



Office of Utility Regulation

Media Release

Directory Enquiry Services in Guernsey:

Regulator consults on options arising from liberalisation of UK Directory Enquiry Market

Regina Finn, Director General of Utility Regulation, today (20th August 2002) published a consultation paper on the impact for Guernsey of a decision by the UK Regulator (Of tel) to open up the UK Directory Enquiry market to greater competition.

“Guernsey’s DQ services are closely linked with the UK and these changes in the UK have the potential to benefit customers here”, said Regina Finn, “This consultation paper is designed to obtain views on how Guernsey should handle those changes and how customers in Guernsey can receive the same benefits that the UK regulator is trying to achieve for customers in the UK”.

The UK’s Regulator (Of tel) has decided to introduce a new range of six digit Director Enquiry (DQ) numbers. The numbers, all starting with “118” will be available not just to telecoms network operators, but also to DQ service providers – companies who specialise in providing DQ services. This will allow customers to choose which DQ service to call and experience elsewhere has shown that this brings significant improvements in quality and choice¹.

¹ The Of tel research looked at Germany and Ireland where service provider choice has delivered greater choice, improved quality of service, e.g. shorter time to answer, less unanswered calls etc, and increased range of innovative new services such as call completion and foreign language DQ.

At the current time Guernsey Telecoms Ltd (“GT”) is required under the public service conditions within its licence to offer a DQ service to its customers. Whilst GT can provide this service directly itself, it has chosen to use the agency services of BT. Thus GT’s customers are currently able to access DQ services provided by BT by dialing 192 (national DQ services) and 153 (international DQ service).

The consultation considers whether customers in Guernsey should also be able to dial the DQ service provider of their choice on 118 numbers, and whether the 192 and 153 codes should be withdrawn as is proposed in the UK. The document 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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For further information contact the Office of Utility Regulation on 01481 711120