



Office of Utility Regulation

Telecommunications Price Changes by Cable & Wireless Guernsey

Conclusion of Interim Investigation: Information Notice

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Contents

1	Summary	2
1.1	Background	2
1.2	Price Control	2
1.3	Other Licence Conditions	3
1.4	OUR Investigation	3
1.5	Conclusion	3
2	OUR Examination of Price Changes	4
2.1	Transparency and Customer Impact	4
2.2	Compliance with Price Control.....	4
3	Actions by Cable & Wireless	5
3.1	Compliance with Price Control: Price Changes.....	5
3.2	Transparency and Impact on bills	5
4	Next Steps	6
4.1	Compliance with Price Control.....	6
4.2	Customer Information, Transparency and Customer Impact.....	6
4.2.1	Customer Information	6
4.2.2	Transparency and Customer Impact	6
5	Conclusion	7
	Annex 1: Background to Price Control on Telecommunications Services.....	8
	Annex 2: Legal and Licensing Background.....	10
	Annex 3: Advice to Customers on Controlling Telephone Bills	11
	Annex 4: Revised Prices for Certain Regulated Telecommunications Services provided by C&W.....	13

1 Summary

1.1 Background

On 10th June 2003, Cable & Wireless Guernsey (“C&W”) announced a complex series of price changes which involved adjustments to the structure, time bands, and prices of a significant number of services and products in the telecommunications market. These new prices were intended to come into effect on 1st July 2003. Many of the prices that are being changed are subject to a price control mechanism which was put in place by the OUR in March 2002. A small number of the changes fall outside that price control.

The OUR published an information notice (OUR 03/15) on the day of publication of the proposed price changes. That information notice;

- recorded that the OUR had concerns about the complexity and magnitude of the changes;
- identified a need for more transparency and information for consumers to assess the impact of the price changes on their bills; and
- set out more details of C&W’s price changes to assist consumers in the first instance;

The information notice also announced an interim examination of compliance with the price control and other licence conditions.

1.2 Price Control

The purpose of the price control which was set for Guernsey Telecoms Limited and subsequently inherited by C&W, is to place a limit on any overall aggregate increase of the prices of products, whilst at the same time permitting C&W the commercial flexibility to adjust prices within the individual “baskets” of products. Price controls provide a means of protecting customers’ interests in those areas where there is no effective competition and no choice of operators.

It is the responsibility of C&W to ensure that the price changes it puts in place comply with the price control and all other provisions of its licence. The OUR examines C&W’s price control compliance at the end of each price control “period” or year to determine whether the company has complied with the overall cap.

Annex I to this document summarises the price control process and recent changes to the price control period. The tariff changes announced on 10th June are taking place within a 15 month price control period which ends on 31st March 2004. Therefore C&W will not be able to demonstrate full actual compliance with its price controls for this control period until the data has been gathered by C&W and submitted to OUR for analysis after 31st March 2004.

1.3 Other Licence Conditions

The OUR set out in Information notice OUR03/15, a number of other licence conditions in C&W's licence which apply to retail prices. These include provisions in relation to; transparency of terms and conditions, including prices; unfair subsidisation and cross subsidisation; undue preference and unfair discrimination and anti-competitive behaviour. These are summarised in Annex 2 to this document which sets out the legal and licensing background to this investigation.

As with the price control, it is the responsibility of C&W to ensure that it is in compliance with these provisions in the first instance.

1.4 OUR Investigation

In the light of OUR's concerns, C&W was required to provide a full justification of the tariff changes, along with customer impact assessments and a compliance return to demonstrate the likelihood of compliance at the end of the price control period. On the basis of the information provided and the time available to analyse it, the OUR highlighted to C&W some specific and serious concerns as to the ability of the company to comply with the price cap in the period ending March 2004. Recognising the validity of these concerns, C&W has reviewed its pricing strategy and on 1st July, 2003 will publish a number of further reductions in prices for certain products.

The Director General has agreed to waive the 21 day notice period required under C&W's licence for these specific price reductions as she believes it is in the best interest of users that these changes are brought to market at this time so as to avoid any confusion that might arise from a further notification at a later date and to ensure that customers do not pay higher charges for the notice period.

1.5 Conclusion

C&W is confident that the further price changes will enable it to comply with the price control and its other relevant licence conditions. The OUR considers that the new changes will put the company in a position where it is more likely to comply with the letter of the price control. However, as stated earlier, compliance is the responsibility of the company which has the necessary information to ensure that it is within the regulatory regime. The OUR will not be in a position to confirm final compliance until the full data is available at the end of the price control period.

In the meantime, the OUR has highlighted to C&W some areas where the OUR continues to have concerns as to compliance with the spirit of the licence and the licence conditions, including the matter of transparency and visibility of the impact on customers of price changes. The OUR will keep C&W's actions in this regard under review, and if it is considered appropriate, changes may be made in the regulatory regime to address such issues.

Finally, the OUR is publishing – in Annex 3 of this document, advice to customers on how to control their telephone bill and make choices that ensure the best value for money .

