



Channel Islands Wholesale Access Project – Wholesale Line Rental (WLR)

Final Notice of modification of licence of JT (Jersey) Limited

Document No: CICRA 14/36

July 2014

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1. Introduction

This paper constitutes the Final Notice (**FN**) of the Jersey Competition Regulatory Authority's (**JCRA**) decision on the licence modifications required for JT (Jersey) Limited (**JT**) to introduce Wholesale Line Rental (**WLR**) on its fixed telecommunications network in Jersey.

It follows the JCRA's Initial Notice (**IN**) and Guernsey Competition and Regulatory Authority's (**GCRA**) Draft Decision (**DD**) of June 2014 (documents CICRA¹ 14/29 and 14/30 respectively) setting out proposed licence modifications.

This paper summarises the responses and sets out the JCRA's decision to proceed with licence modifications mandating the introduction of WLR by JT in Jersey no later than 1st June 2015.

Background

Wholesale access to the fixed networks of the incumbent telecommunications providers in Jersey and Guernsey is key to the further development of fixed-line competition in the Channel Islands. Competitive access to the network of JT will stimulate greater competition in fixed-line services in Jersey, providing consumers with greater choice and better pricing, and helping drive innovation in the services provided to telecoms users. In the event that competition is increased in fixed-line services, the need for price controls on JT in the longer term should also be reduced.

Wholesale Line Rental (WLR) allows competitors to the telecom incumbents to offer a single bill that includes exchange line rental. Currently, the incumbent (in Jersey, JT) maintains a commercial relationship with the customer, given it is the only provider of exchange line rental, even if the customer uses a competitor for calls or broadband services. This allows the incumbent several potential advantages, including the obligatory continuation of a commercial relationship with all customers who take fixed-line services, and the ability to bundle products in a way its competitors cannot. WLR is intended to allow a measure of access competition to remove such obstacles to competition.

In November 2013, the Royal Court of Jersey delivered its judgement on the appeal by JT against the decision of the JCRA to introduce WLR in Jersey. The appeal was allowed.

A further consultation was issued (Consultation Document on Wholesale Line Rental (CICRA (14/12)) on 24th March 2014. Responses to that consultation have been considered. It is apparent from those responses and subsequent enquiries that there is general agreement that Wholesale Line Rental should be introduced into the Channel Islands as a measure to increase competition in the retail market.

¹ CICRA (*the Channel Islands Competition and Regulatory Authorities*) comprises the JCRA and GCRA

At the time of the previous consultation in 2011 the JCRA decided to carry out a high-level Cost Benefit Analysis on the introduction of WLR. It continues to be the case that the needs of the market are in the JCRA's view appropriately met at the present stage of competition by removing the advantage that incumbents currently have over their competitors in terms of ability to bundle their offers. A more even playing field is also enabled through the removal of the ability of JT and Sure to enjoy an exclusive billing relationship with their customers in the Jersey and Guernsey markets in which they are the incumbent.

In terms of the benefits arising from this decision, the JCRA's view is that, irrespective of whether customers choose to switch or not, the improved level of competitive pressure in the market is beneficial to all customers, and not confined to those that switch away from the incumbent. This is because the incumbent is likely to have to react to this competitive pressure in serving its existing customers, with related benefits to those customers who remain with it.

The JCRA further considers that WLR is likely to contribute to the potential benefit of introducing other wholesale products in the future. The ability of other operators to offer bundles will improve their ability to compete against the incumbent and grow their market share. A higher market share enables an entrant to more easily market further services if it were introduced at a later stage, since an existing commercial relationship with customers is likely to reduce marketing and acquisition costs when selling new products.

2. Structure of the Notice

This Final Notice is structured as follows:

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| Section 3 | sets out the legal and licensing basis for this decision; |
| Section 4 | lists the respondents to the Initial Notice and summarises the key points in the responses; |
| Section 5 | sets out JCRA's consideration of these responses and the rationale behind its decision; |
| Section 6 | sets down the decision; |
| Section 7 | considers the next steps; |
| Annex A | sets out legal considerations; |
| Annex B | provides the product description for WLR; |
| Annex C | contains the text of the licence modification for JT. |

3. Legislation and Licensing

The general legislative background is provided by the *Competition Regulatory Authority (Jersey) Law 2001* for the Jersey Competition Regulatory Authority (**JCRA**).

