



Case T-037

Directory Information Services: strategic  
review of regulation

Non-statutory Final Decision

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# 1 Overview and summary

- 1.1 The duties of the Jersey Competition Regulatory Authority (the **Authority, we, us or our**) include monitoring the development of telecoms systems, technology and demand, and assessing whether potential changes, advances or trends may affect Islanders.
- 1.2 Directory Information Services (**DIS**), which broadly allow users to find telephone numbers of people or organisations they want to call, are one service group being affected by recent developments in telecoms systems, technology and demand. Through complaints received in the past we know this trend has affected some Islanders while our understanding of broader market conditions makes us aware that Islanders are likely to be further affected in the future.
- 1.3 Class II and Class III telecoms licences we issue contain a specific condition setting out regulatory expectations on the provision of DIS in Jersey. We are aware that technical, competitive and commercial arrangements associated with the provision of local DIS have fundamentally changed since the present licence conditions were created, leaving us with only limited regulatory options to ensure the continued provision of DIS in the Island.
- 1.4 In view of this we decided to carry out a strategic review of regulation relating to DIS, to decide whether we should amend licence conditions to reflect the changing situation. We could increase obligations on Licensed Operators (**LOs**) to protect the provision of local DIS, for example, or remove obligations in view of decreasing DIS usage.
- 1.5 To help inform our decision-making, we issued a Call for Information consultation (the **Call for Information**) in December 2021<sup>1</sup> to gauge stakeholder views. Additionally, we made specific requests for information from LOs to understand local usage patterns and service provision structure, and commissioned market research to more widely assess the views of Islanders.
- 1.6 We published the findings of the Call for Information consultation on 27 July 2023 along with our non-statutory draft decision for this case (the **Draft Decision**) which was:<sup>2</sup>

- (a) That amending the existing licence conditions to increase protection of local DIS at this time would be disproportionate in view of present usage levels, the degree of present Islander satisfaction with DIS and the likelihood of ensuring effective protection because of the significant changes in the provision of local DIS;
- (b) That reducing or removing the existing regulatory obligations placed on LOs at this time would be inappropriate in view of the continued use of DIS and views of Islanders. While the existing licence conditions are limited, they do provide the Authority with a basis upon which to review customer concerns with LOs;

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<sup>1</sup> Document No. JCRA 21/50 Case T-037 Directory Information Services: strategic review of regulation Call for information – see [DIS Review Call for Information](#)

<sup>2</sup> Document No. JCRA 23/30 Case T-037 Directory Information Services: strategic review of regulation Non-statutory Draft Decision for consultation – See [DIS Review Draft Decision](#)

- (c) That the Authority has therefore provisionally decided to leave existing licence conditions in place, but will consider reviewing again in the future and may do so specifically if there is public or other demand to do so; and
- (d) That the Authority will further write to LOs reminding them to continue cooperating on the provision and sharing of DIS information and to inform the Authority if there are any plans to change present services.

- 1.7 We invited comments on the Draft Decision, with a closing date of 25 August 2023, stating that if there are no substantive comments received by then, we will consider this Draft Decision as our Final Decision (the **Final Decision**) for this case and take no further action at this time.
- 1.8 We received two comments which are summarised in this document. Given their contents we consider the Draft Decision as our Final Decision for this case and will take no further action at this time.

## 2 Consideration of Draft Decision responses

2.1 This section contains a summary of responses received to the Draft Decision consultation and our resulting analysis and conclusion(s). Its contents are:

- Responses received
- Consideration of responses

### Responses received

2.2 The Draft Decision consultation closed on 25 August 2023, with responses received by that date from the following organisations:<sup>3</sup>

- JT (Jersey) Limited (**JT**)
- Sure (Jersey) Limited (**Sure**)

2.3 We are grateful to all respondents for the time and care taken to provide comments and views on this important subject. Having carefully considered them, this document contains our analysis of responses and conclusions drawn from each.

### Consideration of responses

#### Summary of responses

2.4 JT had no substantive comments on our Draft Decision, but did explain that changes in its supply chain means that one named organisation – KCom – is no longer contracted by JT to provide the services described.

2.5 Sure welcomed our Draft Decision.

#### Our analysis and conclusion(s)

2.6 We are satisfied that neither response is substantive in respect of our Draft Decision, which can therefore be considered our Final Decision for this case.

2.7 We note JT's update on its suppliers involved in the provision of local DIS and have included an updated table in Annex A of this document reflecting the present situation.

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<sup>3</sup> Non-confidential versions of responses are published on the Authority's website alongside this document.

### 3 Final decision and next steps

3.1 This section sets out the non-statutory Final Decision made by the Authority for this case. Its contents include:

- Final decision
- Next steps

#### Final decision

3.2 In view of receiving no substantive comments on our Draft Decision published on 27 July 2023, we will consider it as our Final Decision for this case which is:

- (a) That amending the existing licence conditions to increase protection of local DIS at this time would be disproportionate in view of present usage levels, the degree of present Islander satisfaction with DIS and the likelihood of ensuring effective protection because of the significant changes in the provision of local DIS;
- (b) That reducing or removing the existing regulatory obligations placed on LOs at this time would be inappropriate in view of the continued use of DIS and views of Islanders. While the existing licence conditions are limited, they do provide the Authority with a basis upon which to review customer concerns with LOs;
- (c) That the Authority has therefore decided to leave existing licence conditions in place, but will consider reviewing again in the future and may do so specifically if there is public or other demand to do so; and
- (d) That the Authority will further write to LOs reminding them to continue cooperating on the provision and sharing of DIS information and to inform the Authority if there are any plans to change present services.

#### Next steps

3.3 The Authority plans no further action in this matter at this time.

# Annex A: Updated table show DIS provision in Jersey and the application of regulations

Section 3 of our Draft Decision published on 27 July 2023 contains a table showing companies involved in local DIS services. The table below shows updated information provided by JT in its consultation response:

Organisation	Role	Regulated by JCRA
BT	The wholesale division of UK communications provider BT operates the BT Directory Solutions OSIS (Operator Services Information System) Database, which is the UK’s central repository for directory entries and accessed on a commercial basis by companies providing DIS services.	No
JT	Class III LO that processes local directory entry information including new entries, amends and deletions, received from its own customers. JT provides directory changes in a daily update to Yabsta for inclusion in the JT Directory Information Database and BT OSIS.	Yes
Yabsta	JT provides Yabsta its subscriber information, under a commercial arrangement, Yabsta provide JT with the following Directory Information Services:-www.jtdirectory.com; the annual printed Jersey directory and update BT OSIS.	No
OLOs	Class II LOs that are contracted with JT through its Reference Interconnect Offer (RIO) agreement or through its Wholesale Line Rental (WLR) agreement can add, amend or delete numbers of their subscribers in the JT Directory Information Database. Class II LOs can contract with Yabsta to include their subscribers in the JT Directory Information Database.	Yes