



Office of Utility Regulation

Telecommunications Price Changes by Cable & Wireless Guernsey

Information Notice

Document No: OUR 03/15

June 2003

Contents

1. Summary	2
2. Background	3
2.1. Price Control on Telecommunications Services	3
2.2. Vulnerable Users.....	3
2.3. Relevant Periods	4
3. Legal and Licensing Background	4
4. C&W Price Changes: June 2003	5
4.1. Range of price changes	5
4.2. Customer Impact and Transparency	6
4.3. Compliance	6
5. Conclusion	7
Appendix 1: Changes announced by Cable & Wireless in charges for regulated services: Implementation date is 1 st July 2003	8

1. Summary

Cable & Wireless Guernsey has announced a complex series of price changes which involves adjustments to the structure, time bands, and prices of a significant number of services and products in the fixed telecommunications market. Many of these prices and products are subject to a price control mechanism put in place by the OUR in March 2002 while some fall outside that price control.

The purpose of the price control is to place a limit on any overall increase in customers' bills (allowing for inflation), while at the same time permitting the company the commercial flexibility to adjust prices within the price control. This means that customers' interests are protected in that, for those areas where there is no effective competition and they have no choice of operators, the prices they are charged cannot increase, on aggregate, above a set level.

It is the responsibility of C&W to ensure that the price changes it puts in place comply with the price control and all other provisions of its licence. OUR examines C&W's price control compliance at the end of each price control "period" or year to determine whether the company has complied with the overall cap. In the meantime, the company is required to publish any price changes or new prices 21 days before they come into effect, so as to allow full transparency of the price changes and allow customers to make informed decisions about their telephony usage.

Following the purchase of GT by C&W, the company announced a change in its year end, and to facilitate the measurement of compliance the price control periods have been changed also. The current tariff changes are taking place within a 15 month price control period which ends on 31st March 2004. Therefore conclusive compliance cannot be measured until the data for that period has been gathered by C&W and submitted to OUR for analysis.

However, given the range and complexity of the changes announced by C&W, the OUR believes there is a need for an interim examination of compliance with the price control and other licence conditions. The OUR is particularly concerned that the direct impact of the price changes on customers is comprehensively examined and that customers are clear as to this impact.

Therefore the OUR has required C&W to provide a full justification of the tariff changes it has announced, along with customer impact assessments and a compliance return. In the meantime, an examination of compliance during 2002 has been inconclusive due to issues with the underlying data submitted by the company. The OUR has directed C&W to provide a complete and accurate compliance return for 2002 by the end of 2003 and will consider the impact of the company's ability or otherwise to demonstrate compliance at that time.

2. Background

2.1. *Price Control on Telecommunications Services*

In December 2001 the OUR commenced an open consultation on the use of price control in the telecommunications sector in Guernsey and in March 2002¹, following consideration of the responses received, a price control was placed on certain services provided by Cable & Wireless Guernsey (then GT).

The price cap is a widely used form of price control known as “incentive regulation”, and is designed to encourage Cable & Wireless Guernsey to achieve efficiencies and cost savings and pass the benefits of those efficiencies on to its customers in the form of lower prices for services.

Services were grouped together in four “baskets” and the prices in each basket were capped until the end of 2004 in the following ways:

- **Leased line Basket:** no upward change in the price of this basket or in the price for any individual service within the basket;
- **Shortcall Basket:** changes in the price of this basket shall not exceed RPI – 3%, i.e. they must reduce by inflation less 3% in each year of the price control.
- **Main Basket:** changes in prices of this basket shall not exceed RPI - 5%, i.e. prices must reduce overall by inflation minus 5% in each year.
- **Exchange Line Rental Basket:** Changes in the price of this basket shall not exceed RPI + 7%, i.e. prices may not increase by more than inflation plus 7%.

It was estimated that combined, the overall effect of the cap is to require a downward movement in the total bill of telecoms customers by 2% on average each year in real terms, if usage patterns and other factors remain the same. Different customers would experience different degrees of change, depending on the services they bought most and clearly the level of inflation would affect the actual movement in the price for any one service or any one bill.

