



## T1700G: Case Opening Statement

The Guernsey Competition and Regulatory Authority (**GCRA**) has issued a formal “case to answer”<sup>1</sup> to Sure (Guernsey) Limited on the basis that Sure may have contravened Condition 32 (Fair Competition) of its fixed telecommunications licence.<sup>2</sup>

Information provided to the GCRA indicates that Sure may have engaged in practices which:

1. **Restrict Direct Dial-In (DDI) Service Transfers:** denying third-party providers the ability to provide DDI services, where this had previously been permitted by Sure.
2. **Preferential Network Access:** providing essential network facilities to its retail arm while limiting the same access for competitors.

contrary to Licence Condition 32.

The GCRA has not, at this stage, reached any conclusion as to whether Licence Condition 32 (or any other licence condition) has been breached. The GCRA has escalated the review to Stage 2 of its investigation procedures<sup>3</sup> and has directed Sure to submit additional information by December 1, 2024. The GCRA will continue to investigate this matter in accordance with Guideline 11 before deciding on next steps.

Providing notice of this investigation informs market participants of the GCRA's key function and role which ensures that dominant entities operate within their legal framework and apply fair market practices when dealing with customers and competitors.

**END.**

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<sup>1</sup> Under the non-statutory enforcement action provisions of GCRA Guideline 11 - Regulatory Enforcement, - <https://www.gcra.gg/media/nyj1j1d/guideline-11-regulatory-enforcement.pdf>

<sup>2</sup> See Licence Condition 32 – <https://www.gcra.gg/media/597684/sure-fixed-clean-5th.pdf>

<sup>3</sup> GCRA Guideline 11, page 8.