

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES  
BY DEPUTY J.M. MAÇON OF ST. SAVIOUR  
ANSWER TO BE TABLED ON TUESDAY 4th FEBRUARY 2014**

**Question**

Is the Minister, as the shareholder representative, able to confirm that all JT customers, once connected to the new fibre optic system, are experiencing a better quality and faster broadband service and has this been supported by the responses received to the current customer survey?

**Answer**

The Minister is advised by JT that of the almost 7,000 JT customers that have been connected to the new fibre optic system, 63% have reported better quality broadband speeds.

The Minister is further advised that a further 32% have reported the same broadband speeds as before they were connected, meaning that 95% of those switched over have reported the same or better broadband experience.

For the remaining 5%, JT have advised that they have established that the speed delivered to the handover point is at least that which was previously delivered over the copper network and that the distribution of the signal within the property remains the responsibility of the subscriber, whether it relies on in-house wiring and/or Wi-Fi equipment.