



## Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.
Collection Period	<b>(January 2019 to March 2019)</b>
Year:	2019
Quarter:	1

# Quality of Service Reporting

## Operating Instructions

### General

- 1 All service tabs relevant to a public supplier must be completed for the workbook to be accepted by the TRC.
- 2 All fields on all relevant service tabs must be completed, either with the measured statistic or as one of the approved codes.
- 3 No units of measure (eg. 'seconds') should not be entered in the **Statistic** column.
- 4 Where the template requires a particular unit as a measure, it should not be provided as another unit (e.g. seconds instead of minutes)

### 5 Entry Codes

The following codes are to be used in the statistic column for a particular measurement in the event that statistic cannot be provided:

- |     |  |
|-----|--|
| NAP | not applicable; measurement is not applicable to the service being provided by the public supplier; must have been previously agreed with the TRC that this measure is not applicable.   |
| NDA | no data available; the statistic requested is relevant to the service being provided but the public supplier is currently unable to provide the statistic. Must have been previously agreed with the TRC that this statistic cannot be provided. |
| TBS | to be supplied; the statistic requested is relevant to the service being provided and will be provided at a later date; must have been previously agreed with the TRC.   |

- 6 The comment fields on each service tab can be used to provide additional information/explanation of the statistic being provided.

- 7 The workbook should be named as follows:

QoS Report - YYYY-QN - <supplier name>

where,

- |      |                                     |
|------|-------------------------------------|
| YYYY | the year of the reporting quarter   |
| N    | the number of the reporting quarter |

- 8 The structure of the workbook is not to be modified in any manner; the workbook is processed by an automated reader which expects the workbook to be in a particular format.

Metric		Statistical Performance	Unit	Target	Comments
1. Supply time for initial connection	Time for fastest 50%	2.7	days	5 days	
	Time for fastest 90%	6.8	days	10 days	
	Time for fastest 99%	9	days	15 days	
	% by agreed date	100	%	>90%	
2. Fault repair time	Time to repair 80% of faults on access lines	8.5	hours	14 hours (2 working days)	
	Time to repair 95% of faults on access lines	12.3	hours	16 hours	
	% repaired on target date	100	%	>90%	
3. Billing performance	% complaints	1.2	%	2% (as a demonstrable billing error)	
	% of billing complaints resolved	100	%	95% within 3 weeks; 100% within 5 weeks	
	Time for refund after account closure	100	% within 30 days	95% within 5 days; 100% within 30 days	
4. Access Line speed achieved	Average level of service across the network: Access line speed (average speed)	26.8	MB	5MB for Q1,2,3 2017	
			MB	10MB for Q4 2017	
5. Latency	Mean time - national		msec	<75 msec measured from user to gateway router	
	Mean time - international	66	msec	<300 msec measured from user to nearest international point	
6. Bandwidth utilization	National - downstream	35	%	<80% during peak hours	
	International - downstream	35	%	<80% during peak hours	
	National - upstream	1.3	%	<80% during peak hours	
	International - upstream	1.3	%	<80% during peak hours	
7. Service Availability	Network availability	99.76	%	>98% core network availability	