2 OUR Examination of Price Changes

On Friday 6th June 2003, C&W notified the OUR of price changes that the company intended to take effect from 1st July 2003. In its press statement issued on 10th June 2003 C&W stated that the package of price changes, which comprised both decreases and increases in prices for products, was designed to ensure that a wide range of telecommunications services were sustainable and offered value for money and ensured that the Bailiwick remains a competitive location in which to conduct international business.

2.1 Transparency and Customer Impact

The new prices were also published in the Gazette Officielle on 10th June 2003, meeting C&W's licence condition requiring the company to publish notice of any new prices or prices for new services at least 21 days before they come into effect. However, the list of new charges was not compared (in the Gazette notice) directly to the former charges to allow customers to easily see which charges have been changed in which direction. The potential for confusion was compounded by the large number of changes announced together and the fact that in some cases the change was not to an individual price but to a structure of a charge, such as the introduction of minimum charges for certain services or a change in the time periods for peak and off-peak.

To assist customers to examine and understand the impact of the price changes on their usage patterns, the OUR included in Information Notice OUR 03/15, a schedule of the former list prices published by C&W prior to 1st July 2003 and the new charges that C&W had announced would apply from 1st July 2003. This was designed to be an interim mechanism for providing further information to customers in the short term.

2.2 Compliance with Price Control

In addition to the concern regarding the transparency of the impact of the price changes on customers bills the OUR also had concerns as to the company's ability to comply with the price controls for the 15 month period to 31st March 2004, particularly given the magnitude of some of the individual price changes for heavily used services.

During the weeks following the announcement of the price changes, the OUR carried out an analysis of C&W's compliance model. The model was used by the company to demonstrate the likelihood of its compliance with the price control at the end of the price control period. That analysis confirmed the OUR's concerns and the potential for non compliance was brought to the company's attention and explained at a meeting on 25th June 2003.

C&W notified the OUR on Thursday 26th June that it accepted that the OUR's concerns were valid, that there had been errors made in estimating its ability to comply with the price cap and that it would be making further price changes to address the OUR's concerns. The changes that the company proposed to make were presented to the OUR on Friday 27th June 2003.

3 Actions by Cable & Wireless

3.1 Compliance with Price Control: Price Changes

On 1st July 2003 C&W will announce further changes to its tariffs for shortcall, national geographic, Jersey and 0845 calls and these price changes will come into effect from 1st July 2003. The pre 1st July prices, the new prices announced on the 10th June and the actual prices which will come into effect on 1st July for these products are summarised in the Table below.

	Original Tariff	New Price Announced 10th June	Price with effect from 1st July 2003
Shortcall: Standard	1.5ppm ¹	1.8ppm	1.7ppm
National Geographic:			
Standard	6.4ppm	4.8ppm	4.0ppm
Cheap Rate	4.5ppm	3.8ppm	3.0ppm
Sunday	3.3ppm	2.8ppm	2.5ppm
Jersey	5.3ppm	4.8ppm	4.0ppm
National 0845	3.0ppm	4.0ppm	3.5ppm

A revised table showing the new price changes compared with the previous charges is again included in Annex 4 for information (the changes made on 1st July 2003 are highlighted in bold).

3.2 Transparency and Impact on bills

On 1st July 2003, C&W will publish advertisements in the local press that set out once again the changes to tariffs that come into effect on 1st July 2003. These advertisements also include information on the revisions that have been made since the original announcement on 10th June 2003.

The company will also update its total price list on 1st July 2003 which is available from the website at www.cwguernsey.com and can be requested at any C&W outlet.

However, the published information is of course not tailored to individual customers' usage patterns and the OUR would urge customers to examine the price changes in the context of their own bills and usage patterns to understand the impact on them. Annex 3 gives more details.

¹ ppm= pence per minute

4 Next Steps

4.1 Compliance with Price Control

Compliance with the first price control period (the nine months ending December 2002) is still under investigation and the OUR is not satisfied that C&W has yet provided sufficient accurate information to confirm compliance for that period. The OUR has afforded C&W the opportunity to submit a revised compliance statement before the end of 2003 so that compliance for this period can be fully examined.

Compliance for the second period (i.e. the current period) cannot be conclusively demonstrated until after the end of March 2004 at which time the OUR will examine the data for the full period. The Director General wishes to point out that the onus is on C&W in the first instance to ensure that it will be able to meet its price cap obligations. Should the company fail to comply, or fail to be able to demonstrate compliance, the OUR will consider what steps are necessary at that time to ensure that telephone users are not disadvantaged by any breach of its obligations by C&W. In particular, the current significant time lag in demonstrating compliance will not be repeated or permitted in future.

4.2 Customer Information, Transparency and Customer Impact

4.2.1 Customer Information

The OUR believes there is a need for telephone users to be better informed about the options they have to enable them to obtain best value from the telecommunications services they use. This is particularly the case when there are changes to the prices of core services that are part of the Universal Service Obligation. Until the roll-out of competing services when customers will be in a position to compare and choose between service providers, the level of control by the majority of individual customers over their bills is restricted to a consideration of the various choices available from their current service provider – C&W.

This current investigation has prompted the Director General to reconsider the manner in which licensees, and in particular C&W as the USO provider, is required to publish information about prices. The company is currently taking additional steps to publicise the new prices coming into effect on 1st July 2003 and the OUR will keep this and future actions under review before deciding whether it would be appropriate to introduce changes to the regulatory requirements as to publication and customer information.