2.2. *Vulnerable Users*

In developing the price cap, the OUR paid particular attention to GT’s request to allow it to increase some of its prices – particularly the price of line rental which is a fixed part of every telephone users’ bill. The OUR was concerned about vulnerable user groups, especially those on low incomes, who could be disproportionately affected by increases in this fixed element of their overall bill. The importance of affordable access to a telephone was highlighted in the Survey of Guernsey Living Standards² which was published at the same time as the imposition of the price control. That survey demonstrated that 80% of respondents deemed a telephone service to be a necessity. As a result, while allowing some rebalancing of prices, the OUR imposed a separate basket for exchange line rental with an upper limit on changes in the price of this specific service.

¹ Document OUR 02/11: Price Regulation of Fixed Telecommunications Services, Report on the consultation and Decision Notice, March 2002

² The Survey of Guernsey Living Standards, Report on Phase one: The Necessities of Life, States of Guernsey Advisory and Finance Committee; University of Bristol

As an additional measure a constraint was imposed on the “shortcall” service provided by C&W. This service provides customers with the option of a lower line rental along with a per minute billing option for local calls instead of the general flat rate option. This provides users with an alternative with a lower fixed charge than the standard exchange line rental.

2.3. Relevant Periods

The initial price cap was put in place in March 2003 and applied until the end of 2004. There were three price cap “periods” within the price control which were:

- April 2002 to December 2002 (9 months)
- January 2003 to December 2003 (12 months)
- January 2004 to December 2004 (12 months)

These periods were aligned with the financial reporting year of GT so that the data to demonstrate compliance could be gathered at the same time as the financial year data, meaning that the regulatory process complemented the business planning and processes of the company.

However, following the purchase of GT by C&W in May 2002, the company announced a change in its year end. The company aligned its year end with C&W Regional meaning that the financial reporting would now take place for period ending 31st March 2002. In order to minimise the burden of preparing the data for compliance, the OUR changed the price control periods to align them with the new year end of the company.

As a result the new periods are:

- April 2002 to December 2002 (9 months)
- January 2003 to March 2004 (15 months)
- April 2004 to March 2005 (12 months)

The result is that the three periods all cover different time spans, leading to additional work to adjust the price control parameters in proportion to the periods, reconcile the data and ensure consistency. However, in the absence of further year end changes, this will provide a clear basis for future price controls which could be based on 12 month periods.

3. Legal and Licensing Background

C&W holds a licence to provide fixed telecommunications services and networks in the Bailiwick of Guernsey which was issued on 1st October 2001 in accordance with Part I of the Telecommunications (Bailiwick of Guernsey) Law, 2001 and States Directions to the Director General of Utility Regulation³.

C&W has been found to have a dominant position in the fixed telecommunications market in the Bailiwick of Guernsey⁴ and thus specific conditions in the fixed

³ Full licence text and conditions are published in Document OUR 01/18 available from the OUR website at www.regutil.gg

⁴ See Document OUR 01/14 available from the OUR website at www.regutil.gg

telecommunications licence have been applied to C&W to control that dominant position in that relevant market.

A number of GT licence conditions are relevant in relation to prices and their publication. These include, *inter alia*:

- **Condition 17** which addresses consumer protection and includes provisions requiring the publication of comprehensive terms and conditions, including prices for services.
- **Condition 28** which requires the Licensee not to unfairly cross subsidise or unfairly subsidise the establishment, operation or maintenance of any telecommunications network or service.
- **Condition 29** which requires the licensee not to show undue preference to, or exercise unfair discrimination against, any User or Other Licensed Operator regarding the provision of any Licensed Telecommunications Services or Access;
- **Condition 31** which requires the publication of prices for new services (or new prices for existing services) that are regulated, a minimum of 21 days in advance of the service being introduced and further requires that those prices be transparent and non-discriminatory. This condition also provides that the Director General may impose controls on the prices of any services within the Relevant Market in which the licensee has been found to be dominant.
- **Condition 32** which prohibits the Licensee from engaging in any practice or entering into any arrangement that has the object or the likely effect of preventing, restricting or distorting competition in the establishment, operation and maintenance of Telecommunications Networks or the provision of Telecommunications Services in the licensed area.

