



## Wholesale Line Rental – Information Note

1 April 2015

As a result of a decision taken by CICRA (the Channel Islands Competition and Regulatory Authorities), telecoms customers in the Channel Islands will have a greater choice of fixed line provider from 1 June.

CICRA's decision obliges JT in Jersey and Sure in Guernsey to offer fixed lines to competing providers who in turn can provide their service to customers.

A great deal of progress has already been made by the telecoms operators working together in advance of the launch. A substantial amount of work remains to be completed over the next two months.

Early indications show that significant numbers of customers are considering changing operators which may lead to slight delays in the first few days after launch.

Operators are committed to ensuring that the switching process is positive for customers and will be contacting them to advise switching dates in due course.

Channel Islanders may have already seen marketing material in advance of the launch and indications are that customers value the choice that will be available.

Customers should of course take into consideration their own circumstances and are advised to review the implications of any existing contract when considering the opportunities that may become available shortly.

Louise Read, Director of CICRA said, "This is the biggest shake-up of the fixed line telecoms market in the Channel Islands since telecom services first started and it is the first time that Islanders will have a choice of fixed line telecoms provider. A huge amount of work has to be completed to effect this change and I congratulate the operators for the manner in which they have approached this challenge".

## **ENDS**

### **About CICRA:**

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.