In the meantime, and in the absence of an alternative source of user information, Annex 3 provides some guidance to users as to the steps they can take to analyse and ensure best value for money from the telecommunications services they use.

4.2.2 Transparency and Customer Impact

As was stated in OUR 03/15, the OUR is concerned that there may be an absence of transparency in the tariffs of C&W, particularly having regard to the complexity and number of price changes being introduced at the one time. The OUR considers that

this transparency is best provided by demonstrating the impact of the changes directly on real customers bills. This would involve the sampling of a representative number of customers' bills to arrive at typical bills for different types of customers. The effect of the price changes on those bills can then be simulated and examined.

The OUR has required C&W to provide this information. However to-date the OUR has not been satisfied with the degree to which C&W has met this request. The OUR will pursue this matter and will consider what, if any, customer impact information might be published in the future.

In the meantime, Annex 4 to this document sets out once again a table showing the new prices compared with the previous prices. The additional changes made by C&W on 1st July 2003 are highlighted in bold.

5 Conclusion

Following this interim investigation into the retail prices of C&W, the company has introduced a number of additional price reductions and is confident that these changes will ensure it complies with its price control and other licence conditions. The OUR agrees that these changes are likely to bring the company more in line with compliance with the price control and welcomes any benefits that the changes bring for customers. However full compliance cannot be verified until the end of the price control period on 31st March 2004. The findings of that formal compliance review will be communicated fully to the market.

C&W has also taken steps to publicise the new charges that are coming into effect on 1st July 2003, including advertising in the local press, revising its price list and updating its website. The OUR will consider the value of additional information or forms of publication and awareness raising and may adjust the regulatory regime if that is considered appropriate.

In the meantime, the OUR would urge telephone users to become more proactive in examining ways to ensure that they receive the best value for money in purchasing telephone services and sets out at Annex 3, some customer information that might be useful. Customers should contact C&W in the first instance to obtain itemised bills and assistance in understanding their own telephone usage patterns.

/ENDS

Annex 1: Background to Price Control on Telecommunications Services

Price Control on Telecommunications Services

In December 2001 the OUR commenced an open consultation on the use of price control in the telecommunications sector in Guernsey and in March 2002², following consideration of the responses received, a price control was placed on certain services provided by C&W (then GT).

The price cap is a widely used form of price control known as “incentive regulation”, and is designed to encourage C&W to achieve efficiencies and cost savings and pass the benefits of those efficiencies on to its customers in the form of lower prices for services.

Services were grouped together in four “baskets” and the prices in each basket were capped until the end of 2004 in the following ways:

- **Leased line Basket:** no upward change in the price of this basket or in the price for any individual service within the basket;
- **Shortcall Basket:** changes in the price of this basket shall not exceed RPI – 3%, i.e. they must reduce by inflation less 3% in each year of the price control.
- **Main Basket:** changes in prices of this basket shall not exceed RPI - 5%, i.e. prices must reduce overall by inflation minus 5% in each year.
- **Exchange Line Rental Basket:** Changes in the price of this basket shall not exceed RPI + 7%, i.e. prices may not increase by more than inflation plus 7%.

It was estimated that combined, the overall effect of the cap is to require a downward movement in the total bill of telecoms customers by 2% on average each year in real terms, if usage patterns (including volume of calls) and other factors remained the same. Different customers would experience different degrees of change, depending on the services they bought most and clearly the level of inflation would affect the actual movement in the price for any one service or any one bill.

Vulnerable Users

In developing the price cap, the OUR paid particular attention to GT’s request to allow it to increase some of its prices – particularly the price of line rental which is a fixed part of every telephone users’ bill. The OUR was concerned about vulnerable user groups, especially those on low incomes, who could be disproportionately affected by increases in this fixed element of their overall bill. The importance of affordable access to a telephone was highlighted in the Survey of Guernsey Living Standards³ which was published at the same time as the imposition of the price control. That survey demonstrated that 80% of respondents deemed a telephone service to be a necessity. As a result, while allowing some rebalancing of prices, the OUR imposed a separate basket for exchange line rental with an upper limit on changes in the price of this specific service.

² Document OUR 02/11: Price Regulation of Fixed Telecommunications Services, Report on the consultation and Decision Notice, March 2002

³ The Survey of Guernsey Living Standards, Report on Phase one: The Necessities of Life, States of Guernsey Advisory and Finance Committee; University of Bristol

As an additional measure a constraint was imposed on the “shortcall” service provided by C&W. This service provides customers with the option of a lower line rental along with a per minute billing option for local calls instead of the general flat rate option. This provides users with an alternative with a lower fixed charge than the standard exchange line rental.

Relevant Periods

The initial price cap came into effect from 1st April 2002 and applied until the end of 2004. There were three price cap “periods” within the price control which were:

- April 2002 to December 2002 (9 months)
- January 2003 to December 2003 (12 months)
- January 2004 to December 2004 (12 months)

These periods were aligned with the financial reporting year of GT so that the data to demonstrate compliance could be gathered at the same time as the financial year data, meaning that the regulatory process complemented the business planning and processes of the company.