4. C&W Price Changes: June 2003

4.1. *Range of price changes*

On Friday 6th June 2003, C&W notified the OUR of price changes that are intended to take effect from 1st July 2003. In its press statement announcing the changes on 10th June 2003, the company stated that the pricing package, which involves decreases and increases, had been well thought-out, to ensure that a wide range of telecommunications services are sustainable and offer value for money and to ensure that the Bailiwick remains a competitive location in which to conduct international business.

The new prices were also published in the Gazette Officielle on 10th June 2003. This meets the default requirement on C&W to publish notice of any new prices or prices for new services at least 21 days before they come into effect. The length of the publication in the Gazette demonstrates the large number of individual changes that have been put in place. However, the list of new charges is not compared (in the

Gazette notice) directly to the former charges to allow customers to easily see which charges have been changed in which direction.

Pending the conclusion of the OUR's examination of these price changes, and in order to assist customers to examine and understand the impact of the price changes on their usage patterns, the OUR includes, at appendix 1 to this document, a schedule of the former list prices published by C&W prior to 1st July 2003 and the new charges that C&W has announced will apply from 1st July 2003.

4.2. Customer Impact and Transparency

C&W is responsible for ensuring that the overall customer impact of the price changes are within the price control constraint for the relevant period. As the relevant period has not yet expired, full and conclusive compliance cannot be demonstrated at this time.

However, OUR is concerned that there may be an absence of transparency in the tariffs of C&W, particularly having regard to the complexity and number of price changes being introduced at the one time. OUR considers that this transparency is best provided by demonstrating the impact of the changes directly on real customers bills. This would involve the sampling of a representative number of customers' bills to arrive at typical bills for different types of customers. The effect of the price changes on those bills can then be simulated and examined. The OUR has required C&W to provide this information.

In addition, the form and nature of the publication of price changes can assist transparency and help customers to understand the changes that may take place in their bills. Condition 17 of C&W's licence addresses this point and to date, the company has been required to publish its tariffs on its website and make the full tariff list available on request to anyone asking for it. Given the complexity of this series of tariff changes, the OUR will consider whether the publication of additional information, or an alternative form of publication, would aid transparency

4.3. Compliance

Compliance with the first price control period (the nine months ending December 2002) is still under investigation and the OUR is not satisfied that C&W has yet provided sufficient accurate information to confirm compliance for that period. OUR has afforded C&W the opportunity to submit a revised compliance statement before the end of 2003 so that compliance for this period can be fully examined.

Compliance for the second period cannot be conclusively demonstrated until after the end of March 2004 at which time the OUR will examine the data for the full period. Notwithstanding this, an examination of the current package of price changes can be undertaken to forecast compliance with the price control and also to examine compliance with the other licence terms and conditions described earlier in this paper.

5. Conclusion

An information request has been issued to C&W to enable OUR to examine in more detail the price changes published by C&W. That examination will take into account projected compliance with the price control and compliance with the other relevant licence terms and conditions of the company.

The OUR will specifically consider the customer impact of the changes and the transparency of the price changes with regard to how they affect customers in the market.

In accordance with condition 31 of C&W's licence, if the Director General, after consulting the Licensee and such other persons as she may determine, is satisfied that any published price is in breach of the Regulation Law, Telecommunications Law or C&W's Licence, the Director General may, by issuing a direction, require the Licensee to bring the relevant prices into conformity with the Laws and/or the requirements of the Licence.