The sector-specific legislative framework is provided by the *Telecommunications (Jersey) Law 2002 (the Law)*, together with the telecommunications licences of the licensees in Jersey. In addition to specific legislation, there is scope for the States of Jersey to give formal directions to the JCRA.

Article 18 of the Law states:

- (1) The Authority may, of its own motion or on the application of any person, modify any condition contained in a licence by virtue of Article 16.*
- (2) The Authority may refuse to modify any condition so contained on such ground as the Authority sees fit.*
- (3) The power to modify a condition contained in a licence includes the power to insert a new condition or amend or delete an existing condition but any new condition, or condition as amended –
 - (a) may only be a condition that a licence may contain by virtue of Article 16;*
 - and*
 - (b) shall be taken, as from the date when the modification takes effect, to be a condition contained in the licence by virtue of that Article.**

Article 16(1)(b) of the Law provides that a licence may contain conditions “that, in the opinion of the Authority, are necessary or desirable, including (but not limited to) conditions prohibiting, regulating, or *requiring*, any one or more of the following...

- (a) the provision by the system that is the subject of the licence of any telecommunication service or a telecommunication service of any description*

The Law also requires the JCRA to perform its functions in a manner consistent with the considerations set forth in Articles 7(1), 7(2) and 7(3) of the Law.

4. Consultation Responses

In March 2014, CICRA carried out a pan-Channel Island consultation on the introduction of Wholesale Line Rental (CICRA 14/12).

Although the IN for Jersey (CICRA 14/29) and DD for Guernsey (CICRA 14/30) were published as separate documents, many of the issues are common to Guernsey and Jersey. The incumbents in one island are also Other Licensed Operators (OLOs) in the other island, and there is a great degree of overlap on the issues. Moreover, some responses were received in common to both consultations. Therefore, in setting out and considering the consultation responses reference has been had to responses made on both the IN and DD.

Responses were received from:

- JT (Jersey and Guernsey);
- Nitel (Jersey).

Copies of the responses are available on CICRA's website at www.cicra.gg or www.cicra.je.

JT

JT in its response continues to state that it has never been a supporter of WLR but has been a supporter of creating wholesale access products that are future proof and that allow OLOs to differentiate the services they offer to consumers. JT accepts that this view is not supported by other operators or JCRA.

JT agrees to the implementation of WLR at a date no later than 1st June 2015.

JT also agrees that the definition of WLR should be limited to standard PSTN telephone line rental, connection and wholesale calls.

In regards to licence condition 17.10, JT agree that the wording used in the licence condition regarding the Licensees entitlement to share the efficient cost of the provision of the WLR service, it is JT's view that prices will be a contentious issue. With this in mind JT is keen to start pricing discussions early to ensure a conclusion can be reached in a timely manner well in advance of 1st June 2015 and has urged CICRA to arrange the first inter-operator meeting to start the process as soon as possible.

In addition JT would like to enter into discussions with CICRA and other stakeholders regarding the withdrawal of the Primetalk tariff (in Jersey) as part of or in advance of the introduction of WLR.

JT considers that it is important that discussions start between the operators at an early stage to agree on the scope of WLR and the work streams and responsibilities. From its preliminary work on WLR JT suggests that the five main work streams should be:

- *Scope and Service Preparation – confirm scope of WLR, confirm functionality required, prepare legal agreements, define credit check process.*
- *Service Delivery- process development for ordering (including transfers, adds, moves and changes), provisioning number selection, change of address and in life changes and Service Level Agreements (SLAs).*
- *Service Management – processes for faults, engineering visit, fraud process, nuisance call process, legal intercept process, directory database management and SLAs.*
- *Billing – billing process, Call Detail Record (CDR) format, process and frequency, bill query process and SLAs.*
- *Commercial – agree pricing: WLR rental price; WLR connection price; pricing for any network features and agree the pricing principles and banding of destinations in the wholesale calls rate card.*

Nitel

In its response to the IN Nitel demonstrated its frustration with the process for the introduction of WLR.

Nitel states, that multi-line PSTN and ISDN-2 were important for its business and therefore should be considered as part of the WLR implementation. It also went on to state that the following should be part of WLR:

- *SDSL*
- *ADSL*
- *Fibre*
- *ISDN2e*
- *ISDN30*
- *Analogue lines*

Nitel also strongly believes that the timeline for the implementation of WLR is excessive and should be implemented in a much shorter period.

Nitel was keen to express concern on the cost of implementation and that small operators such as itself should not be expected to invest in any hardware requirements. Nitel goes on to say that WLR should be free [to operators] including the installation and use of equipment such as routers, minimum data purchases and bundling restrictions.