However, following the purchase of GT by C&W in May 2002, the company announced a change in its year end. The company aligned its year end with C&W Regional meaning that the financial reporting would now take place for a financial year ending 31st March. In order to minimise the burden of preparing the data for compliance, the OUR changed the price control periods to align them with the new year end of the company.

As a result the new price control periods became:

- April 2002 to December 2002 (9 months)
- January 2003 to March 2004 (15 months)
- April 2004 to March 2005 (12 months)

The 15 month period meant that there was a need to adjust the price control parameters in proportion to a 15 month rather than a 12 month period. However, in the absence of further year end changes, this will provide a clear basis for future price controls which could be based on 12 month periods.

Annex 2: Legal and Licensing Background

C&W holds a Licence to provide fixed telecommunications services and networks in the Bailiwick of Guernsey. The Licence was issued on 1st October 2001 in accordance with Part I of the Telecommunications (Bailiwick of Guernsey) Law, 2001 and States Directions to the Director General of Utility Regulation⁴.

C&W has been found to have a dominant position in the fixed telecommunications market in the Bailiwick of Guernsey⁵ and thus specific conditions in the fixed telecommunications licence have been applied to C&W to control that dominant position in that relevant market.

A number of GT licence conditions are relevant in relation to prices and their publication. These include, *inter alia*:

- **Condition 17** which addresses consumer protection and includes provisions requiring the publication of comprehensive terms and conditions, including prices for services.
- **Condition 28** which requires the Licensee not to unfairly cross subsidise or unfairly subsidise the establishment, operation or maintenance of any telecommunications network or service.
- **Condition 29** which requires the licensee not to show undue preference to, or exercise unfair discrimination against, any User or Other Licensed Operator regarding the provision of any Licensed Telecommunications Services or Access;
- **Condition 31** which requires the publication of prices for new services (or new prices for existing services) that are regulated, a minimum of 21 days in advance of the service being introduced and further requires that those prices be transparent and non-discriminatory. This condition also provides that the Director General may impose controls on the prices of any services within the Relevant Market in which the licensee has been found to be dominant.
- **Condition 32** which prohibits the Licensee from engaging in any practice or entering into any arrangement that has the object or the likely effect of preventing, restricting or distorting competition in the establishment, operation and maintenance of Telecommunications Networks or the provision of Telecommunications Services in the licensed area.

⁴ Full licence text and conditions are published in Document OUR 01/18 available from the OUR website at www.regutil.gg

⁵ See Document OUR 01/14 available from the OUR website at www.regutil.gg

Annex 3: Advice to Customers on Controlling Telephone Bills

It has come to the Director General's attention since the publication of the price changes on 10th June that users have not been as aware as they might otherwise have been about the choices of telephone services available to them. The mix of options and the services chosen can have a significant effect on customers overall telephone bill. This annex sets out some suggested ways that customers can assess and make choices about their telephone usage.

Find out what types of calls you make and when

By contacting your service provider – C&W – you can request a fully itemised bill which will show you where and when you call and how long you use the telephone for in each case. This will allow you to see what are the most expensive items on your bill and consider how you can reduce these. It is important to note how many calls you make and how long the calls are as well as what time of day the calls are made at so that you can make choices. Call 700700 to obtain an itemised bill.

If you are a particularly heavy user of certain types of calls, then consider the type of call you make – long or short – and the time you make these calls, as this could influence the service you choose. Some non exhaustive examples are given below.

Consider the Alternatives: Local Calls and Line Rental

Some customers may make few local calls every day or week, but each call could be very long. In that case, the local untimed call charge may be the best option for that customer. The local untimed call charge is associated with a line rental of £14.76 per quarter.

Other customers may make many local calls each day, but each call could be very short. In fact, the normal call profile in most markets, particularly during peak call times, is for a large volume of calls of relatively short duration. The typical profile usually has an average call duration of 3 minutes or less. In Guernsey, C&W offers a 'shortcall' local call option which is a per minute call charge.

For a 3 minute local call this call tariff would deliver a saving for customers over the un-timed call tariff of 0.9p per call (that is 5.1p compared with 6p untimed). There is also a reduced line rental for customers that avail of this service which represents a saving of over 60% on the normal line rental charge. If your average calls are even shorter, then this package clearly represents better value for money.

Consider when you Call: Time of Day

Customers should also consider looking at the time of day they make calls. In particular, domestic customers calling friends and family in the UK or abroad might wish to make those calls during off peak hours to avail of the reduced rates for these periods. As an example, a 20 minute call to a friend in the UK at 5.30pm on a Monday would cost 80p (20 minutes x 4.0ppm). The same call at 6.01pm would cost 50p (20 minutes x 2.5ppm) – a saving of 30p on a 20 minute call.

Conclusion

In conclusion, customers are encouraged to contact C&W and ask for an itemised bill, or for assistance in understanding their calling profile. Looking at the services you use most heavily and considering what other choices are available as well as how you might change your own usage patterns could lead to significant savings in your regular telephone bill.

