



# Office of Utility Regulation

**Media Release**

## Regulator Consults on Measures to Boost Competition in the Guernsey Telecoms Market

The Regulator is looking at ways to introduce greater choice for customers in the telecoms market in the Bailiwick.

A consultation document published today looks at two measures that are available to many consumers in other markets:

- Carrier PreSelection allows a customer to choose to use a different telecoms company to carry some or all of their calls. The customer does not have to dial any extra digits to ensure the call goes via the competing company, making it simple to make choices between competing operators on price or other grounds.
- Number portability allows customers to keep their telephone number when they change to a new telecom company. Number portability could be important if the new competitors want to provide directly competing networks to customers' premises.

Commenting on the consultation document, John Curran, Regulatory Manager with OUR said “These two measures have been introduced in all EU markets and have helped to speed up the development of competition which benefits all telecoms users. Because there is such a wealth of experience with the implementation of these measures, Guernsey is in a position to learn from this.” He went on to say “We are now looking to the telecoms companies – the ones who will have to make this work if it is introduced – to examine whether these measures would be of interest to customers in Guernsey and whether they could be introduced quickly, efficiently and cost effectively”.

The consultation follows earlier discussions with Cable & Wireless Guernsey, Newtel and Wave Telecom and the OUR document outlines a range of possible options for the introduction of the measures.

The OUR consultation document “Carrier Pre-Selection and Number Portability within the Bailiwick of Guernsey; Consultation Document” is available on the OUR website ([www.regutil.gg](http://www.regutil.gg)) (Document OUR 04/05) or by contacting the Office of Utility Regulation on 711120.

**ENDS/  
30<sup>th</sup> April 2004**

### **Information for Editors**

The Office of Utility Regulation was established in 2001 to regulate the three utilities of post, telecommunications and electricity in the Bailiwick of Guernsey. The Office is headed up by Director General, Regina Finn and has four staff.

The role of the OUR is to protect the interests of Guernsey consumers and the economy. It does this by ensuring that customers receive the best in price, choice and quality services in the three regulated sectors, while at the same time ensuring that those sectors are vibrant and robust so that they can positively contribute to and underpin a successful Guernsey economy.

The OUR licenses and regulates telecommunications operators, Guernsey Electricity Ltd and Guernsey Post Ltd. Wherever possible, the OUR promotes the introduction of competition by ensuring that there is fair play and a level playing field between the operators. Where competition is not yet effective or where it is not feasible, the OUR regulates prices and quality of services to end customers.

More information is available from the OUR website [www.regutil.gg](http://www.regutil.gg), or by contacting the Office of Utility Regulation on 01481 711120.