

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY J.M. MAÇON OF ST. SAVIOUR
ANSWER TO BE TABLED ON TUESDAY 4th FEBRUARY 2014**

Question

Will the Minister, as the shareholder representative, advise how many complaints, if any, JT has received from customers regarding the installation of the fibre optic systems?

How many complaints, if any, has JT received from customers regarding the new billing system?

Will the Minister request JT to install a transparent billing system as previously?

Will the Minister advise whether JT undertook a customer consultation prior to the implementation of its new billing system, and if so, what was the sample size and demographic of this survey and what were the results?

Answer

During 2013 a total of 6,594 customers were connect to the fibre optic system. Of these 214 complaints were recorded, representing 3%.

JT's have advised that their Contact Centre receives approximately 1,200 billing query calls per week and that billing query calls have not increased since the introduction of the new system.

The new JT billing system has wider capabilities than are currently being used during the initial 'bedding in period', which they advise when implemented will improve access and transparency to billing information. Additional JT call agents and staff will remain available meanwhile to assist customers during this process.

Information gathered from calls to JT's Contact Centre played the primary role in assisting JT billing teams to redesign the new bills, which included industry best practice initiatives. In addition, customer focus groups were undertaken including specific presentations to special interest groups such as Age Concern and the Consumer Council. All feedback received was taken into account, including conflicting advice and views which JT had to take a judgement on to finalise the new system. JT has committed to completing a review of feedback when the system has been fully tested, after Q1 2014. The new system can then be adjusted to reflect this feedback.