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Office of Utility Regulation,
Suites B1 & B2,
Hirzel Court,
St Peter Port,
Guernsey,
GY1 2NH.

14th May 2008

For the attention of Michael Byrne - Director of Regulation

Dear Michael,

Review of C&W Guernsey's Wholesale Business

With reference to your notice dated 2nd April 2008, we would like to comment on the findings and recommendations of the Review of C&W Guernsey's Wholesale Business as follows.

Guernsey Airtel Limited broadly supports the findings of the review the OUR have commissioned. Whilst our initial experience of working with C&W Guernsey as a Wholesale Customer has been on the whole positive, this has been mainly due to the support and co-operation we have received from specific C&W Guernsey staff at an operational level, rather than through the company's structure and business processes.

We would concur that the Wholesale function within C&W Guernsey should be clearly partitioned from the Retail arena and its resourcing reinforced to enable it to more effectively meet the needs of its Wholesale Customer base, in terms of operational resources, more robust business processes and dedicated management.

We endorse the key findings of the review, namely, improved order processing and delivery processes, improved wholesale circuit pricing, rigorous focus on SLA/ Penalty performance and the adoption of formal service management framework.

We trust our comments meet with your approval and we would welcome the opportunity to monitoring and supporting the implementation of the review's recommendations.

In the meantime, should you have any further questions in this regard, then please do not hesitate to contact me.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'James Wild', with a horizontal line underneath.

James Wild
Head of Regulatory Affairs - Channel Islands
Guernsey Airtel Limited