Nitel requests that a 'tilted playing field' principle is considered that contains a price or discount advantage for smaller entities in order to secure their competitive

position. Therefore the smallest operator would benefit most from a phased or graduated WLR price band.

In summing up Nitel requests that the IN be modified to include:

- *WLR for multiple lines and single lines*
- *JT should be required to initiate, concurrently with the introduction of WLR, CPS and FNP*
- *Operators have indicated that they could implement WLR for single lines in 6-8 months*
- *Little difference between single & multiple lines – Nitel sees no difference why these cannot be introduced much earlier.*

5. Rationale and Response

In reaching its decision to require JT to implement WLR, the JCRA has taken into account the fact that WLR is already in place and available in many countries of various population sizes and income levels. It has also taken careful account of the responses received to the IN.

Initial Notice

In the IN, the JCRA set out the rationale for introducing WLR and the benefits arising from this decision. In particular, the increased competitive pressure in the market when customers have the choice to switch provider is beneficial to all customers, not only those that exercise the choice to switch. Incumbents have a strong incentive to respond to this competitive pressure in order to retain customers and maintain their position and reputation in the market, and OLOs and new entrants must continue to offer improved value and service in order to grow their business. This leads to improved efficiency and quality of service and reduced costs, to the benefit of all customers, whether or not they choose to exercise the right to switch provider.

JCRA noted that WLR is likely to contribute to the potential benefit of introducing other wholesale products in the future, including a naked DSL bitstream product. Introducing WLR will enable OLOs to offer bundled services and offer customers a single bill for all their services. This will improve their ability to compete against the incumbent and grow their market share. A higher market share enables an entrant more easily to market further services such as naked DSL bitstream, and to invest in order to enhance their own offering. If this kind of product were introduced later, having an existing commercial relationship with customers would be likely to reduce marketing and acquisition costs for selling new products, and offer opportunities for economies of scope in the range of services on offer.

The processes required for the introduction and ongoing operation of WLR are relatively simple and well understood.

JCRA view of responses

The JCRA welcomes JT's commitment to work with industry to introduce WLR by a date no later than 1st June 2015.

The JCRA note Nitel's concerns about the length of time it has taken to introduce WLR and the extent to which it applies to services which form the main business of Nitel.

The JCRA recognises the requirement for operators to have an adequate timescales to implement WLR and has listened carefully to all operators on this issue and has had regard to the discussions throughout the CIWAP process. The JCRA believes that a ten month lead time from the Final Notice (in Jersey) and Decision (in Guernsey) to finalise and implement WLR is more than adequate and reflects the time required by all parties to negotiate and implement the service. The respondents have accepted the time frame.

JCRA reminds operators that WLR is largely a change to the billing arrangements irrespective of the underlying technology (whether copper or fibre). It is important that the benefits of competition through enhanced wholesale access are available to all customers. As such, the JCRA would not support the exclusion of customers from the process because of their location or the technology employed in delivering their fixed-line service.

The JCRA acknowledges JT's concerns on the pricing of this service especially when it comes to issues that directly affect this product such as Primetalk. JCRA will work with the operators during the implementation of WLR and agree that discussions on pricing should begin early in this process.

JT's work stream proposal for the implementation phase of WLR is welcomed and the JCRA suggest that this is proposed at the initial inter-operator working group meeting.

The JCRA has reviewed the concerns expressed by Nitel with regards to the limitation of the introduction of WLR to single-line PSTN. Nitel expressed in its response that the product should include multi-line PSTN and ISDN2 (as a minimum) and goes on to list other access technologies with it considers should form part of the scope of WLR.

The JCRA recognises that multi-line PSTN and ISDN2 products are the main products that support Nitel's customer basis but the JCRA continues to strongly believe that the introduction of WLR is a fundamental change to the telecommunications competitive landscape in Jersey and it is important that we commence with the introduction of the most basic form of lines in the first instance. JCRA considers that multi-line PSTN should form part of the implementation discussions and the impact of its introduction should be considered during the initial implementation but it should not hold up the introduction of WLR in its most basic form, which will address the larger market in Jersey and increase the benefits of competition to the general population of Jersey.

