



Office of Utility Regulation

Media Release – 28th January 2008

Regulator finds Airtel in breach of licence conditions

Guernsey's utilities regulator, the Office of Utility Regulation (OUR), has confirmed that Guernsey Airtel has breached its licence and the company has now been told it must launch by the 31st March 2008 or risk sanctions. The direction to Airtel follows the failure by Airtel to launch mobile services in the Bailiwick by 15th December 2007.

“We have considered carefully the responses to the proposed direction and believe that the timetable we are now setting is reasonable. Airtel knows what it must do and is aware of the likely outcomes should it fail to achieve this,” said John Curran, Director General at OUR. “Airtel must deliver on its commitment to deliver world class services to the people of Guernsey and it has until 31st of March to do so.”

The OUR is specifically required by law to conduct a two-stage process when a licence condition has potentially been breached. The first is to determine if that breach has definitely occurred. The second is to give the licensee a period to rectify that breach.

“While I acknowledge the commitment shown by Airtel and the difficulties faced in setting up a network, the deadline for the rollout of 2G and 3G services has been missed,” said John Curran. “From our perspective, this needs to be addressed by the company so that consumers can benefit from the real competition they will bring to the market.”

The OUR document OUR 08/04 “Guernsey Airtel 2G and 3G Mobile Licences: Failure to Meet Launch Date – Statutory Notification” is available on the OUR website (www.regutil.gg) or by contacting the Office of Utility Regulation on 711120.

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Information for the Editor

About the OUR

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, John Curran and has three 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, or by contacting the Office of Utility Regulation on 01481 711120.

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