



Resolution of Telecoms Dispute

Outcome of Investigation into an alleged breach of Guernsey Telecoms Limited's Fixed Telecommunications Licence Conditions

The Regulator today published a summary of the findings of her office following an investigation into allegations that Guernsey Telecoms Ltd was in breach of its fixed telecommunications licence conditions.

"The outcome of this investigation has been to identify a resolution of the issues raised in the complaint to my office" said Regina Finn, "and I believe that is the most constructive outcome we could have had".

The allegations were raised with the Office of Utility Regulation in May and the thorough investigation involved correspondence with both parties and a set of proposed findings on which both parties had the opportunity to comment. The two parties accepted the findings in the case.

As part of the resolution of the issues raised, GT has agreed to introduce a new service for parties competing in the CPE market (providing customer premises equipment such as

telephone systems to customers) in relation to fault reporting. Anyone interested in the service should contact Guernsey Telecoms Ltd directly.

The summary of the finding 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/
9th August 2002**

For further information call the Office of Utility Regulation on 711120