Annex 4: Revised Prices for Certain Regulated Telecommunications Services provided by C&W⁶

<u>CALLS MADE FROM C&W FIXED LINES</u>	Current	New	Price
Destination	Tariff	Tariff	Change
	ppm⁷	ppm	
National Geographic - Cheap	4.50	3.00	-33%
National Geographic - Standard	6.40	4.00	-38%
National Geographic - Sunday	3.30	2.50	-24%
NGN - Local 0845 Standard (excluding local ISP)	3.00	3.50	17%
NGN - Local 0845 Cheap (excluding local ISP)	1.00	1.50	50%
NGN - Local 0845 Sunday (excluding local ISP)	1.00	1.50	50%
Jersey Geographic - Cheap	2.60	2.30	-12%
Jersey Geographic - Standard	5.30	4.00	-25%
ISDN 2 Local Calls	0.78	1.00	28%
	ppc⁸	ppc	
Local Calls	5.00	6.00	20%
DQ Local / National	20.00	25.00	25%
DQ International	100.00	150.00	50%
	ppm	ppm	
Afghanistan	100.00	100.00	0%
Albania	40.00	29.00	-28%
Algeria	40.00	29.00	-28%
Algeria,Mobile	40.00	29.00	-28%
Andorra	15.00	12.50	-17%
Andorra,Mobile	40.00	29.00	-28%
Angola	75.00	49.00	-35%
Anguilla	50.00	37.00	-26%
Anguilla,Audiotext / Premium	200.00	175.00	-13%
Antigua	50.00	37.00	-26%
Antigua,Audiotext / Premium	200.00	175.00	-13%
Argentina	75.00	37.00	-51%
Argentina,Mobile	75.00	37.00	-51%
Armenia	50.00	37.00	-26%
Armenia,Mobile	50.00	37.00	-26%
Aruba	40.00	29.00	-28%
Ascension	75.00	49.00	-35%
Australia	15.00	6.30	-58%
Australia,Mobile	40.00	29.00	-28%
Australian External Territories	100.00	100.00	0%

⁶ This information is compiled from the published price list of Cable & Wireless Guernsey and the Gazette Officielle notice published by Cable & Wireless Guernsey on 1st July 2003. The OUR does not accept responsibility for the accuracy of this data.

⁷ Pence Per Minute

⁸ Pence Per Call

Austria	10.00	6.30	-37%
Austria,Mobile	40.00	29.00	-28%
Azerbaijan	40.00	29.00	-28%
Azerbaijan,Mobile	50.00	37.00	-26%
Bahamas	25.00	20.00	-20%
Bahrain	64.00	44.00	-31%
Bahrain,Mobile	64.00	44.00	-31%
Bangladesh	75.00	49.00	-35%
Bangladesh,Mobile	75.00	49.00	-35%
Barbados	25.00	20.00	-20%
Belarus (Byelorussia)	40.00	29.00	-28%
Belarus (Byelorussia),Mobile	40.00	29.00	-28%
Belgium	10.00	6.30	-37%
Belgium,Mobile	25.00	20.00	-20%
Belize	75.00	49.00	-35%
Belize,Mobile	75.00	49.00	-35%
Benin	75.00	49.00	-35%
Bermuda	25.00	20.00	-20%
Bhutan	50.00	37.00	-26%
Bolivia	75.00	49.00	-35%
Bolivia,Mobile	75.00	49.00	-35%
Bosnia & Herzegovina	40.00	29.00	-28%
Bosnia & Herzegovina,Mobile	40.00	29.00	-28%
Botswana	75.00	49.00	-35%
Brazil	75.00	20.00	-73%
Brazil,Mobile	75.00	20.00	-73%
British Virgin Islands	25.00	20.00	-20%
Brunei Darussalam	25.00	20.00	-20%
Brunei Darussalam,Mobile	50.00	37.00	-26%
Bulgaria	25.00	20.00	-20%
Bulgaria,Mobile	25.00	20.00	-20%
Burkina Faso	75.00	49.00	-35%
Burundi	75.00	49.00	-35%
Cambodia	100.00	100.00	0%
Cameroon	75.00	49.00	-35%
Canada	7.50	6.30	-16%
Cape Verde	75.00	49.00	-35%
Cayman Islands	25.00	20.00	-20%
Central African Republic	75.00	49.00	-35%
Chad	75.00	49.00	-35%
Chile	75.00	20.00	-73%
Chile,Audiotext / Premium	200.00	175.00	-13%
China Peoples Republic	50.00	12.50	-75%
China Peoples Republic,Mobile	50.00	12.50	-75%
Christmas Island	15.00	12.50	-17%
Cocos Island	15.00	12.50	-17%
Colombia	75.00	20.00	-73%
Colombia,Mobile	75.00	20.00	-73%
Comoros and Mayotte	75.00	49.00	-35%
Congo	75.00	49.00	-35%
Cook Islands	100.00	100.00	0%
Costa Rica	75.00	49.00	-35%
Costa Rica,Mobile	75.00	49.00	-35%
Cote d'Ivoire (Ivory Coast)	75.00	49.00	-35%
Croatia	40.00	29.00	-28%
Croatia,Mobile	40.00	29.00	-28%

