



Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.
Collection Period	(April 2020 to June 2020)
Year:	2020
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.

QoS Reporting - Public Fixed Telephone Service					
Period: April 2020 to June 2020					
Metric		Statistical Performance	Unit	Target	Comments
1. Supply time for initial connection	Time for fastest 50%	5	days	5 days	
	Time for fastest 90%	10	days	10 days	
	Time for fastest 99%	11	days	15 days	
	% by agreed date		%	>90%	
2. Fault repair time	Time to repair 80% of faults on access lines	20	hours	42 hours (2 working days)	
	Time to repair 95% of faults on access lines	25	hours	48 hours (2 working days)	
	% repaired on target date	0	%	>90%	
3. Billing performance	% complaints	0.5	%	2% (as a demonstrable billing error)	
	% of billing complaints resolved	0.5	%	95% within 3 weeks; 100% within 5 weeks	
	Time for refund after account closure	43.7	% within x days	95% within 5 days; 100% within 30 days	Can not 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 Line speed achieved	Average level of service across the network: Access line speed (average speed)	36	MB	5MB	
		N/A	MB	10MB for Q4 2017	
5. Latency	Mean time - national		msec	<45 msec measured from user to gateway router	
	Mean time - international	NDA	msec	<92 msec measured from user to nearest international point	
6. Bandwidth utilization	National - downstream	19	%	<80% during peak hours	
	International - downstream	19	%	<80% during peak hours	
	National - upstream	13	%	<80% during peak hours	
	International - upstream	13	%	<80% during peak hours	
7. Service Availability	Network availability	99.5	%	>98% core network availability	

QoS Reporting - Mobile Telephone Service

Period: April 2020 to June 2020

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%	0.2	hours		
	% supplied by agreed date	NDA	%		
	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	NDA	%		
	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	0.09%	%	Combined national + international	
		National + international	observations		
	% for international calls	0.09%	%		
		National + international	observations		
3.0 Call set-up time	Mean time for national calls	6.8	seconds		
		National + international	observations		
	Time for fastest 95% for national calls	6.3	seconds		
		National + international	observations		
	Mean time for international calls	6.8	seconds		
		National + international	observations		
Time for fastest 95% for international calls	6.3	seconds			
	National + international	observations			
4.0 Response time for operator services	Mean time to answer	71	seconds		
	% answered within 20 seconds	N/A	%		
		N/A	observations		
5.0 Response time for directory enquiry services	Mean time to answer	0	seconds	no calls were received from directory assistance	
	% answered within 20 seconds	N/A	%		
		N/A	observations		
6.0 Bill correctness complaints	% complaints	5	%		
7.0 Dropped call rate	%	0.31	%		
			observations		
8.0 Successful SMS ratio	% of successfully sent SMS	99.35	%		
			observations		
9.0 Completion rate for SMS	% of successfully sent and received SMS	99.35	%		
			observations		
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	2.05	seconds		
	Time for fastest 95%	1.93	seconds		
			observations		

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received		2416	This is based on our query / credit report
	Number of complaints related to billing		2416	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		0	
2	Number of complaints resolved		2416	
	Number of complaints related to billing		2416	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		0	
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		0	
	Amount of refunds given due to roaming complaints		\$94,019	
	Number of roaming complaints while customer is still local		0	
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		\$1,013,530	
7	Total value of reimbursements		\$0	
	Total value of compensations		\$0	
	Total value of credits or similar actions or facilities		\$1,013,530	
8	Total value of actual monetary reimbursement or compensation		\$0	

Marketing Text Monitoring	Number (#)	Comments
Number of complaints received (submit copies of all complaints received)	1	
Number of customers who have opted out of receiving operator marketing texts	1	