



Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.
Collection Period	(April 2016 to June 2016)
Year:	2016
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 2016 to June 2016			
Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for intial connection	Time for fastest 50%	29.07	days	avg. of 50% of orders. Show slight imporvement as work with our contractors for faster installaion	
	Time for fastest 95%	88.25	days	avg. of 95% of orders.	
	Time for fastest 99%	96.06	days	avg. of 99% of orders. There were a few old service orders that were cleared up	
	% supplied by agreed date	15	%	% provided within 10 days	
	Hours for taking orders	8:30am - 5:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
		Closed		Sundays	
	Periods for appointments	8:30am - 4:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
		Closed		Sundays	
2.0 Fault rate	Faults/access line/year	0.8/year	direct	Avg of faults per access line against active base. Increased in fault due to the rainy season	
		NDA	indirect		
3.0 Fault repair time	Time to repair 80% of faults on access lines	30.48	hours	avg. of 80% of faults	
	Time to repair 95% of faults on access lines	69.79	hours	avg of 95% of faults	
	Time to repair 80% of all other faults	NDA	hours		
	Time to repair 95% of all other faults	NDA	hours		
	% repaired on target date	73.7	% direct	appointment success rate	
		NDA	% indirect		
	Hours for reporting faults	12:00am-11:59pm		weekdays	
		12:00am-11:59pm		Saturdays	
		12:00am-11:59pm		Sundays	
	Periods for appointments	8:30am - 4:30pm		weekdays	
9:00am - 2:00pm			Saturdays		
Closed			Sundays		
4.0 Unsuccessful call	% for national calls	0.5	%	June's data cann't be separated from International Traffic	
		NDA	observations	Not available on the Previsor system	
	% for international calls	0.5	%		
		NDA	observations	Not available on the Previsor system	
5.0 Call set-up time	Mean time for national calls	NDA	seconds		
		NDA	observations		
	Time for fastest 95% for national calls	NDA	seconds		
		NDA	observations		
	Mean time for international calls	NDA	seconds		
		NDA	observations		
Time for fastest 95% for international calls	NDA	seconds			
	NDA	observations			

QoS Reporting - Public Fixed Telephone Service		Period: April 2016 to June 2016		
Parameter	Measure	Statistic	Unit	Comments
6.0 Response time for operator services	Mean time to answer	0:00:30	seconds	
	% answered within 20 seconds	74.19	%	
		NDA	observations	
7.0 Response time for directory enquiry services	Mean time to answer	NDA	seconds	
	% answered within 20 seconds	NDA	%	
		NDA	observations	
8.0 Public payphones in working order	% in full working order	NAP	%	This service is not being offered by the service provider
		NDA	observations	
9.0 Bill correctness complaints	% complaints	20	%	

QoS Reporting - Mobile Telephone Service		Period: April 2016 to June 2016			
Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for initial connection	Time for fastest 50%	0.04	hours		
	Time for fastest 95%	0.7	hours		
	Time for fastest 99%	0.1	hours		
	% supplied by agreed date	100	%		
	Hours for taking orders	8:30am - 5:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
		Closed		Sundays	
	Periods for appointments	8:30am - 4:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
Closed			Sundays		
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%	0.05	hours		
	Time for fastest 95%	0.07	hours		
	Time for fastest 99%	0.8	hours		
	% supplied by agreed date	100	%		
	Hours for taking orders	8:30am - 5:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
		Closed		Sundays	
	Periods for appointments	8:30am - 4:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
Closed			Sundays		
2.0 Unsuccessful call	% for national calls	0.36	%		
		NDA	observations		
	% for international calls	0.36	%		
		NDA	observations		
3.0 Call set-up time	Mean time for national calls	NDA	seconds		
		NDA	observations		
	Time for fastest 95% for national calls	NDA	seconds		
		NDA	observations		
	Mean time for international calls	NDA	seconds		
		NDA	observations		
	Time for fastest 95% for international calls	NDA	seconds		
		NDA	observations		
4.0 Response time for operator services	Mean time to answer	0:00:30	seconds		
	% answered within 20 seconds	53.03	%		
		NDA	observations		

