

I am pleased to see that the CICRA is looking into the billing practices for fixed telecoms services at last.

From what I can see the fixed line rental charge per month is what we were all paying each quarter until we were transferred over to monthly billing WITHOUT ANY CONSULTATION ON THE MATTER.

Being transferred onto direct debit payment was another ploy to hike up charges.

I do feel particularly strongly about the monopolistic nature of JT in particular. Whereas all telephone customers have alternative providers in the field of mobile technology services, this is not the case for customers with fixed (home and business) lines. There is nowhere else to go. It has also become apparent fairly recently that the quality of our home internet line has become quite tardy coinciding no doubt with JT's installation of fibre optic technology. Perhaps this is just a coincidence but it is interesting to note a recent comment in the JEP that our internet speed is the slowest in the British Isles. Regrettably high charges do not mean high speed!! And of course fibre optic connections come at a (higher) price.

From a business viewpoint, we have been a small business customer of JT for more than 25 years but when we recently re-located to new premises we found the charges for a relatively simple operation excessive to say the least (over £80 to transfer a fax line!).

I would also like to comment on the ridiculously poor level of customer service afforded to customers telephoning JT. Waiting times of 20 minutes are not uncommon as I have experienced on 3 occasions recently.

Making money (profiteering I call it) and making investments for the benefit of its customers just don't seem to go hand in hand at JT in my view.

Many thanks for allowing me to comment.

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