



GUERNSEY COMPETITION &  
REGULATORY AUTHORITY

# WORK PLAN



2024

2024 marks the third and final year of the GCRA's current three year Strategic and Operational Priorities Plan .

Below are the areas the GCRA is looking to focus on for 2024.

### **Enhance transparency in broadband customer service**

Broadband users are entitled to know whether they are getting the service they signed up for.

Additionally, knowing what to expect from different providers in terms of speed, reliability and support empowers them to choose the right service that aligns with their needs. When service commitments are transparent and easily accessible, customers can make informed decisions about their internet plans.

Our objective is to establish a reporting process to assist users of broadband to understand what quality of service they can expect and to be able to monitor whether their providers keep to the standards they promise.

Greater transparency, which also holds providers accountable, is intended to foster greater trust between customers and companies, leading to improved satisfaction and confidence in the broadband services customers are receiving.

### **5G spectrum awards**

5G is the next generation technology standard for mobile internet. There are economic, social, and environmental benefits of adopting 5G.

The enhanced functionalities of 5G, including faster speeds, higher capacity and increased reliability of connections are expected to unlock new opportunities and business models as well as enhancing mobile users' experience.

Our role is about crafting an environment where mobile operators can flourish, providing high-quality services that drive technological progress and societal connectivity. A key part of this, where we will serve as a critical architect, will be managing the allocation of government-issued mobile spectrum to enable the construction and launch of 5G networks.

We will therefore be working with the States of Guernsey and other stakeholders in the development of policy to inform the approach to awards.

## Potential new access services in telecoms network

Innovation incentivizes and enhances competition which, in turn, benefits all those who use digital services. When service providers have more options for developing the services they offer over networks they have more opportunities to compete on the basis of service differentiation.

This workstream will look to identify what, if any, additional access is required by telecom service providers to the incumbent network that improves their ability to compete for customers on a more level playing field. Providing access to service providers to ducts & poles, dark fibre, bitstream, and fixed number portability in a competitive market are all potential options;

- ▶ Dark fibre access allows for more options and flexibility in building networks, enabling providers to offer diverse and innovative services.
- ▶ Bitstream access enhances competition by allowing multiple service providers to utilise existing infrastructure, promoting better pricing and service options for customers.
- ▶ Fixed number portability ensures that customers can easily switch providers without changing their phone numbers, encouraging competition among telecom companies by reducing barriers to switching.

Overall, these elements can promote a more level playing field, encouraging innovation, better service quality, and competitive pricing, with improved options and services - ultimately benefiting consumers.

## Modernise telecom regulations through a strategic review of the sector's needs

Modernisation of the telecoms regulations to reflect the technical, economic, and societal changes since they were implemented will be pivotal in laying a solid foundation for the future growth and sustainability of the telecom industry.

An updated framework will ensure regulations better foster innovation and investment. It will allow for the adaptation of a new utility regulatory framework to developing technologies and services, creating a more competitive landscape that benefits both households and businesses.

By strategically evaluating and updating regulations, it will become possible to better address emerging challenges, promote fair competition, protect consumer interests, and encourage the expansion of high-quality and accessible telecommunication services.

## **Supporting the implementation of energy policy**

Small islands often face unique energy challenges due to their isolated nature and limited resources.

The GCRA will support an energy policy intended to guide the integration of renewable energy sources, energy efficiency measures, and sustainable practices, reducing reliance on imported fuels and mitigating environmental impacts.

This support not only contributes to the island's energy security but also helps in building a more resilient infrastructure capable of withstanding external shocks.

## **Adapt telecoms reporting systems to deliver confidence in the telecoms sector**

Following the conclusion of two significant telecoms price controls in 2023 we will develop reporting systems which will enable interested parties to be confident there is access to information appropriate to the specific needs of the sector.

Customised reporting systems ensure that regulatory bodies and telecom companies can accurately capture and analyse data relevant to the sector's unique challenges and developments in a timely way.

This adaptability not only streamlines compliance processes but also facilitates quicker decision-making.

Tailoring reporting systems to the need of the telecoms industry promotes transparency, accountability, and effective regulatory oversight. By staying attuned to the sector's needs, reporting systems can assist in addressing emerging issues with agility.

## **Consideration of guidance by the Royal Court in respect of the MSG appeal on non-compete clauses**

This is crucial for legal clarity and fair business practices. By taking into account this guidance, we can navigate the complexities of non-compete agreements with a better understanding of legal expectations and precedents.

This consideration not only ensures a more transparent and just legal landscape but also helps companies create contracts that strike a balance between protecting their legitimate interests and allowing individuals reasonable opportunities to pursue their careers.