With the introduction of fibre based services in Jersey JT is making many changes to its network and the products and services offered over its network. As part of this the ISDN portfolio is being reviewed and this could lead to the withdrawal of ISDN. Similar to the multi-line situation, the JCRA believes that the most benefit to the economy and consumers of telecommunications services in Jersey is gained by initially focusing on the single-line PSTN market. ISDN and its potential withdrawal and subsequent replacement products will form discussions in parallel to the introduction of WLR by 1st June 2015.

JCRA cannot agree with Nitel's suggestion that 're-sellers should not be expected to invest in any WLR hardware requirements'. All OLOs who wish to make use of WLR should ensure that they are sufficiently equipped to do so. The basic action of renting a PSTN line on a wholesale basis from an incumbent would incur no changes to both the customer's and the operator's network. The 'wholesale' transfer of the line would take place during an 'administration' process. However, an OLO will need to be able to service its customers and be able to onward bill its customer for the rental of the line and any subsequent calls made on that line. It is in the OLO's best interest to ensure that it give its customers a quality service and customers put great

emphasis on how its service provider bills it for services. It will not be for the incumbent operator to fund or even to support the funding of any billing solution that the OLO decides to implement for its customers.

The JCRA has considered Nitel's suggestion that 'access to WLR should be free' and that there should be no 'hidden extras'. Nitel also describes its proposal for a 'tilted playing field' to avoid the position that would continue to favour the larger sized market players due to economies of scale.

JCRA continues to consider that the cost of implementing WLR needs to be proportionate and that JT is entitled to share the efficient costs of the provision of the WLR service proportionately with each of the OLOs that take the WLR service. Charges for the service will form part of the inter-operator working group and the JCRA will only become involved if a dispute arises in respect of those charges. In such a case the JCRA may set the maximum price for the provision of such services.

Nitel has been keen to point out in its response the amount of time the introduction of WLR has taken. The changes to the IN that Nitel has requested would mean that the IN would have to be reissued and consulted on for a further period until the FN could be produced. JCRA is keen to ensure that WLR is introduced at the earliest possible opportunity and any changes to the IN would delay the process further. JCRA believes that the introduction of WLR for single line services is a major step towards greater competition to the wider market of Jersey and that further considerations of widening the scope of WLR could be considered once progress has been made towards the initial introduction. The same principles also apply to the introduction of Fixed Number Portability (FNP) and Carrier Pre-Selection (CPS).

Nitel commented on the implementation date for WLR. With the publication of this FN the amendment of JT's licence will come into effect during August 2014. Operators did indicate a period of 6 – 8 months and that would give an earliest implementation date of between January and March 2015. In setting a date for implementation to be 1st June 2015 JCRA has taken into account the work required to design, agree, document and implement processes for WLR as well as completion of all costing and pricing activities. Taking into account submission by operators for the time to implement WLR JCRA has decided that a timeframe of 10 months would allow for any issues relating to, for example, the impact of other major projects being undertaken by operators as well as taking into account periods of resourcing issues. With this slightly extended time period JCRA is confident that there will be no further delays and this date can be met by all parties. In addition this would allow OLOs some degree of certainty to engage in marketing and customer acquisition activities.

6. Decision

The licence of JT (Jersey) Limited shall be modified to mandate the offer of WLR to OLOs, as set out in Annex C to this Notice.

WLR will be made available to all OLOs by 1st June 2015, with the pricing to be determined between JT and OLOs. Should they be unable to agree, then the appropriate wholesale prices will be determined by the JCRA.

In reaching this decision and considering the potential benefits of introducing WLR, the JCRA notes the availability of WLR worldwide, the ability it offers for other licensed operators and potential new entrants to offer services economically while building a customer base and the ability for service providers to bundle products and offer customers a single bill.

The ability to offer a single bill for a range of telecommunications services appears to provide a significant benefit to customers, and the absence of significant bundling activity in the islands in fixed telecom services, other than by JT, is evident. Where it does happen, the reduction in overall charges can be substantial and this is a significant opportunity which the JCRA believes should be extended to all operators and customers in the Channel Islands.

As stated in the IN, it also appears to the JCRA that there are further benefits to competition in removing the obligatory relationship which currently exists between the incumbent and all fixed-line customers for line rental regardless of who they take their calls or broadband services from. As explained already in this and previous documents, this weakens the relationship of an entrant with its customers.

The JCRA also takes the view that the introduction of WLR prior to the consideration of other wholesale access products will enable a sound basis on which to carry out future analysis, since better information and actual penetration figures following the introduction of WLR will be available at a later stage. The ability of other operators to compete in the market should also be improved as a result, and the extent to which the introduction of WLR will have improved the scale of their customer base will have implications for lowering their customer acquisition costs. WLR could also provide economies of scope and scale in marketing services, informing operators' options on how much to invest in other wholesale access products such as naked DSL bitstream and fixed number portability in the future.