Cuba	50.00	49.00	-2%
Cyprus	15.00	12.50	-17%
Cyprus,Mobile	40.00	29.00	-28%
Czech Republic	25.00	8.00	-68%
Czech Republic,Mobile	40.00	20.00	-50%
Democratic Republic of Congo	75.00	49.00	-35%
Denmark	10.00	6.30	-37%
Denmark,Mobile	25.00	20.00	-20%
Diego Garcia	75.00	100.00	33%
Djibouti	75.00	49.00	-35%
Dominica	50.00	20.00	-60%
Dominican Republic	50.00	20.00	-60%
Dominican Republic,Mobile	50.00	20.00	-60%
East Timor	100.00	100.00	0%
Easter Island	75.00	20.00	-73%
Ecuador	75.00	49.00	-35%
Ecuador,Mobile	75.00	49.00	-35%
Egypt	40.00	29.00	-28%
Egypt,Mobile	40.00	29.00	-28%
El Salvador	75.00	49.00	-35%
El Salvador,Mobile	75.00	49.00	-35%
Equatorial Guinea	75.00	49.00	-35%
Eritrea	75.00	49.00	-35%
Estonia	25.00	20.00	-20%
Estonia,Mobile	40.00	29.00	-28%
Ethiopia	75.00	49.00	-35%
Falkland Islands	75.00	49.00	-35%
Faroe Islands	25.00	20.00	-20%
Fiji	100.00	100.00	0%
Finland	15.00	6.30	-58%
Finland,Mobile	40.00	29.00	-28%
France	7.50	6.30	-16%
France,Mobile	25.00	20.00	-20%
French Guiana	75.00	49.00	-35%
French Polynesia	100.00	100.00	0%
Gabon	75.00	49.00	-35%
Gambia	75.00	49.00	-35%
Georgia	40.00	29.00	-28%
Georgia,Mobile	40.00	29.00	-28%
Germany	7.50	6.30	-16%
Germany,Audiotext / Premium	200.00	175.00	-13%
Germany,Mobile	25.00	20.00	-20%
Ghana	75.00	49.00	-35%
Ghana,Mobile	75.00	49.00	-35%
Gibraltar	15.00	12.50	-17%
Gibraltar,Mobile	40.00	29.00	-28%
Greece	15.00	8.00	-47%
Greece,Mobile	40.00	29.00	-28%
Greenland	64.00	49.00	-23%
Grenada	50.00	37.00	-26%
Guadeloupe	50.00	37.00	-26%
Guadeloupe,Mobile	50.00	37.00	-26%
Guam	50.00	37.00	-26%
Guatemala	75.00	49.00	-35%
Guatemala,Mobile	75.00	49.00	-35%
Guinea	75.00	49.00	-35%

Guinea-Bissau	75.00	49.00	-35%
Guyana	75.00	49.00	-35%
Haiti	50.00	44.00	-12%
Haiti,Audiotext / Premium	50.00	44.00	-12%
Haiti,Mobile	50.00	44.00	-12%
Honduras	75.00	49.00	-35%
Hong Kong	15.00	6.30	-58%
Hong Kong,Audiotext / Premium	150.00	130.00	-13%
Hong Kong,Mobile	40.00	12.50	-69%
Hungary	25.00	12.50	-50%
Hungary,Mobile	40.00	29.00	-28%
Iceland	15.00	12.50	-17%
Iceland,Mobile	40.00	29.00	-28%
India	75.00	49.00	-35%
India,Mobile	75.00	49.00	-35%
Indonesia	50.00	20.00	-60%
Indonesia,Mobile	50.00	20.00	-60%
Iran	64.00	44.00	-31%
Iran,Mobile	64.00	44.00	-31%
Iraq	64.00	44.00	-31%
Ireland	7.50	6.30	-16%
Ireland,Mobile	25.00	20.00	-20%
Israel	25.00	8.00	-68%
Israel,Mobile	40.00	29.00	-28%
Italy	10.00	6.30	-37%
Italy,Mobile	40.00	29.00	-28%
Jamaica	50.00	37.00	-26%
Jamaica,Mobile	50.00	37.00	-26%
Japan	25.00	8.00	-68%
Japan,Mobile	40.00	29.00	-28%
Jordan	64.00	44.00	-31%
Jordan,Mobile	64.00	44.00	-31%
Kazakhstan	25.00	20.00	-20%
Kazakhstan,Mobile	25.00	20.00	-20%
Kenya	75.00	49.00	-35%
Kiribati	100.00	100.00	0%
Korea - North	100.00	100.00	0%
Korea - South	25.00	6.30	-75%
Korea - South,Mobile	50.00	20.00	-60%
Kuwait	64.00	44.00	-31%
Kuwait,Mobile	64.00	44.00	-31%
Kyrgyzstan	40.00	29.00	-28%
Kyrgyzstan,Mobile	40.00	29.00	-28%
Laos	100.00	100.00	0%
Latvia	25.00	20.00	-20%
Latvia,Mobile	40.00	29.00	-28%
Lebanon	64.00	44.00	-31%
Lebanon,Mobile	64.00	44.00	-31%
Lesotho	75.00	37.00	-51%
Liberia	75.00	49.00	-35%
Libya	40.00	29.00	-28%
Liechtenstein	10.00	6.30	-37%
Liechtenstein,Audiotext / Premium	200.00	175.00	-13%
Liechtenstein,Mobile	25.00	20.00	-20%
Lithuania	25.00	20.00	-20%
Lithuania, Mobile	25.00	20.00	-20%

