



# Media Release

2 November 2017

## **JT welcomes CICRA confirmation that it has best network**

JT has welcomed the findings of a recent CICRA study of CI mobile network quality which confirms that JT has the best local network.

Although this is a single study, it does support some of the results of previous surveys, such as the one conducted last year by one of the world's recognised independent authorities on network speeds, Ookla, who confirmed that JT's network was the best in the islands.

Daragh McDermott, Corporate Affairs Director at JT commented:

"It's always pleasing to see the CI networks compared very favourably to those available in the UK – this study relates to the mobile network, but the quality difference is there on JT's fixed-line broadband network too.

"We were surprised to see Sure jump on this one result to allege that they have the fastest network, which I think carries a very serious risk of misleading customers.

"Notwithstanding the fact that it is only one study, the results just aren't that simple.

"A closer inspection shows that while Sure had quick downloading speeds in this one study (see graphic below), JT had much better uploading speeds – secondly, while Sure's network coverage was officially branded as 'variable', JT's was formally recognised as being 'more consistent.'

"When you put all of that together, we are very confident in saying we have the best local network - but it's actually more important to listen to what our mobile customers think.

"The fact that thousands move to JT every year, and that we are the only operator to give them complete freedom to change provider if they want to – and the vast majority choose to stick with JT – is actually all the proof we need."

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	Jersey Telecom (Mbps)	Sure (Mbps)	Airtel-Vodafone (Mbps)
Average DL Jersey	21.8	45.5	17.7
Average DL Guernsey	19.2	39.6	16.3
Average UL Jersey	16.1	11.7	9.0
Average UL Guernsey	13.5	11.9	9.1
Max DL Jersey	136.8	210.0	148.1
Max DL Guernsey	184.0	200.1	152.2
Max UL Jersey	49.1	49.4	34.3
Max UL Guernsey	51.7	46.4	32.1

As can be observed there are significant differences. Sure offers the highest peak download throughputs and highest average download throughput but also more variability. JT is more consistent and relatively strong in the average upload throughput. Airtel-Vodafone combines relatively good outdoor LTE coverage with typically significantly lower throughputs than the other operators. Most likely this difference is related to a combination of fewer sites with 800 and 1800 aggregated and the capacity of backhaul transmission and/or IP Transit capacity in use.

**ENDS**

## NOTES TO EDITORS

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