



# Office of Utility Regulation

**Media Release**

## OUR Issues advice to Internet Users in Guernsey

The OUR is advising Internet Users in Guernsey to be vigilant and protect themselves against an internet scam that can cause customers to unknowingly run up large phone bills.

The scam, which is known as “Rogue Dialling” or “Modem Hi-jacking”, has become prevalent in the UK and Europe in recent months and affects users who are dialing up to the internet. Some sites which have been accessed by the user can install software on the PC which causes the modem to disconnect and redial using a long-distance or premium rate number. The customer often does not realize this until they receive a very high phone bill.

The OUR has published an information note setting out further details for internet users. “The OUR information note provides some tips to users on how to recognise whether or not they have been affected by this type of scam and suggests some simple preventive measures”, said Nicola Whittaker at the OUR. “The most important thing is for users to be vigilant and regularly check their dial up settings to make sure they have not been changed”.

Customers are advised to contact their Internet Service Provider (ISP) and ask about any filtering or preventive software that might be useful. The OUR Information Notice “Advice to Internet Users on Rogue Diallers and Modem Hi-Jacking” is available on the OUR website ([www.regutil.gg](http://www.regutil.gg)) (Document OUR 04/16) or by contacting the Office of Utility Regulation on 711120.

**ENDS/  
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## **Information for Editors**

The Office of Utility Regulation was established in 2001 to regulate the three utilities of post, telecommunications and electricity in the Bailiwick of Guernsey. The Office is headed up by Director General, Regina Finn and has four staff.

The role of the OUR is to protect the interests of Guernsey consumers and the economy. It does this by ensuring that customers receive the best in price, choice and quality services in the three regulated sectors, while at the same time ensuring that those sectors are vibrant and robust so that they can positively contribute to and underpin a successful Guernsey economy.

The OUR licenses and regulates telecommunications operators, Guernsey Electricity Ltd and Guernsey Post Ltd. Wherever possible, the OUR promotes the introduction of competition by ensuring that there is fair play and a level playing field between the operators. Where competition is not yet effective or where it is not feasible, the OUR regulates prices and quality of services to end customers.

More information is available from the OUR website [www.regutil.gg](http://www.regutil.gg), or by contacting the Office of Utility Regulation on 01481 711120.