



NEWS RELEASE

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JCRA to review Directory Enquiries

The Jersey Competition Regulatory Authority (the Authority) is to carry out a review of Directory Information Services to assess the impact of any potential decline in their use.

Traditionally Islanders have been able to find telephone numbers for people or organisations they want to contact by calling Directory Enquiries, using the phone book or, nowadays more likely online.

As part of its work on telecoms, the Authority is reviewing the local provision of directory information services and considering the potential impact of developments in technology and changing consumer needs, to get a clearer picture on present and future demand, and by who and whether the licence conditions placed on operators to provide them should remain or change.

Authority CEO Tim Ringsdore said, “We are aware that the use of directory information services has generally been declining. Most people use their mobile phone to store regularly called numbers or search the internet to find those of businesses or organisations they want to call.

“We don’t know to what extent these trends are affecting use of directory information services in Jersey, but it seems reasonable to assume the need for these services is changing and we want to get a better understanding of what is happening to ensure consumer choice is protected if necessary.”

The review will follow the Authority’s established consultation and decision-making process, starting with a public ‘Call for Information’. The Authority wants to hear from a broad range of parties, including telecom companies, members of the public who

rely on directory information services, and businesses that may use them for advertising.

Mr Ringsdore added, “This starts as an information gathering exercise with no predetermined outcomes. We believe this piece of work, which we plan to complete during 2022, will benefit consumers, organisations, Government and licensed operators by providing a clear picture of how directory information services are needed and used, and that will inform the next step of the review process.”

The Authority’s website at www.jcra.je contains information and FAQs 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.

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NOTES TO EDITORS:

About The Jersey Competition Regulatory Authority:

The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The JCRA strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens and consumers facilitating best value, choice and access to high quality services.