PRESS RELEASE

PR 01/2025

Contact: Telecommunications Regulatory Commission
Telephone: (284) 229-4165
Email: contact@trc.vg
Website: www.trc.vg

TRC Launches the Residential Customer Survey for the Industry Review of the Territory

The Telecommunications Regulatory Commission (**Commission**) has commenced the Industry Review of the Virgin Islands (**Industry Review**), which aims to determine how the telecommunications sector has evolved since it was liberalised in 2006 and to make recommendations that will shape the new telecommunications policy in order to promote systematic development in the Territory. To achieve this, the Commission will carry out a market assessment from a historical, current and future perspective. As part of this assessment, the Commission engaged various stakeholders across different sectors of the economy and is also conducting a survey to specifically target residential customers, ensuring their feedback is directly included in the review.

The Commission is excited to announce the launch of the **Residential Customer Survey on the Industry Review of the BVI Telecommunications Sector**, under the theme: *"Transforming Telecoms for BVI Residential Customers: Your Voice, Our Future"*. The primary purpose of the online survey is to gather up-to-date information and gain a clearer understanding of the state of key customer outcomes across all telecommunications services, as perceived by residential customers. The survey covers various areas such as purchasing patterns, switching decisions and preferences, views on prices/services offered, and key drivers of purchase decisions, in the present and in the future. It takes 7 minutes to complete, and responses are strictly confidential.

The results of the survey will provide valuable evidence for the Industry Review on customer perceptions and preferences, which is crucial to shaping the future of the telecommunications sector and ensuring that the delivery of key outcomes are in line with market demands.

“We are committed to ensuring that every voice is heard,” said Mr Guy L. Malone, Chief Executive Officer of the Commission. “This survey is more than an opportunity to provide feedback—it serves as a key platform for ensuring your voice is heard and leads to meaningful action. Your responses directly guide our decisions, helping us identify trends and adapt to the evolving needs of you and the wider community. We invite every resident to play a part in this transformative journey. As a token of appreciation, participants who complete the survey will be entered into a draw for a chance to win exciting prizes.”

The survey will run from 7 February 2025 to 7 March 2025, and participation is open to all residential customers in the VI. To participate, you can access the survey on our website, www.trc.vg or visit our social media platforms (Facebook and X) to click the specified link or scan the QR code.

*****Note to Editors:**

The Commission is the statutory body responsible for regulating the telecommunications sector of the Virgin Islands, protecting interests of users of telecommunications services, ensuring fair competition among operators of telecommunications networks and providers of telecommunications services, promoting the development of telecommunications throughout the Virgin Islands and advising the Minister of Communications and Works on telecommunications policies.