

Jersey Airtel Limited's response to Case T-037- Directory Information Services Call for Information published 02nd December 2021.

27th January 2022

Via email to Ian Ronayne: ian.ronayne@jcra.je & info@jcra.je

Please see below our answers in blue, to the questions posed in the call for information>

Question 1: Do you have any comments on the Authority's plan to carry out a review of local Directory Information Services?

[For reasons outlined below we do not see the need for a review to take place.](#)

Question 2: Do you have any comments on the Authority's definition of Directory Information Services for the purpose of this review?

[We have no further comments here](#)

Question 3: Do you have any comments on local Directory Information Services and whether or not the island is well-served by the present range available?

[We have no further comments here](#)

Question 4: Do you have any views on the importance or otherwise of maintaining Directory Information Services within the island, now or in the future?

[As we are moving more and more towards a data centric world, we believe the requirement for maintaining such services locally will get less and less. Many such online facilities exist to fulfil such a requirement eg Google. For example, of our entire contract base of customers only 35 have shown any interest in directory services. In addition, as per our call records, calls to 118534 services are minuscule in number and falling.](#)

Question 5: Do you have any views on the existing regulation relating to local Directory Information Services and its suitability for present and future regulatory purposes?

[We believe that directory services should no longer be a part of a mandatory license requirement given the current low and falling usage patterns.](#)

Question 6: Do you agree the Authority's duties under the law require it to carry out the planned review. If not please set out your reasons why and propose any alternative approaches you believe the Authority should take.

[For the reasons already detailed above together with the supporting data, we do not believe there is any requirement to carry out the planned review.](#)

Question 7: Do you have any comments on the Authority's planned purpose and approach in carrying out a strategic review of local Directory Information Services?

[Refer to our answer to question 6](#)

If you require any further clarifications on our responses, please do not hesitate to contact us.

Jersey Airtel Limited
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