

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY M.R. HIGGINS OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 22nd MARCH 2016**

Question

Further to the report of the Channel Islands Competition and Regulatory Authorities which ranked JT last among telecom providers for consumer satisfaction, will the Minister, as shareholder representative, state whether this is acceptable, and explain to Members what action, if any, he proposes to take to ensure that this situation is not allowed to continue?

Answer

As shareholder representative for JT the Minister wishes to ensure that they achieve and maintain high levels of customer satisfaction at all times. There have been challenges faced in this area in recent years, however the Minister is re-assured through discussions with both the Board and the executives that JT are now putting in place improvements and processes to address these past challenges.

The Minister is assured that JT takes the results of these surveys seriously although it does have some concerns with the methodology used in this instance. It is also unfortunate that the reporting in an article in the Jersey Evening Post on 11th March 2016, dealing with 1 of the 6 CICRA annual surveys ignores some key statements in regard to the significant progress being made by JT and the levels of customer satisfaction now being achieved.

In a presentation to which all States' Members were invited on 18 January 2016, JT provided an update regarding progress on major programmes of work and the results of an improved focus on customer experience. While performance on key programmes such as the fibre rollout and billing experiences improved dramatically during this period, it will take some time for such performance to feed through to customer satisfaction reports.

One of JT's 2016 key objectives relates to customer experience and the Minister will be maintaining a keen focus on this during his regular meetings with company executives. The Minister is also pleased to see that JT is actively progressing the type of initiatives that he would hope and expect to see, which include publication of the customer promises outlined in Appendix 1.

A further performance update will be provided to all States' Members following the Annual General Meeting in June 2016 and this will include an up-to-date assessment in regard to customer experience.

In the meantime, JT remains available to bring individual States Members' up to date on progress in this area.

Appendix 1 – JT Customer Promises

If you.....	Our promise is....	Our guarantee....
Purchase any product or service from us	To offer you a great service, value for money and a 'no quibble' return policy.	Any item purchased from us in one of our retail stores and returned in the same condition, including the packaging, your receipt of purchase and documentation, within 7 days will be refunded fully. If you are not totally satisfied with the service you have ordered, you will have 14 days to cancel it and you will not be charged.
Order a landline and / or broadband service	To connect your landline or broadband service within 15 Working Days. To switch your broadband connection from copper to fibre in no longer than 12 weeks from the date of your first appointment.	If we take more than 15 Working Days to connect your landline or broadband service, we will pay you £10 for every day we are delayed, up to the value of £100. If we take longer than 12 weeks from the date of your first switchover fibre appointment, we will pay you a £50 one-off refund.
Have a service affecting fault on your landline, broadband or mobile service	To fix your service affecting fault within 2 Working Days after the day of it being logged and reported.	If we take more than 2 Working Days to fix your fault, we will pay you £10 for every day up to the value of £100, where it is proved to be JT service fault.
Have an enquiry, complaint or compliment	To respond to you within 2 Working Days if you send your enquiry via email, on JTHelp Facebook page or @JTGlobalHelp Twitter feed. To acknowledge your complaints or compliments within 2 Working Days. We aim to answer 75% of calls within 40 seconds.	We will actively monitor our call answering and call back service, our inboxes and JTHelp channels during working hours / or at times our contact centre is open. Our Customer Services team will do all they can to resolve your complaint. If you let us know when you receive great service, we'll pass it on to the member of staff concerned and their Manager.
Are experiencing higher bills than normal	To monitor your usage and alert you if you have used more than £40 worth of usage in one day on your mobile service. To provide a JT Mobile App so you can actively monitor your usage. To offer you a free call barring service. To work with you to discuss and offer you a repayment plan which will allow you to split payment over several months. We will do everything possible to avoid disconnecting your telephone service.	If you do incur unusually high usage charges, we will investigate each individual case and will advise you of a tariff more suitable to your usage if applicable. We may provide a one-off credit, at our discretion, if the charges relate to your previous bill (but not bills predating this) and you have not received a credit previously for a similar occurrence. If payment is not received and there is no history of previous non-payment, we will try to contact you by phone before we restrict your services/account in any way.