



## Quality of Service Reporting

Public Supplier **BVI Cable TV**

Collection Period **January-April**

Year: 2017

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 Cable TV Service

Period January - April 2017

Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for initial connection	Time for fastest 50%		2 days		
	Time for fastest 95%		2 days		
	Time for fastest 99%		2 days		
	% supplied by agreed date		98 %		
	Hours for taking orders	8:15am-5:00pm		weekdays	
		10:00am-1:00pm		Saturdays	
		N/A		Sundays	
	Periods for appointments	8:00am-5:00pm		weekdays	
10:00am-1:00pm			Saturdays	(Svc appt scheduled on specific jobs when tech available)	
N/A			Sundays		
2.0 Fault rate	Faults/access line/year	N/A	direct		
		N/A	indirect		
3.0 Fault repair time	Time to repair 80% of faults on access lines		24 hours	(Service appointments were reduced to 24 hours due to no available	
	Time to repair 95% of faults on access lines		24 hours	equipment to schedule new or additional outlets)	
	Time to repair 80% of all other faults		24 hours		
	Time to repair 95% of all other faults		24 hours		
	% repaired on target date	N/A		% direct	
		N/A		% indirect	
	Hours for reporting faults	8:00am-5:00pm		weekdays	(After hours message center operate from 6pm-10pm accessing
		10:00am-1:00pm		Saturdays	messages left by customer and returning their calls)
		N/A		Sundays	
	Periods for appointments	8:00am-5:00pm		weekdays	
10:00am-1:00pm			Saturdays		
N/A			Sundays		
4.0 Response time for operator services	Mean time to answer		15 seconds		
	% answered within 20 seconds		88 %		
		N/A		observations	
5.0 Bill correctness complaints	% complaints		100 %		

QoS Reporting - Mobile Telephone Service

Period: April 2017 to June 2017

Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for initial connection	Time for fastest 50%		hours		
	Time for fastest 95%		hours		
	Time for fastest 99%		hours		
	% supplied by agreed date		%		
	Hours for taking orders			weekdays	
				Saturdays	
				Sundays	
	Periods for appointments			weekdays	
				Saturdays	
			Sundays		
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%		hours		
	Time for fastest 95%		hours		
	Time for fastest 99%		hours		
	% supplied by agreed date		%		
	Hours for taking orders			weekdays	
				Saturdays	
				Sundays	
	Periods for appointments			weekdays	
				Saturdays	
			Sundays		
2.0 Unsuccessful call	% for national calls		%		
			observations		
	% for international calls		%		
			observations		
3.0 Call set-up time	Mean time for national calls		seconds		
			observations		
	Time for fastest 95% for national calls		seconds		
			observations		
	Mean time for international calls		seconds		
		observations			
Time for fastest 95% for international calls		seconds			
		observations			
4.0 Response time for operator services	Mean time to answer		seconds		
	% answered within 20 seconds		%		
			observations		
5.0 Response time for directory enquiry services	Mean time to answer		seconds		
	% answered within 20 seconds		%		
				observations	
6.0 Bill correctness complaints	% complaints		%		
7.0 Dropped call rate	%		%		
				observations	
8.0 Successful SMS ratio	% of successfully sent SMS		%		
				observations	
9.0 Completion rate for SMS	% of successfully sent and received SMS		%		
				observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery		seconds		
	Time for fastest 95%		seconds		
				observations	

QoS Reporting - Internet Access Service

Period: April 2017 to June 2017

Parameter	Measure	Statistic	Unit	Comment	
1.0 Supply time for initial connection	Time for fastest 50%		days		
	Time for fastest 95%		days		
	Time for fastest 99%		days		
	% supplied by agreed date		%		
	Hours for taking orders			weekdays	
			Saturdays		
			Sundays		
2.0 Fault rate	Faults/access line/year		direct		
			indirect		
3.0 Fault repair time	Time to repair 80% of faults on access lines		hours		
	Time to repair 95% of faults on access lines		hours		
	Time to repair 80% of all other faults		hours		
	Time to repair 95% of all other faults		hours		
	% repaired on target date			% direct	
				% indirect	
	Hours for reporting faults			weekdays	
				Saturdays	
			Sundays		
Periods for appointments			weekdays		
			Saturdays		
			Sundays		
4.0 Bill correctness complaints	% complaints		%		
5.0 Login time	Time for fastest 80%		seconds		
	Time for fastest 95%		seconds		
			observations		
6.0 Data transmission speed achieved	Rate of lowest 5%		Kbit/s achieved		
			observations		
7.0 Unsuccessful data transmission ratio	%		%		
			observations		
8.0 Delay	Mean time		seconds		
			observations		

**Consumer Complaints Reporting**  
**Service Provider: BVI Cable TV**  
**Period January - April 2017**

No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received		313	Service appointments
	Number of complaints related to billing		0	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		313	Service appointments addressing no picture/svce
2	Number of complaints resolved		313	
	Number of complaints related to billing		0	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		313	
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		313	
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		0	
	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		\$6,262.25	Service and outage credits
	Total value of complaints where credits or similar actions or facilities were claimed		0	
7	Total value of reimbursements		0	
	Total value of compensations		\$6,262.25	
	Total value of credits or similar actions or facilities		\$6,262.25	
8	Total value of actual monetary reimbursement or compensation		\$6,262.25	Service, outage credits

Breakdown Credits

January	\$923.38
February	\$476.10
March	\$4,862.77 (\$4,586.87 was global credit to VG for service problems due to microwave issues)