/ENDS

Appendix 1: Changes announced by Cable & Wireless in charges for regulated services: Implementation date is 1st July 2003⁵

<u>CALLS MADE FROM C&W FIXED LINES</u>	Current Tariff	New Tariff	Price Change
Destination			
	ppm⁶	ppm	
National Geographic - Cheap	4.50	3.80	-16%
National Geographic - Standard	6.40	4.80	-25%
National Geographic - Sunday	3.30	2.80	-15%
NGN - Local 0845 Standard (excluding local ISP)	3.00	4.00	33%
NGN - Local 0845 Cheap (excluding local ISP)	1.00	1.50	50%
NGN - Local 0845 Sunday (excluding local ISP)	1.00	1.50	50%
Jersey Geographic - Cheap	2.60	2.30	-12%
Jersey Geographic - Standard	5.30	4.80	-9%
ISDN 2 Local Calls	0.78	1.00	28%
	ppc⁷	ppc	
Local Calls	5.00	6.00	20%
DQ Local / National	20.00	25.00	25%
DQ International	100.00	150.00	50%
	ppm	ppm	
Afghanistan	100.00	100.00	0%
Albania	40.00	29.00	-28%
Algeria	40.00	29.00	-28%
Algeria,Mobile	40.00	29.00	-28%
Andorra	15.00	12.50	-17%
Andorra,Mobile	40.00	29.00	-28%
Angola	75.00	49.00	-35%
Anguilla	50.00	37.00	-26%
Anguilla,Audiotext / Premium	200.00	175.00	-13%
Antigua	50.00	37.00	-26%
Antigua,Audiotext / Premium	200.00	175.00	-13%
Argentina	75.00	37.00	-51%
Argentina,Mobile	75.00	37.00	-51%
Armenia	50.00	37.00	-26%
Armenia,Mobile	50.00	37.00	-26%
Aruba	40.00	29.00	-28%
Ascension	75.00	49.00	-35%
Australia	15.00	6.30	-58%
Australia,Mobile	40.00	29.00	-28%
Australian External Territories	100.00	100.00	0%

⁵ This information is compiled from the published price list of Cable & Wireless Guernsey and the Gazette Officielle notice published by Cable & Wireless Guernsey on 10th June 2003. The OUR does not accept responsibility for the accuracy of this data.

⁶ Pence Per Minute

⁷ Pence Per Call

Austria	10.00	6.30	-37%
Austria,Mobile	40.00	29.00	-28%
Azerbaijan	40.00	29.00	-28%
Azerbaijan,Mobile	50.00	37.00	-26%
Bahamas	25.00	20.00	-20%
Bahrain	64.00	44.00	-31%
Bahrain,Mobile	64.00	44.00	-31%
Bangladesh	75.00	49.00	-35%
Bangladesh,Mobile	75.00	49.00	-35%
Barbados	25.00	20.00	-20%
Belarus (Byelorussia)	40.00	29.00	-28%
Belarus (Byelorussia),Mobile	40.00	29.00	-28%
Belgium	10.00	6.30	-37%
Belgium,Mobile	25.00	20.00	-20%
Belize	75.00	49.00	-35%
Belize,Mobile	75.00	49.00	-35%
Benin	75.00	49.00	-35%
Bermuda	25.00	20.00	-20%
Bhutan	50.00	37.00	-26%
Bolivia	75.00	49.00	-35%
Bolivia,Mobile	75.00	49.00	-35%
Bosnia & Herzegovina	40.00	29.00	-28%
Bosnia & Herzegovina,Mobile	40.00	29.00	-28%
Botswana	75.00	49.00	-35%
Brazil	75.00	20.00	-73%
Brazil,Mobile	75.00	20.00	-73%
British Virgin Islands	25.00	20.00	-20%
Brunei Darussalam	25.00	20.00	-20%
Brunei Darussalam,Mobile	50.00	37.00	-26%
Bulgaria	25.00	20.00	-20%
Bulgaria,Mobile	25.00	20.00	-20%
Burkina Faso	75.00	49.00	-35%
Burundi	75.00	49.00	-35%
Cambodia	100.00	100.00	0%
Cameroon	75.00	49.00	-35%
Canada	7.50	6.30	-16%
Cape Verde	75.00	49.00	-35%
Cayman Islands	25.00	20.00	-20%
Central African Republic	75.00	49.00	-35%
Chad	75.00	49.00	-35%
Chile	75.00	20.00	-73%
Chile,Audiotext / Premium	200.00	175.00	-13%
China Peoples Republic	50.00	12.50	-75%
China Peoples Republic,Mobile	50.00	12.50	-75%
Christmas Island	15.00	12.50	-17%
Cocos Island	15.00	12.50	-17%
Colombia	75.00	20.00	-73%
Colombia,Mobile	75.00	20.00	-73%
Comoros and Mayotte	75.00	49.00	-35%
Congo	75.00	49.00	-35%
Cook Islands	100.00	100.00	0%
Costa Rica	75.00	49.00	-35%
Costa Rica,Mobile	75.00	49.00	-35%
Cote d'Ivoire (Ivory Coast)	75.00	49.00	-35%
Croatia	40.00	29.00	-28%
Croatia,Mobile	40.00	29.00	-28%

