



3 August 2021

Our ref: T1557G

Ms Carol Le Page and Karen Blanchford  
Guernsey Disability Alliance  
Guernsey

Per e-mail: carol@disabilityalliance.org.gg  
karen@matter.gg

Dear Ms Le Page and Ms Blanchford

**Call for Information: Future Caller Access to Emergency Services in a Fibre to the Premises (FTTP) Network**

I refer to my recent call and e-mail in regard to the above issue.

Guernsey's telephony infrastructure is set to change because of a comprehensive shift from copper to fibre-based networks. Since the properties of copper are different to fibre, this will alter the capabilities of the networks on which we all rely. A relook is therefore needed of certain rules and requirements placed on telephony providers, with a particular question about how all households can continue to be assured of access to emergency call services. As the regulator of telecommunications services and networks in Guernsey, this falls within the GCRA's responsibilities.

The GCRA is therefore considering, including through a public consultation process, how caller access to emergency services can best be maintained in circumstances where there are power outages, since fibre networks require a different approach to that historically relied on with copper networks. We have identified your organisation as one which may have a particular interest in this issue.

Our enclosed publicity pamphlet gives an overview of the issues that the shift to a fibre network entails, which our formal consultation discusses in further detail. This consultation raises social policy, economic and technical questions, including –

- How to ensure vulnerable groups are assured of emergency call access going forward?
- How best to identify and communicate the changes to those vulnerable groups?
- What might the most efficient, cost-effective and satisfactory technical solutions be to achieve this?

We understand that your organisation may be well placed to comment on some of these questions, which is why we are writing to you.

The GCRA team is available to discuss your views if that is more convenient for you, or, if you wish, you can write to respond to the questions posed and set out in our consultation. This consultation

document can be found on our website and under the following title, matter number and at the following link:

Guernsey Competition and Regulatory Authority

**Website:** [www.gcra.gg](http://www.gcra.gg)

**Title of the Consultation:** *"Fibre to the premises: Future Approach to Emergency calls"*

**Link to that document:** <https://www.gcra.gg/media/598354/t1557g-telecom-network-licensees-emergency-calls-call-for-information.pdf>

**Matter No:** T1557G

As highlighted in that consultation document, not all questions posed may be ones to which you can respond, but we would greatly appreciate your views and any supporting information you can provide on those questions to which you can respond. We would be most appreciative if you were able to respond prior to the close of the consultation on 24 September 2021

Yours faithfully

A handwritten signature in black ink that reads "F Reid". The signature is written in a cursive style with a large, stylized 'F' and 'R'.

**Fergus Reid**  
**In-House Counsel**