

APPROVED

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY G.P. SOUTHERN OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 18TH APRIL 2017**

Question

What discussions has the Minister, as the shareholder representative, had with the management or management board of Jersey Telecom following that company's decision to impose an additional charge on those customers unwilling or unable to pay bills through e-payment or Bacs?

Answer

The Minister for Treasury and Resources has delegated to the Assistant Minister for Treasury and Resources, Connetable John Refault, responsibility for shareholder matters.

Since being notified by JT on 13th January 2017 that additional monthly charges for billing were to be introduced, the Assistant Minister has maintained contact with JT in a number of ways:-

- Regular updates from JT – this has ranged from, for example, discussions held by JT in January with Age Concern, through to the provision of the detailed Briefing Note which was provided to all States Members. In addition JT have provided updates on the take up rates for the move to e-billing and direct debit.
- Quarterly shareholder meeting – the Assistant Minister took the opportunity to discuss this issue with JT at the scheduled meeting on 8th February 2017. This included the rationale behind the charges, CICRA's view and steps being taken to ensure that vulnerable customers and those who were not on-line, were appropriately dealt with.
- Letters/emails from customers – a number of these have been received by the Assistant Minister setting out opposition to, and concerns about, the changes. The Assistant Minister, through officers, has liaised with JT to raise these individual concerns, provide the appropriate responses and to ensure that JT have engaged directly with those individuals.
- States questions – in responding to State questions there has been contact with JT to ensure correct and up to date information has been provided in the responses.