Cuba	50.00	49.00	-2%
Cyprus	15.00	12.50	-17%
Cyprus,Mobile	40.00	29.00	-28%
Czech Republic	25.00	8.00	-68%
Czech Republic,Mobile	40.00	20.00	-50%
Democratic Republic of Congo	75.00	49.00	-35%
Denmark	10.00	6.30	-37%
Denmark,Mobile	25.00	20.00	-20%
Diego Garcia	75.00	100.00	33%
Djibouti	75.00	49.00	-35%
Dominica	50.00	20.00	-60%
Dominican Republic	50.00	20.00	-60%
Dominican Republic,Mobile	50.00	20.00	-60%
East Timor	100.00	100.00	0%
Easter Island	75.00	20.00	-73%
Ecuador	75.00	49.00	-35%
Ecuador,Mobile	75.00	49.00	-35%
Egypt	40.00	29.00	-28%
Egypt,Mobile	40.00	29.00	-28%
El Salvador	75.00	49.00	-35%
El Salvador,Mobile	75.00	49.00	-35%
Equatorial Guinea	75.00	49.00	-35%
Eritrea	75.00	49.00	-35%
Estonia	25.00	20.00	-20%
Estonia,Mobile	40.00	29.00	-28%
Ethiopia	75.00	49.00	-35%
Falkland Islands	75.00	49.00	-35%
Faroe Islands	25.00	20.00	-20%
Fiji	100.00	100.00	0%
Finland	15.00	6.30	-58%
Finland,Mobile	40.00	29.00	-28%
France	7.50	6.30	-16%
France,Mobile	25.00	20.00	-20%
French Guiana	75.00	49.00	-35%
French Polynesia	100.00	100.00	0%
Gabon	75.00	49.00	-35%
Gambia	75.00	49.00	-35%
Georgia	40.00	29.00	-28%
Georgia,Mobile	40.00	29.00	-28%
Germany	7.50	6.30	-16%
Germany,Audiotext / Premium	200.00	175.00	-13%
Germany,Mobile	25.00	20.00	-20%
Ghana	75.00	49.00	-35%
Ghana,Mobile	75.00	49.00	-35%
Gibraltar	15.00	12.50	-17%
Gibraltar,Mobile	40.00	29.00	-28%
Greece	15.00	8.00	-47%
Greece,Mobile	40.00	29.00	-28%
Greenland	64.00	49.00	-23%
Grenada	50.00	37.00	-26%
Guadeloupe	50.00	37.00	-26%
Guadeloupe,Mobile	50.00	37.00	-26%
Guam	50.00	37.00	-26%
Guatemala	75.00	49.00	-35%
Guatemala,Mobile	75.00	49.00	-35%
Guinea	75.00	49.00	-35%