Luxembourg	10.00	6.30	-37%
Luxembourg, Mobile	25.00	20.00	-20%
Macau	50.00	37.00	-26%
Macau, Mobile	50.00	37.00	-26%
Macedonia	40.00	29.00	-28%
Madagascar	75.00	49.00	-35%
Malawi	75.00	49.00	-35%
Malaysia	15.00	8.00	-47%
Malaysia, Mobile	40.00	29.00	-28%
Maldives Islands	75.00	49.00	-35%
Mali	75.00	49.00	-35%
Malta	15.00	12.50	-17%
Malta, Mobile	40.00	29.00	-28%
Marshall Islands	100.00	100.00	0%
Martinique	50.00	37.00	-26%
Martinique, Mobile	50.00	37.00	-26%
Mauritania	75.00	49.00	-35%
Mauritius	75.00	49.00	-35%
Mexico	75.00	20.00	-73%
Micronesia	100.00	100.00	0%
Moldova	40.00	29.00	-28%
Monaco	15.00	8.00	-47%
Monaco, Mobile	40.00	29.00	-28%
Mongolia	100.00	100.00	0%
Montenegro	40.00	29.00	-28%
Montenegro, Mobile	40.00	29.00	-28%
Montserrat	50.00	37.00	-26%
Montserrat, Audiotext / Premium	50.00	37.00	-26%
Morocco	40.00	29.00	-28%
Morocco, Mobile	40.00	29.00	-28%
Mozambique	75.00	49.00	-35%
Myanmar	100.00	100.00	0%
Namibia	75.00	49.00	-35%
Nauru	100.00	100.00	0%
Nepal	75.00	49.00	-35%
Netherlands	10.00	6.30	-37%
Netherlands Antilles	50.00	37.00	-26%
Netherlands, Mobile	25.00	20.00	-20%
New Caledonia	100.00	100.00	0%
New Zealand	15.00	6.30	-58%
New Zealand, Chatham Island	15.00	6.30	-58%
New Zealand, Mobile	40.00	20.00	-50%
Nicaragua	75.00	49.00	-35%
Nicaragua, Mobile	75.00	49.00	-35%
Niger	75.00	49.00	-35%
Nigeria	75.00	49.00	-35%
Nigeria, Mobile	75.00	49.00	-35%
Niue	100.00	100.00	0%
Norfolk Island	100.00	100.00	0%
North Mariana Island	50.00	37.00	-26%
Norway	10.00	6.30	-37%
Norway, Mobile	40.00	20.00	-50%
Oman	64.00	44.00	-31%
Pakistan	75.00	49.00	-35%
Pakistan, Mobile	75.00	49.00	-35%
Palau	100.00	100.00	0%

Palestine	25.00	20.00	-20%
Palestine,Mobile	40.00	29.00	-28%
Panama	75.00	49.00	-35%
Panama,Mobile	75.00	49.00	-35%
Papua New Guinea	100.00	100.00	0%
Paraguay	75.00	49.00	-35%
Peru	75.00	49.00	-35%
Peru,Mobile	75.00	49.00	-35%
Philippines	50.00	29.00	-42%
Philippines,Mobile	50.00	29.00	-42%
Poland	25.00	12.50	-50%
Poland,Mobile	40.00	29.00	-28%
Portugal	15.00	8.00	-47%
Portugal,Mobile	40.00	29.00	-28%
Puerto Rico	25.00	20.00	-20%
Qatar	64.00	44.00	-31%
Qatar,Mobile	64.00	44.00	-31%
Reunion Island	75.00	49.00	-35%
Reunion Island,Mobile	75.00	49.00	-35%
Rodriguez Islands	75.00	49.00	-35%
Romania	40.00	29.00	-28%
Romania,Mobile	40.00	29.00	-28%
Russia	25.00	12.50	-50%
Russia,Mobile	25.00	12.50	-50%
Rwanda	75.00	49.00	-35%
Samoa US (America)	100.00	100.00	0%
Samoa Western	100.00	100.00	0%
San Marino	15.00	12.50	-17%
Sao Tome & Principe	75.00	49.00	-35%
Saudi Arabia	64.00	37.00	-42%
Senegal	75.00	49.00	-35%
Serbia	40.00	29.00	-28%
Serbia,Mobile	40.00	29.00	-28%
Seychelles	75.00	49.00	-35%
Sierra Leone	75.00	49.00	-35%
Singapore	25.00	6.30	-75%
Singapore,Mobile	40.00	12.50	-69%
Slovakia	25.00	20.00	-20%
Slovakia,Mobile	40.00	29.00	-28%
Slovenia	25.00	20.00	-20%
Slovenia,Mobile	40.00	29.00	-28%
Solomon Islands	100.00	100.00	0%
Solomon Islands,Audiotext / Premium	200.00	175.00	-13%
Somalia	75.00	49.00	-35%
South Africa	25.00	12.50	-50%
South Africa,Mobile	40.00	29.00	-28%
Spain	15.00	6.30	-58%
Spain,Mobile	40.00	29.00	-28%
Sri Lanka	75.00	49.00	-35%
Sri Lanka,Mobile	75.00	49.00	-35%
St Helena	75.00	49.00	-35%
St Kitts & Nevis	50.00	37.00	-26%
St Lucia	50.00	37.00	-26%
St Pierre & Miquelon	50.00	37.00	-26%
St Vincent	50.00	37.00	-26%
Sudan	75.00	49.00	-35%

