



9 June 2026

Our Ref: T1699G

CASE UPDATE STATEMENT

In January 2026, the Guernsey Competition & Regulatory Authority (**GCRA**) consulted on proposals for the regulation of the retail broadband access market: the market in which licensed operators provide broadband and landline services to end-users in the Bailiwick of Guernsey¹. The proposals included a proposed finding that Sure (Guernsey) Limited (**Sure**) held a dominant position for the provision of retail broadband access services across the whole of the Bailiwick, and that Sure should be subject to certain regulatory accounting and transparency obligations.

The consultation closed on 9 March 2026. The GCRA received two responses: one from Sure and the other from JT (Guernsey) Limited (**JT**). Non-confidential versions of these responses can be found on the [T1699G - Broadband Retail Market Review](#) case page.

Work on this project was briefly paused between March and May 2026 to allow Case Officers to complete other high-priority, time-sensitive projects. Case Officers restarted work on this project at the end of May 2026 and have since been carefully considering the responses received from Sure and JT, together with the evidence relied upon in the consultation.

Since the close of the consultation, the GCRA has noted a number of important developments in the retail broadband retail market. These include potential new market entry, changes to the products and services available to end-users, and changes to the prices of those products and services. These developments are

¹ [T1699G - Proposed Decision on Retail Broadband Market Review \(for Publication\).pdf](#)



relevant to the GCRA's forward-looking assessment of the market and ought to be taken into account before the GCRA decides whether to proceed to a Final Decision.

To ensure that the GCRA's assessment remains accurate and evidence-based, Case Officers will now undertake further work to consider these developments. This will include issuing new information requests to relevant licensed operators, considering new open-source market information, and carefully assessing the impact of that information on the GCRA's initial conclusions. Case Officers will also continue to consider the feedback received from Sure and JT in response to the January 2026 Proposed Decision.

The GCRA expects to publish a further decision document during Q3 2026. This document will reflect the GCRA's ongoing assessment of the market, including consideration of developments since the January 2026 consultation and the responses received from stakeholders. Where appropriate and supported by the evidence, this may include the publication of a new Proposed Decision.

If there are any queries on this case, please contact Sonia Ragoopath at Sonia.ragoopath@gcra.gg.