Guinea-Bissau	75.00	49.00	-35%
Guyana	75.00	49.00	-35%
Haiti	50.00	44.00	-12%
Haiti,Audiotext / Premium	50.00	44.00	-12%
Haiti,Mobile	50.00	44.00	-12%
Honduras	75.00	49.00	-35%
Hong Kong	15.00	6.30	-58%
Hong Kong,Audiotext / Premium	150.00	130.00	-13%
Hong Kong,Mobile	40.00	12.50	-69%
Hungary	25.00	12.50	-50%
Hungary,Mobile	40.00	29.00	-28%
Iceland	15.00	12.50	-17%
Iceland,Mobile	40.00	29.00	-28%
India	75.00	49.00	-35%
India,Mobile	75.00	49.00	-35%
Indonesia	50.00	20.00	-60%
Indonesia,Mobile	50.00	20.00	-60%
Iran	64.00	44.00	-31%
Iran,Mobile	64.00	44.00	-31%
Iraq	64.00	44.00	-31%
Ireland	7.50	6.30	-16%
Ireland,Mobile	25.00	20.00	-20%
Israel	25.00	8.00	-68%
Israel,Mobile	40.00	29.00	-28%
Italy	10.00	6.30	-37%
Italy,Mobile	40.00	29.00	-28%
Jamaica	50.00	37.00	-26%
Jamaica,Mobile	50.00	37.00	-26%
Japan	25.00	8.00	-68%
Japan,Mobile	40.00	29.00	-28%
Jordan	64.00	44.00	-31%
Jordan,Mobile	64.00	44.00	-31%
Kazakhstan	25.00	20.00	-20%
Kazakhstan,Mobile	25.00	20.00	-20%
Kenya	75.00	49.00	-35%
Kiribati	100.00	100.00	0%
Korea - North	100.00	100.00	0%
Korea - South	25.00	6.30	-75%
Korea - South,Mobile	50.00	20.00	-60%
Kuwait	64.00	44.00	-31%
Kuwait,Mobile	64.00	44.00	-31%
Kyrgyzstan	40.00	29.00	-28%
Kyrgyzstan,Mobile	40.00	29.00	-28%
Laos	100.00	100.00	0%
Latvia	25.00	20.00	-20%
Latvia,Mobile	40.00	29.00	-28%
Lebanon	64.00	44.00	-31%
Lebanon,Mobile	64.00	44.00	-31%
Lesotho	75.00	37.00	-51%
Liberia	75.00	49.00	-35%
Libya	40.00	29.00	-28%
Liechtenstein	10.00	6.30	-37%
Liechtenstein,Audiotext / Premium	200.00	175.00	-13%
Liechtenstein,Mobile	25.00	20.00	-20%
Lithuania	25.00	20.00	-20%
Lithuania, Mobile	25.00	20.00	-20%

Luxembourg	10.00	6.30	-37%
Luxembourg, Mobile	25.00	20.00	-20%
Macau	50.00	37.00	-26%
Macau, Mobile	50.00	37.00	-26%
Macedonia	40.00	29.00	-28%
Madagascar	75.00	49.00	-35%
Malawi	75.00	49.00	-35%
Malaysia	15.00	8.00	-47%
Malaysia, Mobile	40.00	29.00	-28%
Maldives Islands	75.00	49.00	-35%
Mali	75.00	49.00	-35%
Malta	15.00	12.50	-17%
Malta, Mobile	40.00	29.00	-28%
Marshall Islands	100.00	100.00	0%
Martinique	50.00	37.00	-26%
Martinique, Mobile	50.00	37.00	-26%
Mauritania	75.00	49.00	-35%
Mauritius	75.00	49.00	-35%
Mexico	75.00	20.00	-73%
Micronesia	100.00	100.00	0%
Moldova	40.00	29.00	-28%
Monaco	15.00	8.00	-47%
Monaco, Mobile	40.00	29.00	-28%
Mongolia	100.00	100.00	0%
Montenegro	40.00	29.00	-28%
Montenegro, Mobile	40.00	29.00	-28%
Montserrat	50.00	37.00	-26%
Montserrat, Audiotext / Premium	50.00	37.00	-26%
Morocco	40.00	29.00	-28%
Morocco, Mobile	40.00	29.00	-28%
Mozambique	75.00	49.00	-35%
Myanmar	100.00	100.00	0%
Namibia	75.00	49.00	-35%
Nauru	100.00	100.00	0%
Nepal	75.00	49.00	-35%
Netherlands	10.00	6.30	-37%
Netherlands Antilles	50.00	37.00	-26%
Netherlands, Mobile	25.00	20.00	-20%
New Caledonia	100.00	100.00	0%
New Zealand	15.00	6.30	-58%
New Zealand, Chatham Island	15.00	6.30	-58%
New Zealand, Mobile	40.00	20.00	-50%
Nicaragua	75.00	49.00	-35%
Nicaragua, Mobile	75.00	49.00	-35%
Niger	75.00	49.00	-35%
Nigeria	75.00	49.00	-35%
Nigeria, Mobile	75.00	49.00	-35%
Niue	100.00	100.00	0%
Norfolk Island	100.00	100.00	0%
North Mariana Island	50.00	37.00	-26%
Norway	10.00	6.30	-37%
Norway, Mobile	40.00	20.00	-50%
Oman	64.00	44.00	-31%
Pakistan	75.00	49.00	-35%
Pakistan, Mobile	75.00	49.00	-35%
Palau	100.00	100.00	0%