The JCRA confirms its decision that the initial introduction of WLR will be for single lines only.

Operators will be entitled to share the efficient costs of the provision of the WLR service proportionately with each OLO that seeks WLR. The JCRA will intervene if JT and its potential customers are unable to agree on a price or other terms of wholesale access.

The proposed modification of JT's licence will take effect on 4th August 2014.

The product description for Wholesale Line Rental is as follows (as a minimum product description). The implementation of WLR should be technology agnostic and the ability to rent a line on a wholesale basis should apply equally to copper and fibre networks.

WLR Product Description

- 1. Wholesale Line Rental (WLR) is a public switched telephone network (PSTN) voice Communications Provider (CP) product, which enables CPs to offer their own branded telephony service directly to their End Users using the incumbent network*
- 2. The incumbent provides, repairs and maintains WLR lines, and provides a consolidated bill to the CPs for all of their services*
- 3. The CP sets their own prices and bills their end-users (single bill)*
- 4. WLR contains wholesale calling and network features (some chargeable)*
- 5. WLR includes an option for a CP to purchase wholesale call minutes*
- 6. Pan CI Retail products supports single line PSTN type service (whether provided over copper or fibre)*
- 7. Understanding service/products that need to be in place to support the product*
 - a. A line connecting the customer to the network of the incumbent operator*
- 8. Minimum term of 12 months applied to line rental*

7. Next Steps

The modifications to JT's telecommunications licence are set out in Annex C and will take effect on 4th August 2014, mandating JT to offer WLR for single line services no later than 1st June 2015.

Following on from this, the JCRA will consider the introduction of additional wholesale access through the remaining products short listed as part of CIWAP - FNP and naked DSL/bitstream services - in due course.

The JCRA will also examine the provision of WLR on multi-line and ISDN services to extend the benefits of this option to business customers and OLOs serving that particular market. In particular, the JCRA will look at the potential additional costs and complexity of the service compared with single line customers, and whether a separate cost assessment and Cost Benefit Analysis (CBA) would be required.

However, the JCRA notes that there is no barrier to existing operators making such a product available without regulatory intervention and we would encourage bilateral and commercial agreement to offer these services where it is possible to do so.

Annex A - Considerations under Article 7 of the Telecommunications (Jersey) Law 2002

The Law requires the JCRA to perform its functions in a manner consistent with the considerations set forth in Articles 7(1), 7(2) and 7(3). The JCRA's consideration of these factors is detailed below.

The JCRA has a primary duty under Article 7(1) to perform its functions in such manner 'best calculated to ensure that (so far as reasonably practicable) such telecommunications services are provided, as satisfy all current and prospective demands for them, wherever arising.'

Having consulted with operators in 2014, there is a clear demand conveyed by operators that customers would respond to alternative choices to the incumbent in Jersey in the fixed telecoms market. This demand is also reflected in the policy adopted by the States of Jersey to liberalise Jersey's telecommunications markets and thereby 'to abolish the exclusive privilege of the States in telecommunications.'

It is apparent from other jurisdictions where WLR has been introduced that a fully effective WLR product is likely to bring major benefits to consumers in terms of increased choice, innovation and lower prices. Consumers will also have the opportunity to choose alternative suppliers who provide combined access and call services. The benefits arising are likely to be enjoyed by all consumers in Jersey since the benefits of choice and more competitive offers will be available to all consumers, regardless of whether they switch away from the incumbent since the incumbent will need to respond to competition.

As a mature fixed line market with high penetration, the benefits of access to existing customers is that much greater in such a market and the availability of WLR will facilitate that access.

Under Article 7(2)(a) the JCRA has a duty to perform its functions in such manner as it considers 'best calculated to protect and further the short term and long term interests of [telecommunications] users within Jersey...' and to perform them, wherever it considers appropriate, by promoting competition between telecommunications operators in Jersey.

Telecommunications users in Jersey will benefit in terms of price, quantity, quality, variety and innovation arising from the competition between telecommunications operators. Operators will for the first time have access to the complete set of fixed line services that they can offer their customers, whether residential or business given exchange line rental will no longer remain with the incumbent in Jersey.

