survey will be going ahead with the survey this year including the handling of complaints. The results will be published in the usual way in due course.

Mandatory Minimum Service Standards and Compensation

Rather than imposing mandatory minimum service standards and automatic compensation, in the first instance, CICRA is seeking to improve transparency on what is currently available to consumers. The intention is that this will improve information available to consumers when they are making a choice between operators. It may also help to explain, and even possibly improve, the current difference between the perception of operators in the Channel Islands compared to those in the UK.

To this end, CICRA has agreed that on a voluntary basis operators will publish information on the service standards consumers can expect to receive and the compensation they will be entitled to if these standards are not met. This information should be published in an easily accessible 'Code of Practice' location on the operator's website, and CICRA will publish a link to this, allowing comparisons to be easily made.

The information should set out the minimum service levels for consumers in respect of all telecoms services offered, any exceptions to these, and the compensation or refunds which will be offered where service levels are not met. The information required to be published is already a licence requirement. The only change being suggested by this letter is as to the manner of publication.

Code of Practice on Dispute Handling

Likewise, all operators are already required to publish an appropriate code of practice ('Consumer Code') for the resolution of disputes. CICRA would encourage all operators to assess their Consumer Codes against the Ofcom Code of Practice on Dispute Handling in an appropriate manner for the Channel Islands. CICRA will continue to publish links to Consumer Codes on its website, and review against the UK code.

Next Steps

At the beginning of August, CICRA will publish links to operator standards and code of practice where those operators are providing services to the public in the Channel Islands. This will allow consumers to make direct comparisons between operators. Following this, CICRA will close the

project, but continue to monitor whether this voluntary approach is working in improving transparency for consumers to make better informed choices.

CICRA will also be undertaking a review of the current consumer protection conditions as part of the general review of licences taking place in preparation for 5G. Likewise, the current work on broadband will include consideration of wholesale service standards.