

“Billing Practices for Fixed Telecoms services - Consultation”

Dear Sir,

I have read your consultation paper and as a customer of Jersey Telecom, I have been dismayed at receiving 2 bills per month, always in arrears, and always late from the date of them.

I pay by cheque, not direct debit by choice, my telephone gets cut off at least once a month, which is ridiculous and so frustrating as I have to go in to telecoms and pay the next bill, and then the next, so that they will re-connect my phone.

It is so confusing, especially as many of the bills have the same month on them, even though they are paid. The bills from telecoms are not always up to date either, they seem to arrive long after the date on them, often the previous payment has not been taken off the bill, what on earth is going on?.

I have even been told by an employee at the Jersey Telecom shop that it takes up to 5 hours to re-connect, yet other shop employees have re-connected my phone straight away. while I am standing at the counter of the Jersey Telecoms shop, this is all totally unsatisfactory.

I welcome the fact that your organisation is looking into this as it is not fair to the consumer and quite frankly not good enough,

kind regards, Michael Noel