

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY G.P. SOUTHERN OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 14TH FEBRUARY 2017**

Question

Will the Minister, as shareholder representative, review the decision by JT to impose a surcharge on customers in respect of postal billing and payment by cheque and, if not, why not; and will he explain what consideration, if any, was given to the option of offering a discount for payments made through the mechanisms JT wishes to encourage?

Answer

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

Whilst this is an operational issue and one for the Board of Directors of JT Global, the Assistant Minister has maintained contact with JT throughout. Members, on 7th February 2017, will have received an email from the Chief Executive Officer of JT providing a briefing document setting out the background to the changes and the steps being taken to deliver them. Hopefully this will have helped clarify the position.

It is important to stress, that whilst this issue has caused some concern, the Assistant Minister is advised that the total number of queries to JT have numbered 197 over the last two weeks whereas the number of completed forms received to date is 2,688.

In terms of those customers who do have concerns, the Assistant Minister is assured by JT that appropriate mechanisms are in place to deal with them based on their own individual circumstances. It is important to stress that such customers should make direct contact with JT based on the information contained in the letters they have received or will receive from JT over the course of the next few weeks.

On the issue of JT offering a discount, the Assistant Minister is advised that a number of promotions have been run over recent years along such lines, including monthly discounts, and this has resulted in over 70% of customers moving to e-bills and/or direct debit payments JT's only remaining option was to follow the approach of its competitors in applying these charges, although it remains the case that such charges can be completely avoided (which is JT's clear preference).

JT have advised that it continues to supply heavily subsidised line rental of £11.25 per month to 9,390 customers under the PrimeTalk tariff.

The Assistant Minister receives and will continue to receive regular updates.