

Directory Information Services Review Frequently Asked Questions

The Jersey Competition Regulatory Authority (the Authority) is responsible for the economic regulation of the telecoms, ports, and postal sectors, and for promoting competition in the supply of goods and services in Jersey.

As part of its work on telecoms, the Authority is reviewing the local provision of Directory Information Services and considering the potential impact of broad market trends in this area. This document contains information on why this review is taking place, its approach, focus and potential outcomes.

Frequently Asked Questions

What are Directory Information Services?

Islanders are able to access services allowing them to find telephone numbers of individuals or organisations they want to call.

These services have been traditionally provided through calling an operator or via a printed telephone directory and, more recently, by accessing an online portal.

Collectively, the Authority is calling these three methods Directory Information Services.

Why has the Authority chosen to review Directory Information Services?

Until relatively recently, many islanders would have considered Directory Information Services, in one form or another, as essential – an indispensable enabler when wanting to contact people or organisations.

The use of Directory Information Services has been generally declining, however, driven by advancing technology and changing consumer needs and habits. Address book functionality in mobile phones allows easy storage of regularly-called numbers, for example, while internet search functionality permits easy access to organisations.

How much these trends are affecting Jersey is not clear, but it seems reasonable to assume the use of and requirement for local Directory Information Services is changing, possibly to the detriment of some islanders and organisations that may rely on them.

The Authority would like to establish a clearer picture of the situation, and understand potential implications for islanders still using Directory Information Services and for local operators obliged to provide them through conditions in their telecoms licence, which were created at a time when demand for and use of Directory Information Services was different to the present.

The planned review aligns with the Authority's business plan and prioritisation principles, which include a commitment to work for the benefit of the public and consumers in Jersey, to work closely with Government and to engage with licensees and stakeholders.

How will the Authority carry out its review?

The review will follow the Authority's established consultation and decision-making process. This starts with a public 'Call for Information' to let potentially interested local parties know about the planned review and invite comments on appropriateness or otherwise and any potential points for consideration.

Based on responses received, the Authority may set out its plans in a 'Draft Decision' and invite further public comment. The concluding steps may include publishing an 'Initial Notice' and 'Final Notice', which confirm intentions on matters such as licence changes or the publication of guidance if required.

After this, the Authority will work with operators and local interested organisations to implement the review's outcomes.

Who will be consulted during the review?

The provision and use of Directory Information Services potentially encompasses a wide group of islanders and local organisations. There are those providing the services, including licenced operators, those using the services to find numbers and those benefitting from the services, including advertisers and information providers.

There may also be islanders or organisations that feel strongly about the continued availability and accuracy of local Directory Information Services.

The Authority welcomes contributions and comments from all sources, and may encourage them from relevant companies, organisations and agencies. Structured market research may also be used to better understand public usage trends, requirements and opinions.

What are the possible review outcomes?

The Authority has no pre-set expectation on the outcome of the review and the call for information is being used to help inform thinking on the potential approach to regulating Directory Information Services.



Depending on this evaluation, however, the Authority could decide from a wide range of responses including to do nothing, to change operator licence conditions, to issue guidance to operators or to make recommendations to Government.

How long will the review take?

The review should be completed during 2022, with time taken depending on stakeholder responses and issues identified. There may be a need to investigate and understand points raised, and to potentially expand or contract scope accordingly. Firmer timing will be provided as the review progresses.

Who will carry out the review?

An Authority case officer will project manage the review, with the support of independent technical, legal or other specialised expertise if necessary.

Where is more information available?

The Authority's website at www.jcra.je contains information on this review and previous ones carried out. Background information on the Authority's approach to telecoms regulation can be found at www.jcra.je/competition-and-regulation/telecoms.