Palestine	25.00	20.00	-20%
Palestine,Mobile	40.00	29.00	-28%
Panama	75.00	49.00	-35%
Panama,Mobile	75.00	49.00	-35%
Papua New Guinea	100.00	100.00	0%
Paraguay	75.00	49.00	-35%
Peru	75.00	49.00	-35%
Peru,Mobile	75.00	49.00	-35%
Philippines	50.00	29.00	-42%
Philippines,Mobile	50.00	29.00	-42%
Poland	25.00	12.50	-50%
Poland,Mobile	40.00	29.00	-28%
Portugal	15.00	8.00	-47%
Portugal,Mobile	40.00	29.00	-28%
Puerto Rico	25.00	20.00	-20%
Qatar	64.00	44.00	-31%
Qatar,Mobile	64.00	44.00	-31%
Reunion Island	75.00	49.00	-35%
Reunion Island,Mobile	75.00	49.00	-35%
Rodriguez Islands	75.00	49.00	-35%
Romania	40.00	29.00	-28%
Romania,Mobile	40.00	29.00	-28%
Russia	25.00	12.50	-50%
Russia,Mobile	25.00	12.50	-50%
Rwanda	75.00	49.00	-35%
Samoa US (America)	100.00	100.00	0%
Samoa Western	100.00	100.00	0%
San Marino	15.00	12.50	-17%
Sao Tome & Principe	75.00	49.00	-35%
Saudi Arabia	64.00	37.00	-42%
Senegal	75.00	49.00	-35%
Serbia	40.00	29.00	-28%
Serbia,Mobile	40.00	29.00	-28%
Seychelles	75.00	49.00	-35%
Sierra Leone	75.00	49.00	-35%
Singapore	25.00	6.30	-75%
Singapore,Mobile	40.00	12.50	-69%
Slovakia	25.00	20.00	-20%
Slovakia,Mobile	40.00	29.00	-28%
Slovenia	25.00	20.00	-20%
Slovenia,Mobile	40.00	29.00	-28%
Solomon Islands	100.00	100.00	0%
Solomon Islands,Audiotext / Premium	200.00	175.00	-13%
Somalia	75.00	49.00	-35%
South Africa	25.00	12.50	-50%
South Africa,Mobile	40.00	29.00	-28%
Spain	15.00	6.30	-58%
Spain,Mobile	40.00	29.00	-28%
Sri Lanka	75.00	49.00	-35%
Sri Lanka,Mobile	75.00	49.00	-35%
St Helena	75.00	49.00	-35%
St Kitts & Nevis	50.00	37.00	-26%
St Lucia	50.00	37.00	-26%
St Pierre & Miquelon	50.00	37.00	-26%
St Vincent	50.00	37.00	-26%
Sudan	75.00	49.00	-35%

