



Office of Utility Regulation

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OUR to raise standard of service by C&WG wholesale arm

A range of measures to improve competition in the telecoms market were proposed by the Utilities Regulator today. The OUR is outlining a number of changes it wishes to see in how C&W Guernsey provides wholesale services to other telecoms companies.

“Our discussions with C&WG have been positive and we believe the measures set out in this draft decision, together with the commitments from C&WG will benefit the market and ultimately contribute further to greater competition in the market place. A properly functioning wholesale market is an essential element in ensuring a competitive telecoms market” said Michael Byrne, Director of Regulation at the Office of Utility Regulation.

The proposals follow a detailed review carried out by the OUR into how C&WG offers its wholesale services, the length of time it takes to deliver certain key services and the compensation it offers when it fails to achieve targets.

“Competing telecom operators had indicated their concerns over aspects of C&WG’s wholesale arm and how it provided its service. While a number of issues seem to be normal disagreements that arise in commercial negotiations, there are nevertheless weaknesses in the approach by C&WG in certain key areas, where we will be looking for changes” said Michael Byrne.

Following a consultation published in March, the OUR has set out its draft decision in its consultation document “Review of C&WG’s Wholesale Business - Draft Decision” (OUR 08/15) is available from the OUR or on its website on www.regutil.gg.

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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.