QoS Reporting - Mobile Telephone Service

Period: January 2019 to March 2019

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for initial connection	Time for fastest 50%	NDA	hours	
	Time for fastest 95%	NDA	hours	
	Time for fastest 99%	0.1	hours	
	% supplied by agreed date	100	%	
	Hours for taking orders	8:30am-5:30pm	weekdays	
		9:00am-2:00pm	Saturdays	
		Closed	Sundays	
	Periods for appointments	8:30am-5:30pm	weekdays	
9:00am-2:00pm		Saturdays		
Closed		Sundays		
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%	NDA	hours	
	Time for fastest 95%	NDA	hours	
	Time for fastest 99%	0.1	hours	
	% supplied by agreed date	100	%	
	Hours for taking orders	8:30am-5:30pm	weekdays	
		9:00am-2:00pm	Saturdays	
		Closed	Sundays	
	Periods for appointments	8:30am-5:30pm	weekdays	
9:00am-2:00pm		Saturdays		
Closed		Sundays		
2.0 Unsuccessful call	% for national calls	0.32	%	Combined national + international
		National + international observations		Source OSS KPIs
	% for international calls	0.32	%	Combined national + international
		National + international observations		Source OSS KPIs
3.0 Call set-up time	Mean time for national calls	5.3	seconds	Source P3 Benchmark Mar 2019 - this is a very pessimistic value as it is from LTE to LTE when possible, so it includes 2 times CSFB time.
		National + international observations		This includes Circuit Switch Fallback
	Time for fastest 95% for national calls	5.1	seconds	
		National + international observations		
	Mean time for international calls	5.3	seconds	Source P3 Benchmark Mar 2019 - this is a very pessimistic value as it is from LTE to LTE, so it includes 2 times CSFB time.
		observations		
	Time for fastest 95% for international calls	5.1	seconds	Source P3 Benchmark Mar 2019 - this is a very pessimistic value as it is from LTE to LTE, so it includes 2 times CSFB time.
		observations		
4.0 Response time for operator services	Mean time to answer	19.74	seconds	
	% answered within 20 seconds	100	%	
		5436	observations	
5.0 Response time for directory enquiry services	Mean time to answer	10	seconds	
	% answered within 20 seconds	100	%	
		342	observations	
6.0 Bill correctness complaints	% complaints	0	%	
7.0 Dropped call rate	%	0.3	%	Combined 2G and 3G
		observations		Source: ENIQ
8.0 Successful SMS ratio	% of successfully sent SMS	99.576	%	Source : TrueCall 3G Nw only
		observations		(2nd week of April)
9.0 Completion rate for SMS	% of successfully sent and received SMS	99.576	%	Not able to separate send vs Receive in TC
		observations		(2nd week of April)
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	2.3	seconds	Source Truecall 3G Nw only (but 3G is carrying over 70% of traffic and growing). Taking into account SMS Session time for successful SMS only, for previous week
		1.91	seconds	Source Truecall 3G Nw only (but 3G is carrying over 70% of traffic and growing). Taking into account SMS Session time for successful SMS only, for previous week
	observations			

QoS Reporting - Internet Access Service

Period: January 2019 to March 2019

Parameter	Measure	Statistic	Unit	Comment	
1.0 Supply time for initial connection	Time for fastest 50%	2.7	days		
	Time for fastest 95%	7	days		
	Time for fastest 99%	9	days		
	% supplied by agreed date	100	%		
	Hours for taking orders	8:30am-5:30pm		weekdays	
		9:00am-2:00pm		Saturdays	
		Closed		Sundays	
2.0 Fault rate	Faults/access line/year	NAP	direct		
		NAP	indirect		
3.0 Fault repair time	Time to repair 80% of faults on access lines	8.5	hours		
	Time to repair 95% of faults on access lines	12.3	hours		
	Time to repair 80% of all other faults	8.5	hours		
	Time to repair 95% of all other faults	12.3	hours		
	% repaired on target date	100	% direct		
		100	% indirect		
	Hours for reporting faults	24 / 7		weekdays	
		24 / 7		Saturdays	
		24 / 7		Sundays	
	Periods for appointments	8:30am-5:30pm		weekdays	
		9:00am-2:00pm		Saturdays	
Closed			Sundays		
4.0 Bill correctness complaints	% complaints	1.3	%		
5.0 Login time	Time for fastest 80%	NDA	seconds		
	Time for fastest 95%	NDA	seconds		
		20	observations		
6.0 Data transmission speed achieved	Rate of lowest 5%	27443	Kbit/s achieved		
		10	observations		
7.0 Unsuccessful data transmission ratio	%	0	%		
		10	observations		
8.0 Delay	Mean time	NDA	seconds		
		NDA	observations		

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	1301		This is based on our query / credit report
	Number of complaints related to billing	436		
	Number of complaints related to rates	8		
	Number of complaints related to quality of service	159		
2	Number of complaints resolved	1301		
	Number of complaints related to billing			
	Number of complaints related to rates	8		
	Number of complaints related to quality of service	159		
3	Number of complaints rejected	0		
	Number of complaints related to billing	436		
	Number of complaints related to rates	8		
	Number of complaints related to quality of service	159		
4	Number of complaints where the licensee fully or partially satisfied grievances of complainants	1301		
5	Number of roaming billing complaints	99		
	Amount of refunds given due to roaming complaints	\$379,773.80		
	Number of roaming complaints while customer is still local	15		
6	Total value of complaints where reimbursement were claimed	0		
	Total value of complaints where compensation were claimed	0		
	Total value of complaints where credits or similar actions or facilities were claimed	NDA		
7	Total value of reimbursements	\$542,534.14		
	Total value of compensations	0		
	Total value of credits or similar actions or facilities	0		
8	Total value of actual monetary reimbursement or compensation	\$542,534.14		

<b>Marketing Text Monitoring</b>	<b>Number (#)</b>	<b>Comments</b>
<b>Number of complaints received (submit copies of all complaints received)</b>	0	
<b>Number of customers who have opted out of receiving operator marketing texts</b>	0	