



Regulator welcomes Fast Internet Price Reductions

The Regulator today 15th October 2002 responded to announcements by C&W Guernsey of reductions in the prices for its Broadband services. “I welcome the company’s decision to significantly reduce rental and connection prices both to end users and to ISPs”, said Director General, Regina Finn.

“The lower prices to ISPs will promote competition in the ISP market and give the companies the ability to pass on these cost savings to users in lower charges for their competitive ISP offerings,” she said. “End users will also benefit directly from price reductions in both rental and connection charges.” The company’s decision will clearly be welcome to individuals and business who have been looking forward to reaping the benefits of this technology and is a very positive outcome for consumers.

Broadband access brings the sort of functionality and speed that increasingly sophisticated users expect and need and affordable pricing brings these benefits to a wide audience. Affordable and reasonable prices for broadband access has the potential to bring benefits to both business and personal users, increasing the scope for doing business over the internet, connecting employees with employers, encouraging greater personal use of the internet and for all sorts of purposes, from remote education to keeping in contact with friends and family around the world. C&WG’s revised price for its ADSL products are available directly from C&WG and on their website¹ and also attached to this press release.

The Regulator also said that she has concluded the initial stage of an investigation into various aspects of the C&WG ADSL service and will be providing the parties to the

¹ www.cwguernsey.com

investigation with an opportunity to comment on that conclusion shortly, following which a summary of the final finding will be published on the OUR website.

“In line with our policy of openness and transparency we will publish a summary of the finding in this investigation as soon as possible”, said Regina Finn. “In the meantime I would like to congratulate the industry players who are working so hard to bring services to Guernsey customers and thank them for their participation both in the investigation and in the market generally. I look forward to solutions that ensure Guernsey reaps the benefits of new technologies and customers receive the best possible services at the best prices.”

**ENDS/
15th October 2002**

For further information call the Office of Utility Regulation on 711120

Final Broadband Connect Prices – 15 October 2002

| Product Code | Description – Broadband Home Connect and Broadband Pro Connect Services | Connection Charge £ | Monthly Rental £ | Quarterly Rental £ |
|--------------|---|---------------------|------------------|--------------------|
| BBS1 | Broadband Home 500 Connect | 126.99 | 19.99 | N/A |
| BBS2 | Broadband Pro 500 Connect | 224.99 | 49.99 | 149.97 |
| BBS3 | Broadband Pro 1000 Connect | 224.99 | 74.99 | 224.97 |
| BBS4 | Broadband Pro 2000 Connect | 224.99 | 99.99 | 299.97 |

| Product Code | Description – Broadband SP Connect Services | Connection Charge £ | Monthly Rental £ | Quarterly Rental £ |
|--------------|---|---------------------|------------------|--------------------|
| BBS20 | Broadband SP 0.5M Connect (Within Central exchange area) | 1358.00 | N/A | 1008.00 |
| BBS21 | Broadband SP 1M Connect (Within Central exchange area) | 1358.00 | N/A | 1134.00 |
| BBS22 | Broadband SP 2M Connect (Within Central exchange area) | 3055.00 | N/A | 1890.00 |
| BBS23 | Broadband SP 10M Connect (Within Central exchange area) | 9233.00 | N/A | 3528.00 |
| BBS24 | Broadband SP 100M Connect (Within Central exchange area) | 14213.00 | N/A | 6300.00 |
| BBS30 | Broadband SP 0.5M Connect (Outside Central exchange area) | 1830.00 | N/A | 1268.00 |
| BBS31 | Broadband SP 1M Connect (Outside Central exchange area) | 1830.00 | N/A | 1394.00 |
| BBS32 | Broadband SP 2M Connect (Outside Central exchange area) | 4375.00 | N/A | 2230.00 |
| BBS33 | Broadband SP 10M Connect (Outside Central exchange area) | 11653.00 | N/A | 4072.00 |
| BBS34 | Broadband SP 100M Connect (Outside Central exchange area) | 18833.00 | N/A | 8568.00 |

| Product Code | Description – Relocation and reconfiguration of Broadband Home Connect and Broadband Pro Connect Services | Connection Charge £ | Monthly Rental £ | Quarterly Rental £ |
|--------------|---|---------------------|------------------|--------------------|
| BBR1 | Internal relocation of Broadband Home Connect or Pro service | 99.99 | N/A | N/A |
| BBR3 | Change of Broadband Pro Connect data rate | 73.00 | N/A | N/A |
| BBR4 | Reconfiguration of Broadband Pro Connect service | 73.00 | N/A | N/A |
| BBR7 | Convert Superport/PhoneNet Digital to single telephony and Broadband Home Connect service | 106.99 | N/A | N/A |
| BBR19 | Convert Superport/PhoneNet Digital to single telephony and Broadband Pro Connect service | 125.99 | N/A | N/A |
| BBR8 | Cancellation of Broadband Home Connect or Pro order before engineering work | 30.00 | N/A | N/A |
| BBR9 | Cancellation of Broadband Home Connect or Pro order during engineering work | 86.00 | N/A | N/A |
| BBR22 | Broadband Home Connect Replacement CD | 20.00 | N/A | N/A |

| Product Code | Description – Relocation and reconfiguration of Broadband SP Connect Services | Connection Charge £ | Monthly Rental £ | Quarterly Rental £ |
|--------------|--|---------------------|------------------|--------------------|
| BBR10 | Internal relocation of Broadband SP Connect service | 736.00 | N/A | N/A |
| BBR12 | Change of Broadband SP 0.5M Connect data rate to 1M | 764.00 | N/A | N/A |
| BBR20 | Change of Broadband SP 0.5/1M Connect data rate to 2M (Within Central exchange area) | 1697.00 | N/A | N/A |
| BBR21 | Change of Broadband SP 0.5/1M Connect data rate to 2M (different exchange area) | 2545.00 | N/A | N/A |
| BBR14 | Change of Broadband SP 10M Connect data rate to 100M (Within Central exchange area) | 5280.00 | N/A | N/A |
| BBR2 | Change of Broadband SP 10M Connect data rate to 100M (Outside Central exchange area) | 7568.00 | N/A | N/A |
| BBR15 | Reconfiguration of Broadband SP Connect service | 107.00 | N/A | N/A |
| BBR17 | Cancellation of Broadband SP Connect order before engineering work | 30.00 | N/A | N/A |
| BBR18 | Cancellation of Broadband SP Connect order during engineering work | 407.00 | N/A | N/A |