

Quality of Service Reporting	Cable & W	2011	1	No	Start	End
	CCT Glob	2012	2		1 January	March
	Digicel BV	2013	3		2 April	June
		2014	4		3 July	September
		2015			4 October	December
		2016				
		2017				
		2018				
Public Supplier	Cable & Wireless (BVI) Ltd.	2019				
		2020				
Collection Period	(October 2020 to December 2020)	2021				
Year:	2020	2022				
Quarter:	4	2023				
		2024				
		2025				
		2026				
		2027				
		2028				
		2029				
		2030				
		2031				
		2032				
		2033				
		2034				
		2035				
		2036				
		2037				
		2038				
		2039				
		2040				
		2041				
		2042				
		2043				
		2044				
		2045				
		2046				

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 (e.g. '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.

QoS Reporting - Public Period: October 2020 to December 2020

Metric	Statistical f	Unit	Target	Comments
1. Supply ti	Time for fa	2 days	5 days	
	Time for fa	3 days	10 days	
	Time for fa	4 days	15 days	
	% by agree	0.99 %	>90%	
2. Fault rep	Time to req	24 hours	42 hours (2 working days)	
	Time to req	35 hours	48 hours (2 working days)	
	% repaired	0.99 %	>90%	
3. Billing pe	% complai	0.5 %	2% (as a demonstrable billing error)	
	% of billing	0.5 %	95% within 3 weeks; 100% within 5 weeks	
	Time for re	43.7 % within x	95% within 3 weeks; 100% within 5 weeks	Cannot refund in 5 days as this is linked to the billing cycle. Currently all refunds have been issued to customer or is at the store for collection.
4. Access l	Average le	98 MB	5MB	
5. Latency	Mean time	43 msec	<45 msecs measured from user to gateway router	
	Mean time	N/A	msec	<92 msecs measured from user to nearest international point
6. Bandwid	National -	25 %	<80% during peak hours	
	Internation:	25 %	<80% during peak hours	
	National -	12 %	<80% during peak hours	
	Internation:	12 %	<80% during peak hours	
7. Service	Network av	99.1 %	>98% core network availability	

QoS Reporting - Mobile Telephone Period: October 2020 to December 2020

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply	Time for fa	NDA	hours	
	Time for fa	NDA	hours	
	Time for fa		0.2 hours	
	% supplied	NDA	%	
	Hours for t:	8:30am-5:30 weekdays		
		9:00am-2:00 Saturdays		
		Closed	Sundays	
	Periods for	8:30am-5:30 weekdays		
		9:00am-2:00 Saturdays		
		Closed	Sundays	
1.1 Supply	Time for fa	NDA	hours	
	Time for fa	NDA	hours	
	Time for fa		0.08 hours	
	% supplied	NDA	%	
	Hours for t:	8:30am-5:30 weekdays		
		9:00am-2:00 Saturdays		
		Closed	Sundays	
	Periods for	8:30am-5:30 weekdays		
		9:00am-2:00 Saturdays		
		Closed	Sundays	
2.0 Unsucc	% for natio		0.1 %	Combined natioinal + international observations
	% for interr		0.1 %	
3.0 Call se	Mean time		6.7 seconds	observations
	Time for fa		6.3 seconds	
	Mean time		6.7 seconds	
	Time for fa		6.3 seconds	
4.0 Respor	Mean time		74 seconds	observations
	% answer N/A		%	
5.0 Respor	Mean time		0 seconds	no calls were received from directory assistance observations
	% answer N/A		%	
6.0 Bill cor	% complair		5 %	
7.0 Droppe	%		0.19 %	observations
8.0 Succes	% of succe		99.36 %	observations
9.0 Compl	% of suces		99.36 %	observations
10.0 End-tr	Mean time		2.05 seconds	observations
	Time for fa		1.94 seconds	

Consumer Complaints Reporting

No.	Parameter	Statistic	Unit	Comment
1	Number of complaints	378		This is based on our query / credit report
	Number of complaints	378		
	Number of complaints	0		
	Number of complaints	0		
2	Number of complaints	378		
	Number of complaints	378		
	Number of complaints	0		
	Number of complaints	0		
3	Number of complaints	0		
	Number of complaints	0		
	Number of complaints	0		
	Number of complaints	0		
4	Number of complaints where the licensee fully or partially satisfied grievances of complainants			
5	Number of roaming bill	0		
	Amount of refunds given	182382.55		
	Number of roaming calls	0		
6	Total value of complaints	0		
	Total value of complaints	0		
	Total value of complaints	396456.82		
7	Total value of reimbursements	0		
	Total value of compensation	0		
	Total value of credits or similar actions or facilities			
8	Total value of actual reimbursements	0		

Marketing	Number (#)	Comments
Number of	0	
Number of	0	