

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES  
BY DEPUTY G.C.L BAUDAINS OF ST. CLEMENT  
ANSWER TO BE TABLED ON TUESDAY 18th MARCH 2014**

**Question**

As shareholder representative for Jersey Telecom, would the Minister advise whether problems with billing remains ongoing and, if so, will he now issue the Jersey Telecoms Board with directions to resolve the matter?

**Answer**

It is worth reiterating that JT was not just changing a billing system, it was changing an inflexible, not-fit-for-purpose, inefficient and unsupported system for a platform that deals with all customer service, customer provisioning and customer billing requirements. Changes of this nature are only ever undertaken when there is no other choice and where the change is in the longer term interests of the business and, crucially, its customers.

Given the significance of the change, the CEO of the company took the unprecedented step of writing to each and every customer in advance to give notice of the challenging period that lay ahead of the cutover to the new platform in November 2013.

In the period since cutover, average daily calls from customers have returned to normal daily levels, as set out below:

Call Volumes Daily Average									
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar (part)
Working days	23	21	21	23	21	20	20	20	8
Total monthly call volumes	17,560	16,199	16,757	18,629	21,132	18,724	19,998	16,869	5,472
Daily average call volumes	763	771	798	810	1006	936	1000	843	684

While the above is a positive indication of the progress made, JT still has significant work to do and has given many undertakings in regard to engaging with its customers and taking on board their suggestions for further improvements. Customers will have started to see JT engaging more proactively in regard to the changes required and this will continue.

The Minister will continue to hold the Board of JT to account in regard to delivering on these commitments.