



Office of Utility Regulation

Media Release

OUR to investigate C&W Guernsey Service

The OUR has launched an investigation into the manner in which C&W Guernsey provides certain leased line services. This follows receipt of a complaint about the service from another operator and concerns that the Regulator has with the level of charges being applied by C&WG. The service under investigation is the recently launched Pan Channel Island Ethernet service.

“Base on the information provided to-date by C&W Guernsey, I believe there are grounds for investigating further the manner in which this service has been provided” said John Curran, Director General of the OUR. “C&WG is aware of its licence obligations and central among these is a requirement to treat all operators in a non-discriminatory manner. We are concerned that on this occasion this may not have happened. We are also concerned with the pricing structure of this service”.

The OUR has asked C&W Guernsey to provide it with answers to a number of questions relating to the provision of the service and the pricing of both the retail and wholesale elements of the service.

“It is important that the full facts relating to this service are established. C&W Guernsey has been asked to respond by Wednesday 22nd June with detailed information on a number of issues” said John Curran. “Once this has been received it will be considered fully and any further actions will be determined in due course.”

Further details on investigation are included in OUR 05/13 available on the OUR website www.regutil.gg or calling the OUR office on 711120.

**ENDS/
15th June 2005**

Information for Editors

C&WG's Pan CI Ethernet service is provided on a half circuit basis (i.e. another half circuit is required in Jersey) enabling customers to link their Local Area Networks ("LANs") or other services over the C&WG SDH Network.

The service is provided from the customer's site in Guernsey to an interconnect point with C&W Jersey's network mid point to offer the complete service. The service is designed to provide connectivity to customers requiring Ethernet connectivity between Guernsey and Jersey.

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.