



Quality of Service Reporting

Public Supplier Cable & Wireless (BVI) Ltd.

Collection Period **(April 2019 to June 2019)**

Year: 2019

Quarter: 2

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%	3.7	days	5 days	
	Time for fastest 90%	4.5	days	10 days	
	Time for fastest 99%	5	days	15 days	
	% by agreed date	100	%	>90%	
2. Fault repair time	Time to repair 80% of faults on access lines	20	hours	14 hours (2 working days)	20 hours is based on a 24 hour clock; thus measure of 2 working days would be 48 hours
	Time to repair 95% of faults on access lines	28	hours	16 hours (2 working days)	28 hours is based on a 24 hour clock; thus measure of 2 working days would be 48 hours.
	% repaired on target date	100	%	>90%	
3. Billing performance	% complaints	1.9	%	2% (as a demonstrable billing error)	
	% of billing complaints resolved	N/A	%	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)	33.4	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	NDA	msec	<300 msec measured from user to nearest international point	
6. Bandwidth utilization	National - downstream	43	%	<80% during peak hours	
	International - downstream	43	%	<80% during peak hours	
	National - upstream	0.9	%	<80% during peak hours	
	International - upstream	1.3	%	<80% during peak hours	
7. Service Availability	Network availability	99.64	%	>98% core network availability	

QoS Reporting - Mobile Telephone Service

Period: April 2019 to June 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%	0.08	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	0.27	%	Combined national + international	
		National + international	observations	Source OSS KPIs	
	% for international calls	0.27	%	Combined national + international	
		National + international	observations	Source OSS KPIs	
3.0 Call set-up time	Mean time for national calls	6.7	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. This includes Circuit Switch Fallback	
		National + international	observations		
	Time for fastest 95% for national calls	6.5	seconds		
		National + international	observations		
	Mean time for international calls	6.7	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	6.5	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	40	seconds		
	% answered within 20 seconds	93	%		
		3468	observations		
5.0 Response time for directory enquiry services	Mean time to answer	10	seconds		
	% answered within 20 seconds	96	%		
		83	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	99.6	%	Source : TrueCall 3G Nw only	
			observations		
9.0 Completion rate for SMS	% of successfully sent and received SMS	99.6	%	Not able to separate send vs Receive in TC	
			observations		
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	1.99	seconds		
	Time for fastest 95%	1.87	seconds		
			observations		

QoS Reporting - Internet Access Service

Period: April 2019 to June 2019

Parameter	Measure	Statistic	Unit	Comment	
1.0 Supply time for initial connection	Time for fastest 50%	3.7	days		
	Time for fastest 95%	4.5	days		
	Time for fastest 99%	5.2	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	20	hours		
	Time to repair 95% of faults on access lines	28	hours		
	Time to repair 80% of all other faults	N/A	hours		
	Time to repair 95% of all other faults	N/A	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	1.9	%		
5.0 Login time	Time for fastest 80%	NDA	seconds		
	Time for fastest 95%	NDA	seconds		
		NDA	observations		
6.0 Data transmission speed achieved	Rate of lowest 5%	23744	Kbit/s achieved		
		10	observations		
7.0 Unsuccessful data transmission ratio	%	0.01	%		
		10	observations		
8.0 Delay	Mean time	NDA	seconds		
		NDA	observations		

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	823		This is based on our query / credit report Credits for time period sub was out of service
	Number of complaints related to billing	16		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	559		
2	Number of complaints resolved	823		
	Number of complaints related to billing	16		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	559		
3	Number of complaints rejected	0		
	Number of complaints related to billing	0		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	0		
4	Number of complaints where the licensee fully or partially satisfied grievances of complainants	823		
5	Number of roaming billing complaints	248		
	Amount of refunds given due to roaming complaints	\$390,165.17		
	Number of roaming complaints while customer is still local	21		
6	Total value of complaints where reimbursement were claimed	NDA		
	Total value of complaints where compensation were claimed	NDA		
	Total value of complaints where credits or similar actions or facilities were claimed	NDA		
7	Total value of reimbursements	\$573,245.86		
	Total value of compensations	0		
	Total value of credits or similar actions or facilities	0		
8	Total value of actual monetary reimbursement or compensation	\$573,245.86		

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