QoS Reporting - Mobile Telephone Service		Period: April 2016 to June 2016		
Parameter	Measure	Statistic	Unit	Comments
5.0 Response time for directory enquiry services	Mean time to answer	NDA	seconds	
	% answered within 20 seconds	NDA	%	
		NDA	observations	
6.0 Bill correctness complaints	% complaints	63	%	Based on complaints received for the quarter.
7.0 Dropped call rate	%	0.26	%	
		NDA	observations	
8.0 Successful SMS ratio	% of successfully sent SMS	99	%	Normal + abnormal SMS release / RRC Attempts. Source : trueCall
		3915	observations	
9.0 Completion rate for SMS	% of successfully sent and received SMS	99	%	Completion rate = Normal SMS releases / RRC Attempts . Source Truecall
		3915	observations	Mobile terminated SMS Success rate
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	2.4	seconds	UL CCH RRC Message to Record of last event (using only normal released calls). Source TrueCall
	Time for fastest 95%	2.43	seconds	UL CCH RRC Message to Record of last event (using only normal released calls). Source TrueCall . Source TrueCall
		NDA	observations	

QoS Reporting - Internet Access Service		Period: April 2016 to June 2016			
Parameter	Measure	Statistic	Unit	Comment	
1.0 Supply time for initial connection	Time for fastest 50%	24.65	days		
	Time for fastest 95%	75.86	days		
	Time for fastest 99%	98.45	days		
	% supplied by agreed date	17.8	%		
	Hours for taking orders	8:30am - 5:30pm		weekdays	
		9:00am - 2:00pm		Saturdays	
		Closed		Sundays	
2.0 Fault rate	Faults/access line/year	1.74/year	direct		
			indirect		
3.0 Fault repair time	Time to repair 80% of faults on access lines	36.32	hours		
	Time to repair 95% of faults on access lines	99.74	hours		
	Time to repair 80% of all other faults	NAP	hours		
	Time to repair 95% of all other faults	NAP	hours		
	% repaired on target date		49.30%	% direct	
				% indirect	
	Hours for reporting faults			12:00am-11:59pm	weekdays
				12:00am-11:59pm	Saturdays
				12:00am-11:59pm	Sundays
	Periods for appointments			8:30am - 4:30pm	weekdays
9:00am - 2:00pm				Saturdays	
Closed				Sundays	
4.0 Bill correctness complaints	% complaints	16	%	Based on complaints for the quarter	
5.0 Login time	Time for fastest 80%	NDA	seconds		
	Time for fastest 95%	NDA	seconds		
		NDA	observations		
6.0 Data transmission speed achieved	Rate of lowest 5%	324	Kbit/s achieved		
		NDA	observations		
7.0 Unsuccessful data transmission ratio	%	4.3	%		
		NDA	observations		
8.0 Delay	Mean time	0.853	seconds		
		NDA	observations		

Consumer Complaints Reporting				
Service Provider: Cable & Wireless (BVI) Ltd.				
Period: April 2016 to June 2016				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	548		
	Number of complaints related to billing	365		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	183		
2	Number of complaints resolved	350		
	Number of complaints related to billing	235		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	115		
3	Number of complaints rejected	10		
	Number of complaints related to billing	10		
	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	350		
5	Number of roaming billing complaints	148		
	Amount of refunds given due to roaming complaints	111,878.51	\$	
	Number of roaming complaints while customer is still local	126		
6	Total value of complaints where reimbursement were claimed	NDA	\$	
	Total value of complaints where compensation were claimed	NDA	\$	
	Total value of complaints where credits or similar actions or facilities were claimed	nda	\$	
7	Total value of reimbursements	NDA	\$	
	Total value of compensations	NDA	\$	
	Total value of credits or similar actions or facilities	285,027.26	\$	
8	Total value of actual monetary reimbursement or compensation	NDA	\$	