



Case T-147

Fixed Number Portability: Case Opening Information Note

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Jersey Competition Regulatory Authority
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Information note

The Jersey Competition Regulatory Authority (the **JCRA**) in conjunction with the Guernsey Competition & Regulatory Authority (the **GCRA**) are jointly initiating a project to explore the technical and commercial feasibility of delivering fixed number portability (**FNP**) across the Channel Islands.

FNP gives consumers – both residential and business – the ability to change their provider of fixed voice services while keeping their existing telephone number (in the case of Jersey, the numbers starting 01534).

As part of its Telecoms Market Review Final Decision, issued on 16 July 2025, the JCRA stated that it would initiate a follow-on project to implement FNP.¹ The JCRA notes the importance of FNP allowing consumers to exercise greater choice as to their fixed voice service provider and as an enabler for future development of broadband line only services.

The GCRA and the JCRA have jointly commissioned Cenerva Limited (**Cenerva**) as independent consultants with extensive experience in delivering number portability projects globally to support this project.

As a starting point, Cenerva, the GCRA and the JCRA will be reaching out to key stakeholders to brief them on the project and to schedule information gathering sessions. This will be followed by formal information requests as necessary. Taking into account the findings of this information gathering phase, and subject to the GCRA and JCRA determining that it is appropriate to proceed, it is intended that a Draft Decision will be issued in Q2 2026. This will set out the GCRA and the JCRA's proposals supported by assessment of the technical and commercial feasibility. These proposals will include proposed modifications to existing telecoms licences in both Islands in order to bring in FNP.

If there are any queries on this case, please contact robin.hogge@jcra.je.

¹ See: [T-083 - Telecoms Market Review](#)