



Case T1532G – Mobile Termination Rates Licence Contravention

Direction to Sure (Guernsey) Limited

Guernsey Competition & Regulatory Authority

Document Number: 21/03

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Guernsey Competition and Regulatory Authority
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1. The Guernsey Competition and Regulatory Authority (**GCRA**) has concluded that Sure (Guernsey) Limited (**Sure**) is in contravention of condition 5 of the mobile telecommunications licence issued by the GCRA to Sure on 27 March 2015 (**Sure Mobile Licence**) in that Sure has failed to comply with the Direction issued to it by the GCRA pursuant to condition 28.2 of the Sure Mobile Licence as set out in the GCRA's Statutory Notice of a Decision published on 7 July 2020 with document number GCRA 20/01 (**Direction**).

2. Under section 27 of the Telecommunications (Bailiwick of Guernsey) Law, 2001 (**Telecoms Law**), the GCRA hereby directs Sure to:

- a. Remove from its website the following text published at <https://businessportals.sure.com/mobile-interconnect/>

"30/07/20: GUERNSEY MTRs

On 01/09/20 the regulated Mobile Termination Rate ('MTR') on Sure's Guernsey network will reduce from 4.11ppm to 3.11ppm.

As per Clause 4.6.14 of www.gcra.gg/media/597686/t1236gj-final-decision-mobile-call-termination-2017-market-definition-and-dominance.pdf, in relation to the definition of this market, 'Termination means the act of passing the call from the mobile switch to the customer's handset (i.e. the final "leg") of the call'. Our MTR is therefore directly accessible by all operators that interconnect with us at our on-island mobile switch. For operators that interconnect with us off-island, we offer an end-to-end commercial solution, which encompasses this mobile termination service."

- b. Publish in a relevant part of its website, which, for the avoidance of doubt, must not be password protected and must not relate to mobile interconnection, the following text:

On 01/09/20 the regulated Mobile Termination Rate ('MTR') on Sure's Guernsey network will reduce from 4.11ppm to 3.11ppm.

*The MTR applies to all call termination services provided by Sure (Guernsey) Limited in respect of voice calls which originate on a public electronic communications network (whether fixed or mobile) and which are terminated to a mobile number within a number range allocated to Sure (Guernsey) Limited for which Sure (Guernsey) Limited is able to set the call termination charge, as defined in in the GCRA's Statutory Notice of a Decision published on 7 July 2020 with document number GCRA 20/01 (**Statutory Notice**) (<https://www.gcra.gg/media/598255/t1394gj-mobile-termination-rates-statutory-notice-of-final-decision.pdf>).*

3. This direction will take effect at 23:59 on 26 February 2021.