Surinam	75.00	49.00	-35%
Swaziland	75.00	49.00	-35%
Sweden	10.00	6.30	-37%
Sweden,Mobile	25.00	20.00	-20%
Switzerland	7.50	6.30	-16%
Switzerland,Mobile	25.00	20.00	-20%
Syria	64.00	44.00	-31%
Taiwan	25.00	8.00	-68%
Taiwan,Mobile	50.00	29.00	-42%
Tajikstan	75.00	49.00	-35%
Tanzania	75.00	49.00	-35%
Thailand	25.00	20.00	-20%
Thailand,Mobile	50.00	37.00	-26%
Togo (Togolese Rep)	75.00	49.00	-35%
Tokelau	100.00	100.00	0%
Tonga	100.00	100.00	0%
Trinidad & Tobago	50.00	37.00	-26%
Tunisia	40.00	29.00	-28%
Turkey	40.00	29.00	-28%
Turkey,Mobile	40.00	29.00	-28%
Turkey,Northern Cyprus	40.00	29.00	-28%
Turkey,Northern Cyprus,Mobile	40.00	29.00	-28%
Turkmenistan	100.00	49.00	-51%
Turks & Caicos Islands	50.00	37.00	-26%
Turks & Caicos Islands,Audiotext / Premium	50.00	37.00	-26%
Tuvalu	100.00	100.00	0%
Uganda	75.00	49.00	-35%
Ukraine	40.00	29.00	-28%
Ukraine,Mobile	40.00	29.00	-28%
United Arab Emirates	40.00	29.00	-28%
United Arab Emirates,Mobile	40.00	29.00	-28%
Uruguay	75.00	49.00	-35%
Uruguay,Mobile	75.00	49.00	-35%
US Virgin Islands	25.00	20.00	-20%
USA	7.50	6.30	-16%
Uzbekistan	64.00	44.00	-31%
Vanuatu	75.00	49.00	-35%
Vatican City	10.00	6.30	-37%
Venezuela	75.00	49.00	-35%
Venezuela,Audiotext / Premium	150.00	130.00	-13%
Venezuela,Mobile	75.00	49.00	-35%
Vietnam	100.00	100.00	0%
Vietnam,Mobile	100.00	100.00	0%
Yemen	64.00	44.00	-31%
Zambia	75.00	49.00	-35%
Zimbabwe	75.00	44.00	-41%
Zimbabwe,Mobile	75.00	44.00	-41%

ISDN Line Rental (ISDN 2)	£ qtr⁹	£ qtr	
ISDN 2 Service Rental	50.00	59.00	18%
ISDN 2 Service Rental (Monthly)	16.67	19.67	18%
ISDN 2 Service Out Of Area Rental	115.00	139.00	21%
ISDN 2 Service Out Of Area Rental (Monthly)	38.33	46.33	21%

⁹ Price in GBP£ per quarter

ISDN Line Rental (ISDN Fractional 22)	£ qtr	£ qtr	
Fractional ISDN - 22 Rental	550.00	649.00	18%
Fractional ISDN - 22 Rental (Monthly)	183.33	216.33	18%
	£ qtr	£ qtr	
ISDN 30 Service Rental	725.00	899.00	24%
ISDN 30 Service Rental (Monthly)	241.67	299.67	24%
ISDN 30 Service Out Of Area Rental	2000.00	2500.00	25%
ISDN 30 Service Out Of Area Rental (Monthly)	666.67	833.33	25%
	£ qtr	£ qtr	
ISDN Line Rental (Additional Channels)	25.00	30.00	20%
Fractional ISDN Service-Additional Rental			
<u>Shortcall</u>	ppm	ppm	
Standard Shortcall Local Call Charges	1.50	1.70	13%
<u>Exchange Lines</u>	£ qtr	£ qtr	
Standard Exchange Line Rental	14.25	14.76	4%
<u>Minimum Charges per call</u>	pence	pence	
Payphones	10.00	20.00	100%
ISDN 2	0.00	2.00	
ISDN 30	0.00	2.00	
Standard Exchange Lines	0.00	2.00	
Shortcall Lines (Excluding the local calls)	0.00	2.00	
<u>Fixed to Guernsey Registered GSM Handsets</u>			
Move to Charge Periods,rather than single rate anytime	ppm	ppm	
Standard:	9.00	12.00	33%
Cheap:	9.00	9.00	0%
Sunday:	9.00	9.00	0%
NGN - National 0870 Standard	6.40	10.00	56%
NGN - National 0870 Cheap	4.50	7.00	56%
NGN - National 0870 Sunday	3.30	6.00	82%
<u>Information Services</u>	ppc	ppc	
Other Information Services Time (8014)	5.00	6.00	20%
	£mth¹⁰	£mth	
Phonenet Pro Rental	4.75	4.92	4%

¹⁰ Price in GBP£ per month