



Regulator Welcomes C&WG scheme for Vulnerable Users

The Regulator today welcomed a new scheme being introduced by C&W Guernsey for low income users and vulnerable users. The new scheme entitles qualifying customers to a £12 per quarter rebate off their line rental charge.

“The OUR is pleased that C&W Guernsey has in association with Guernsey Social Services and the States’ Social Policy Working Group introduced this offering and it represents a significant saving for vulnerable users off their telephone bills” said John Curran, Regulatory Manager with OUR. “The availability of both this service and the existing ShortCall Service, which offers a reduced line rental and per minute charging for local calls, provides real choice for low-income users. These schemes have the potential to help qualifying customers significantly reduce their telephone bills. We would strongly encourage all customers that qualify to consider these services”.

The OUR also welcomed the promotion by C&WG of its per-minute calling option for all telephone users which the company announced last week, along with a number of reductions in tariffs for a range of national and international calls. The per-minute option, which allows customers to opt to make local calls at a charge of 1.7p per minute, offers excellent value for users that make local calls of a short duration.

“Most telephone users, and in particular business users, are not aware that on average their calls are less than 3 minutes in length” said John Curran. “Switching to a ‘pence-per-minute’ rate has the potential to offer significant savings on local calls, particularly day-time calls as this is when most users make short duration calls. For example a 2 minute call charged on a per minute rate saves over 2.5p on the call compared with the flat rate local call rate.”

Customers wishing to avail of the schemes for vulnerable users can apply from 1st April 2004 by contacting C&W Guernsey or by contacting the GSSA at Edward T Wheadon House, the States Offices in Alderney or the Procurer in Sark.

**ENDS/
16th March 2004**

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