



Telephone line reconnection charges to customers restored

The Regulator today published a finding in relation to an investigation into Cable & Wireless Guernsey's (C&WG) charging practice for exchange line reconnections.

The OUR launched an investigation after receiving complaints from customers who had been charged £101.30 by C&WG for reconnecting a telephone line in a premises that had previously had a fully working service. It was the understanding of these customers that this service would be provided for £24.80 while new connections where there was no previous service cost £101.30.

At the conclusion of the investigation, the OUR welcomed C&WG's decision to reinstate the reconnection service and price for all reconnections where there is no need for an engineer to visit the premises to effect the reconnection. At the same time, all customers that have been wrongly charged for a reconnection service will be refunded.

The OUR report "Investigation into Cable & Wireless Guernsey Ltd's Charges for Exchange Line Reconnections - Finding" is available on the OUR website (www.regutil.gg) (Document OUR 04/13) or by contacting the Office of Utility Regulation on 711120.

**ENDS/
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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, or by contacting the Office of Utility Regulation on 01481 711120.