Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.

Collection Period **(January 2022 to March 2022)**

Year:	2022
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 particluar 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 colum 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: January 2022 to March 2022**

	Metric	Statistical Performance	Unit	Target	Comments
1. Supply time for initial connection	Time for fastest 50%	7	days	5 days	
	Time for fastest 90%	15	days	10 days	
	Time for fastest 99%	18	days	15 days	delays were caused by lack of resources due to covid-19 policies
	% by agreed date	50%	%	>90%	
2. Fault repair time	Time to repair 80% of faults on access lines	257	hours	42 hours (2 working days)	
	Time to repair 95% of faults on access lines	290	hours	48 hours (2 working days)	delays were caused by lack of resources due to covid-19 policies
	% repaired on target date	50%	%	>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	45	% within x days	95% within 5 days; 100% within 30 days	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 Line speed achieved	Average level of service across the network: Access line speed (average speed test result by month reported by OOKLA)	152	MB	5MB	
5. Latency	Mean time – national	41	msec	<45 msecs measured from user to gateway router	
	Mean time – international	89	msec	<92 msecs measured from user to nearest international point	
6. Bandwidth utilization	National – downstream	29	%	<80% during peak hours	
	International – downstream	29	%	<80% during peak hours	
	National – upstream	18	%	<80% during peak hours	
	International - upstream	18	%	<80% during peak hours	
7. Service Availability	Network availability	99.6	%	>98% core network availability	

QoS Reporting - Mobile Telephone Service   **Period: January 2022 to March 2022**

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for intial 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	0.04	%	Combined natoinal + international
			observations	
	% for international calls	0.04	%	
			observations	
3.0 Call set-up time	Mean time for national calls	6.7	seconds	
			observations	
	Time for fastest 95% for national calls	6.7	seconds	
			observations	
	Mean time for international calls	6.7	seconds	
			observations	
	Time for fastest 95% for international calls	6.6	seconds	
			observations	
4.0 Response time for operator services	Mean time to answer		seconds	
	% answered within 20 seconds	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	%	
			observations	
6.0 Bill correctness complaints	% complaints	3	%	
7.0 Dropped call rate	%	0.21	%	
			observations	
8.0 Successful SMS ratio	% of successfully sent SMS	99.3	%	
			observations	
9.0 Completion rate for SMS	% of sucessfully sent and received SMS	99.3	%	
			observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	2.21	seconds	
	Time for fastest 95%	1.97	seconds	
			observations	

No.	Parameter	Statistic	Unit	Comment
	Consumer Complaints Reporting			
1	Number of complaints received		528	This is based on our query / credit report
	Number of complaints related to billing		0	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		0	
2	Number of complaints resolved		528	
	Number of complaints related to billing		0	
	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		12	
	Amount of refunds given due to roaming complaints		$30,031	
	Number of roaming complaints while customer is still local		0	
6	Total value of complaints where reimbursement were claimed		531,416	
	Total value of complaints where compensation were claimed		$0	
	Total value of complaints where credits or similar actions or facilities were claimed		$0	
7	Total value of reimbursements		$531,416	
	Total value of compensations		$0	
	Total value of credits or similar actions or facilities			
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)	0	
Number of customers who have opted out of receiving operator marketing texts	1	