



Quality of Service Reporting

Public Supplier	Digicel BVI
Collection Period	(July 2020 to September 2020)
Year:	2020
Quarter:	3

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.

QoS Reporting - Public Fixed Telephone Service

Period: July 2020 to September 2020

Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for initial connection	Time for fastest 50%		days	NAP	
	Time for fastest 95%		days	NAP	
	Time for fastest 99%		days	NAP	
	% supplied by agreed date		%	NAP	
	Hours for taking orders			weekdays	NAP
				Saturdays	NAP
				Sundays	NAP
	Periods for appointments			weekdays	NAP
				Saturdays	NAP
			Sundays	NAP	
2.0 Fault rate	Faults/access line/year		direct	NAP	
			indirect	NAP	
3.0 Fault repair time	Time to repair 80% of faults on access lines		hours	NAP	
	Time to repair 95% of faults on access lines		hours	NAP	
	Time to repair 80% of all other faults		hours	NAP	
	Time to repair 95% of all other faults		hours	NAP	
	% repaired on target date			% direct	NAP
				% indirect	NAP
	Hours for reporting faults			weekdays	NAP
				Saturdays	NAP
				Sundays	NAP
Periods for appointments			weekdays	NAP	
			Saturdays	NAP	
			Sundays	NAP	
4.0 Unsuccessful call	% for national calls		%	NAP	
			observations	NAP	
	% for international calls		%	NAP	
		observations	NAP		
5.0 Call set-up time	Mean time for national calls		seconds	NAP	
			observations	NAP	
	Time for fastest 95% for national calls		seconds	NAP	
			observations	NAP	
	Mean time for international calls		seconds	NAP	
			observations	NAP	
Time for fastest 95% for international calls		seconds	NAP		
		observations	NAP		
6.0 Response time for operator services	Mean time to answer		seconds	NAP	
	% answered within 20 seconds		%	NAP	
			observations	NAP	
7.0 Response time for directory enquiry services	Mean time to answer		seconds	NAP	
	% answered within 20 seconds		%	NAP	
			observations	NAP	
8.0 Public payphones in working order	% in full working order		%	NAP	
			observations	NAP	
9.0 Bill correctness complaints	% complaints		%	NAP	
				NAP	

QoS Reporting - Mobile Telephone Service

Period: July 2020 to September 2020

Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for initial connection	Time for fastest 50%	20	hours	mins	
	Time for fastest 95%	40	hours	mins	
	Time for fastest 99%	55	hours	mins	
	% supplied by agreed date	99%	%		
	Hours for taking orders	09:00-18:00		weekdays	
		9:00 - 15:00		Saturdays	
		closed		Sundays	
	Periods for appointments	09:00-18:00		weekdays	
9:00 - 15:00			Saturdays		
closed			Sundays		
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%	10	hours	mins	
	Time for fastest 95%	15	hours	mins	
	Time for fastest 99%	20	hours	mins	
	% supplied by agreed date	100%	%		
	Hours for taking orders	09:00-18:00		weekdays	
		9:00 - 15:00		Saturdays	
		closed		Sundays	
	Periods for appointments	09:00-18:00		weekdays	
10:00 - 15:00			Saturdays		
closed			Sundays		
2.0 Unsuccessful call	% for national calls	0.055	%		
		5,973,187	observations		
	% for international calls	0.045	%		
		4,290,105	observations		
3.0 Call set-up time	Mean time for national calls	1.88	seconds		
		5,973,187	observations		
	Time for fastest 95% for national calls	1.88	seconds		
		5,973,187	observations		
	Mean time for international calls	1.88	seconds		
		4,290,105	observations		
Time for fastest 95% for international calls	1.88	seconds			
	4,290,105	observations			
4.0 Response time for operator services	Mean time to answer	NAP	seconds		
	% answered within 20 seconds	NAP	%		
		NAP	observations		
5.0 Response time for directory enquiry services	Mean time to answer	NAP	seconds		
	% answered within 20 seconds	NAP	%		
		NAP	observations		
6.0 Bill correctness complaints	% complaints	1	%		
7.0 Dropped call rate	%	0.38	%		
		9,304,530	observations		
8.0 Successful SMS ratio	% of successfully sent SMS	96.84	%		
		156,038	observations		
9.0 Completion rate for SMS	% of successfully sent and received SMS	87.56	%		
		808,066	observations		
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	10	seconds		
	Time for fastest 95%	5	seconds		
		156,038	observations		

QoS Reporting - Internet Access Service

Period: July 2020 to September 2020

Parameter	Measure	Statistic	Unit	Comment
1.0 Supply time for initial connection	Time for fastest 50%	0.05	days	
	Time for fastest 95%	0.05	days	
	Time for fastest 99%	1	days	
	% supplied by agreed date	99	%	
	Hours for taking orders	08:00-17:00	weekdays	Updated
		closed	Saturdays	Updated
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	NAP	hours	
	Time to repair 95% of faults on access lines	NAP	hours	
	Time to repair 80% of all other faults	2	hours	
	Time to repair 95% of all other faults	3	hours	
	% repaired on target date	100	% direct	
		100	% indirect	
	Hours for reporting faults	08:00-17:00	weekdays	Updated
		08:00 - 17:00	Saturdays	Updated
		08:00 - 17:00	Sundays	Corporate clients only
	Periods for appointments	09:00-18:00	weekdays	
9:00 - 15:00		Saturdays		
9:00 - 15:00		Sundays	Corporate clients only	
4.0 Bill correctness complaints	% complaints	1.5	%	Updated
5.0 Login time	Time for fastest 80%	NAP	seconds	
	Time for fastest 95%	NAP	seconds	
		NAP	observations	
6.0 Data transmission speed achieved	Rate of lowest 5%	4610	Kbit/s achieved	
		500	observations	
7.0 Unsuccessful data transmission ratio	%	0.48	%	
		500	observations	
8.0 Delay	Mean time	2	seconds	
		500	observations	

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received		106	
	Number of complaints related to billing		22	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		84	
2	Number of complaints resolved		106	
	Number of complaints related to billing		22	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		84	
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			
5	Number of roaming billing complaints		1	There has been a decrease in roaming due to the impacts of COVID-19
	Amount of refunds given due to roaming complaints		0	There has been a decrease in roaming due to the impacts of COVID-19
	Number of roaming complaints while customer is still local		0	There has been a decrease in roaming due to the impacts of COVID-19
6	Total value of complaints where reimbursement were claimed	49	subscribers	
	Total value of complaints where compensation were claimed	553	subscribers	
	Total value of complaints where credits or similar actions or facilities were claimed	53	subscribers	
7	Total value of reimbursements	3930.28	USD	
	Total value of compensations	\$18,285.49	USD	
	Total value of credits or similar actions or facilities	92337.97	USD	
8	Total value of actual monetary reimbursement or compensation	\$ 114,553.74	USD	