



Office of Utility Regulation

Media Release

Directory Enquiry Services in Guernsey: Regulator publishes Report on options arising from liberalisation of UK Directory Enquiry Market

Regina Finn, Director General of Utility Regulation, today (23rd October 2002) published a report setting out how Directory Enquiry (DQ) services in Guernsey will change following Oftel's (the UK Regulator) decision to open up the UK Directory Enquiry market to greater competition. The report follows a public consultation earlier this year on the future regulatory regime for the mobile telephony sector in Guernsey.

“By adopting the UK numbering policy with respect to national and international Directory Enquiry calls, consumers within the Bailiwick will benefit from the liberalisation of the UK market” said Regina Finn.

As the new regime develops in the UK and new DQ service providers enter the market on a competitive footing, the UK Regulator expects customers to see a wide range of innovative services such as call completion facilities where an enquirer can be directly connected to the number requested, and combined classified and standard services behind one number so that a caller can ask for the number of all relevant businesses as well as the number of a named business. Today's decision will enable Guernsey consumers to access the same services as they develop.

This will not affect the requirement for Cable & Wireless Guernsey as the Universal Service Provider, to provide all customers in the Bailiwick with access to at least one DQ service. Nor will it affect the requirement in all licences that any network provider in

Guernsey will have to make sure that their customers can access at least one DQ service. It does, however, provide the potential for customers to have a wider choice of DQ service provider in the future.

The Report on the Consultation 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.

ENDS/

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For further information contact the Office of Utility Regulation on 01481 711120

Notes to editors

At the current time Cable and Wireless Guernsey Ltd (“C&WG”) is required under the terms and conditions of its licence to offer a DQ service to its customers. Whilst C&WG can provide this service directly itself, it has chosen to use the agency services of BT. Thus C&WG’s customers are currently able to access DQ services provided by BT by dialing 192 (national DQ services) and 153 (international DQ service). The new 118XXX numbers will be available from the middle of December 2002, but the legacy 192 and 153 numbers will continue to be available during a period of parallel running which continue until late in the summer of 2003.

C&WG will now be able to provide access to a range of 118XXX numbers including BT’s and the major independent service providers’ numbers. Guernsey consumers will therefore be able to choose which service provider to use to provide a national and international DQ service thereby benefiting from the introduction of competition in the provisions of services.