



Office of Utility Regulation

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Mobile Customers to keep numbers?

Guernsey's utilities regulator is consulting on whether Mobile Number Portability (MNP) should be introduced in Guernsey. If so, it will enable mobile phone users in the Bailiwick to retain their number when changing mobile operator.

In addition, the Office of Utility Regulation is inviting Guernsey's mobile operators to consider working more closely with their Jersey counterparts on this issue.

“In August 2006 the OUR sought support from all three mobile operators on looking at MNP and recommended that co-operation with Jersey might be beneficial to Guernsey. While both Wave and Airtel supported the idea, regrettably, C&W Guernsey objected. Therefore we are now going through a more formal process” said John Curran, Director General of the OUR. “In our view, it makes complete sense to try to take advantage of the fact that the mobile operators deal with similar issues across both islands. Clearly if a joint solution with Jersey can be agreed then there is the potential to enhance the benefits of mobile competition by introducing MNP in Guernsey.”

Jersey's regulator, the JCRA, has established an industry working group which has made progress on the implementation of MNP. Experience in other countries has shown that MNP has brought benefits to mobile customers and the OUR expects that, if introduced in Guernsey, similar advantages could be gained for the Bailiwick's consumers.

“We have developed a very good working relationship with the JCRA and there is also political will for closer working with Jersey on regulatory issues. In May 2006, the States

asked the OUR to regulate in a manner proportionate for Guernsey and to adopt solutions which reflect the size of the Bailiwick's market" said John Curran. "Encouraging closer working on a technical solution for MNP - which may actually reduce the cost to operators and hence increase the benefits for consumers - is one such approach. With this in mind, I would hope that all three Guernsey operators support the approach being proposed."

The Consultation Document (OUR 07/06) published today is available on the OUR website www.regutil.gg, or by calling the OUR on 711120

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 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, or by contacting the Office of Utility Regulation on 01481 711120.