



Office of Utility Regulation

Media Release – 11th April 2006

C&WG / Wave Investigation Concluded

Guernsey's utilities regulator has directed C&W Guernsey to start negotiating with Wave Telecom to give Wave Telecom better access to its network. It follows a complaint from Wave Telecom that C&WG had breached a number of its license conditions by its refusal to enter into negotiations. The Office of Utility Regulation has upheld that complaint.

“Interconnection is very important for competition and is an essential service required by new operators. C&WG should have been aware of what was required of it and acted in a much more constructive manner”, said John Curran, Director General of the OUR. “This dispute has highlighted a significant failing in the level of service that C&WG should be providing to other telecoms providers and I would now hope that serious efforts are made to address this point.”

Wave Telecom complained to the regulator that despite attempting for 5 months to enter discussions with C&WG on providing a further point of interconnection from C&WG's Castel Exchange, C&WG had refused. The OUR found that C&WG had breached two separate licence conditions by its actions.

“While I acknowledge that C&WG has now agreed to enter negotiations with Wave Telecom, as an international telecoms company, it should be aware of the level of service that is reasonably expected of a company of its standing” said John Curran. “It is therefore very disappointing that its approach to negotiations with Wave Telecom on this occasion has been less than ideal and more worryingly, that its communications with wholesale customers has fallen short of what would be reasonably expected.”

The OUR's finding (OUR 06/09) is available on the OUR website – www.regutil.gg – or from the OUR office at Suite B1&B2, Hirzel Court, St Peter Port, Guernsey GY1 2NH, Tel 01481 711120.

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Information for Editors

About the OUR

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, John Curran 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.