Surinam	75.00	49.00	-35%
Swaziland	75.00	49.00	-35%
Sweden	10.00	6.30	-37%
Sweden,Mobile	25.00	20.00	-20%
Switzerland	7.50	6.30	-16%
Switzerland,Mobile	25.00	20.00	-20%
Syria	64.00	44.00	-31%
Taiwan	25.00	8.00	-68%
Taiwan,Mobile	50.00	29.00	-42%
Tajikstan	75.00	49.00	-35%
Tanzania	75.00	49.00	-35%
Thailand	25.00	20.00	-20%
Thailand,Mobile	50.00	37.00	-26%
Togo (Togolese Rep)	75.00	49.00	-35%
Tokelau	100.00	100.00	0%
Tonga	100.00	100.00	0%
Trinidad & Tobago	50.00	37.00	-26%
Tunisia	40.00	29.00	-28%
Turkey	40.00	29.00	-28%
Turkey,Mobile	40.00	29.00	-28%
Turkey,Northern Cyprus	40.00	29.00	-28%
Turkey,Northern Cyprus,Mobile	40.00	29.00	-28%
Turkmenistan	100.00	49.00	-51%
Turks & Caicos Islands	50.00	37.00	-26%
Turks & Caicos Islands,Audiotext / Premium	50.00	37.00	-26%
Tuvalu	100.00	100.00	0%
Uganda	75.00	49.00	-35%
Ukraine	40.00	29.00	-28%
Ukraine,Mobile	40.00	29.00	-28%
United Arab Emirates	40.00	29.00	-28%
United Arab Emirates,Mobile	40.00	29.00	-28%
Uruguay	75.00	49.00	-35%
Uruguay,Mobile	75.00	49.00	-35%
US Virgin Islands	25.00	20.00	-20%
USA	7.50	6.30	-16%
Uzbekistan	64.00	44.00	-31%
Vanuatu	75.00	49.00	-35%
Vatican City	10.00	6.30	-37%
Venezuela	75.00	49.00	-35%
Venezuela,Audiotext / Premium	150.00	130.00	-13%
Venezuela,Mobile	75.00	49.00	-35%
Vietnam	100.00	100.00	0%
Vietnam,Mobile	100.00	100.00	0%
Yemen	64.00	44.00	-31%
Zambia	75.00	49.00	-35%
Zimbabwe	75.00	44.00	-41%
Zimbabwe,Mobile	75.00	44.00	-41%
ISDN Line Rental (ISDN 2)	£ qtr⁸	£ qtr	
ISDN 2 Service Rental	50.00	59.00	18%
ISDN 2 Service Rental (Monthly)	16.67	19.67	18%
ISDN 2 Service Out Of Area Rental	115.00	139.00	21%
ISDN 2 Service Out Of Area Rental (Monthly)	38.33	46.33	21%

⁸ Price in GBP£ per quarter

ISDN Line Rental (ISDN Fractional 22)	£ qtr	£ qtr	
Fractional ISDN - 22 Rental	550.00	649.00	18%
Fractional ISDN - 22 Rental (Monthly)	183.33	216.33	18%
	£ qtr	£ qtr	
ISDN 30 Service Rental	725.00	899.00	24%
ISDN 30 Service Rental (Monthly)	241.67	299.67	24%
ISDN 30 Service Out Of Area Rental	2000.00	2500.00	25%
ISDN 30 Service Out Of Area Rental (Monthly)	666.67	833.33	25%
	£ qtr	£ qtr	
ISDN Line Rental (Additional Channels)	25.00	30.00	20%
Fractional ISDN Service-Additional Rental			
<u>Shortcall</u>	ppm	ppm	
Standard Shortcall Local Call Charges	1.50	1.80	20%
<u>Exchange Lines</u>	£ qtr	£ qtr	
Standard Exchange Line Rental	14.25	14.76	4%
<u>Minimum Charges per call</u>	pence	pence	
Payphones	10.00	20.00	100%
ISDN 2	0.00	2.00	
ISDN 30	0.00	2.00	
Standard Exchange Lines	0.00	2.00	
Shortcall Lines (Excluding the local calls)	0.00	2.00	
<u>Fixed to Guernsey Registered GSM Handsets</u>			
Move to Charge Periods,rather than single rate anytime	ppm	ppm	
Standard:	9.00	12.00	33%
Cheap:	9.00	9.00	0%
Sunday:	9.00	9.00	0%
NGN - National 0870 Standard	6.40	10.00	56%
NGN - National 0870 Cheap	4.50	7.00	56%
NGN - National 0870 Sunday	3.30	6.00	82%
<u>Information Services</u>	ppc	ppc	
Other Information Services Time (8014)	5.00	6.00	20%
	£mth⁹	£mth	
Phonenet Pro Rental	4.75	4.92	4%

⁹ Price in GBP£ per month