Article 7(2)(b) places a duty on the JCRA to perform its functions in such manner as it considers 'best calculated to promote efficiency, economy and effectiveness in commercial activities connected with telecommunications in Jersey'. The WLR

decision fulfils this duty in that it is generally recognised that competition serves to increase productivity, dynamic and allocative efficiencies. The JCRA has adopted a cautious approach to imposing obligations on JT. The JCRA is of the view that its regulatory intervention is proportionate and least intrusive given the clear benefits from the introduction of access products and the demand from other operators. The JCRA has also decided not to introduce WLR-ISDN at this stage as it wishes to gauge the benefits of WLR-PSTN on the market. This approach is both proportionate and economic.

Article 7(2)(c) places a duty on the JCRA to perform its function in such a manner as it considers is best calculated to further Jersey's economic interests. The absence of a WLR product has in the view of the JCRA placed other operators at a disadvantage, and consequently consumers have not benefitted from competition to the extent possible. JT has been able to charge exchange line rental prices substantially above those in its neighbouring market, and it has attempted to bundle fixed-line service with calls and broadband, to the disadvantage of its competitors. Improved ability by the operators will allow them offer similar bundled services, with potentially less need for the JCRA to intrude in the commercial decisions of JT, thus lowering the regulatory cost.

Article 7(2)(d) places a duty of proportionality on the JCRA, namely to ensure that the minimum of restriction is imposed on telecommunications operators in achieving its legitimate policy objectives. The proposed modification satisfies this duty since further access would not be achievable without the JCRA taking this decision. Proportionality issues have been considered previously and the JCRA takes the view that it has adopted the minimum level of regulatory intervention in this area of telecommunications market at this stage.

Article 7(2)(e) requires the JCRA to have regard to the need to ensure that telecommunications operators have sufficient financial and other resources to conduct those activities. Given the estimated costs available, these are relatively low when set against the benefits to the wider telecommunications market in Jersey of the measures taken. By reference to efficient costs, the JCRA has taken an estimate of the costs of making available the WLR product which should be attainable by JT. Given the level of costs identified, the JCRA takes the view that JT will have available the necessary financial and other resources to deliver this access product.

Article 7 (3), requires the Authority to have regard to a number of matters. Some specific issues are particularly relevant to this consideration. The introduction of WLR is expected to result in keener competition which is expected to improve affordability, either through driving down prices and/or improving quality of service. Affordability is in the JCRA's view closely linked to the need to set fair and efficient pricing levels for the wholesale charges for the WLR product. While WLR offers limited ability for competitors to JT to innovate given it is a rental product with no technical means of altering the exchange line product, there is some scope for innovation in terms of how offers are combined and priced for consumers. The JCRA

has had regard to the provision of a service such as PrimeTalk and considers the provision of this product is not formally obliged by the States of Jersey. Nevertheless, the JCRA recognises that this product presents challenges for JT in a market where its competitors do not have any obligation to offer a similar product. The JCRA intends to support JT to the extent that the licensee wishes to approach the relevant States department to seek clarification as to its obligations by the States in the provision of a service of similar nature.

Annex B – WLR Product Description

WLR Product Description

1. *Wholesale Line Rental (WLR) is a public switched telephone network (PSTN) voice Communications Provider (CP) product, which enables CPs to offer their own branded telephony service directly to their End Users using the incumbent network*
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5. *WLR includes an option for a CP to purchase wholesale call minutes*
6. *Pan CI Retail products supports single line PSTN type service (whether provided over copper or fibre)*
7. *Understanding service/products that need to be in place to support the product*
 - a. *A line connecting the customer to the network of the incumbent operator*
8. *Minimum term of 12 months applied to line rental*

Annex C – Licence modification

The change to JT's licence will be Licence Condition 17.10. The licence condition proposed is as follows:

“From the earliest reasonably practicable date after this licence condition takes effect, and in any event no later than 1st June 2015, the Licensee shall provide Wholesale Line Rental (WLR) for single lines on its fixed-line network to Other Licensed Operators. WLR shall be provided in conformance with the processes set out in section 5 of the Initial Notice published as CICRA 14/29. The Licensee shall be entitled to share the efficient costs of the provision of the WLR service proportionately with each of the Other Licensed Operators that seek WLR and will ensure that it makes representatives available to attend meetings, upon reasonable notice, with the JCRA and/or its representatives to discuss the implementation or operation of WLR. Where a dispute arises in respect of WLR charges, the JCRA may set the maximum price for the provision of such a service.”