



Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.
Collection Period	(January 2017 to March 2017)
Year:	2017
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 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						March
Metric		Statistical Performance	Unit	Target	Comments	
1. Supply time for initial connection	Time for fastest 50%	6.72	days	5 days		4.65
	Time for fastest 90%	25.85	days	10 days		17.5
	Time for fastest 99%	28	days	15 days		28
	% by agreed date	35.63	%	>90%		35.2
2. Fault repair time	Time to repair 80% of faults on access lines	162	hours	14 hours (2 working days)		56
	Time to repair 95% of faults on access lines	268	hours	16 hours		70
	% repaired on target date	6	%	>90%		30
3. Billing performance	% complaints	1.1	%	2% (as a demonstrable billing error)		
	% of billing complaints resolved	80 % 3 wk 90% 5 wk	%	95% within 3 weeks; 100% within 5 weeks		
	Time for refund after account closure	see note	% 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 up until March 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	7.9	MB	5MB for Q1,2,3 2017		
			MB	10MB for Q4 2017		
5. Latency	Mean time - national		msec	<75 msec measured from user to gateway router		
	Mean time - international	108	msec	<300 msec measured from user to nearest international point		
6. Bandwidth utilization	National - downstream	8.62	%	<80% during peak hours		
	International - downstream	20.23	%	<80% during peak hours		
	National - upstream	0.74	%	<80% during peak hours		
	International - upstream	2.26	%	<80% during peak hours		
7. Service Availability	Network availability	99.5	%	>98% core network availability		

QoS Reporting - Mobile Telephone Service		Period: January 2017 to March 2017			
Parameter	Measure	Statistic	Unit	Comments	
1.0 Supply time for initial connection	Time for fastest 50%	0.01	hours		
	Time for fastest 95%	0.01	hours		
	Time for fastest 99%	0.01	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-5:30pm		weekdays	
		9:00am-2:00pm		Saturdays	
Closed			Sundays		
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%	0.01	hours		
	Time for fastest 95%	0.01	hours		
	Time for fastest 99%	0.01	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-5:30pm		weekdays	
		9:00am-2:00pm		Saturdays	
Closed			Sundays		
2.0 Unsuccessful call	% for national calls	0.27	%	Combined national + international	
		TBS	observations		
	% for international calls	0.27	%	Combined national + international	
		TBS	observations	Combined national + international	
3.0 Call set-up time	Mean time for national calls	7	seconds	Source: P3 Benchmark	
		TBS	observations	This includes Circuit Switch Fallback	
	Time for fastest 95% for national calls	6.74	seconds	Source: P3 Benchmark, 6.75 is average of 95% fastest calls	
		TBS	observations	95% of the calls are below 9.6 seconds	
	Mean time for international calls	7	seconds	We do not have the capability to provide this data, so we provide the combined value	
		TBS	observations		
	Time for fastest 95% for international calls	6.74	seconds	We do not have the capability to provide this data, so we provide the combined value	
		TBS	observations		
4.0 Response time for	Mean time to answer	12	seconds		

QoS Reporting - Mobile Telephone Service		Period: January 2017 to March 2017		
Parameter	Measure	Statistic	Unit	Comments
operator services	% answered within 20 seconds	100	%	
		5836	observations	
5.0 Response time for directory enquiry services	Mean time to answer	5	seconds	
	% answered within 20 seconds	100	%	
		213	observations	
6.0 Bill correctness complaints	% complaints	25	%	
7.0 Dropped call rate	%	0.72	%	Combined 2G and 3G
		TBS	observations	Source: ENIQ
8.0 Successful SMS ratio	% of successfully sent SMS	99.8	%	Source : TrueCall 3G Nw only
		TBS	observations	(Last Q2 week)
9.0 Completion rate for SMS	% of sucessfully sent and received SMS	99.8	%	Not able to separate send vs Receive in TC
		TBS	observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	0.379	seconds	Source Truecall 3G Nw only (but 3G is carrying over 70% of traffic and growing)
	Time for fastest 95%	0.369	seconds	Source Truecall 3G Nw only (but 3G is carrying over 70% of traffic and growing)
		TBS	observations	

QoS Reporting - Internet Access Service

Period: January 2017 to March 2017

Parameter	Measure	Statistic	Unit	Comment				
1.0 Supply time for initial connection	Time for fastest 50%	2.75	days					
	Time for fastest 95%	22.32	days					
	Time for fastest 99%	28.55	days					
	% supplied by agreed date	40	%					
	Hours for taking orders	8:30am-5:30pm		weekdays				
		9:00am-2:00pm		Saturdays				
		Closed		Sundays				
2.0 Fault rate	Faults/access line/year	NAP	direct					
		NAP	indirect					
3.0 Fault repair time				The stats are high however there are currently approx 300 mifi devices given out to mitigate fault waiting times as we working on the repairs. The faults remain in on the system that we can keep proper track				
					Time to repair 80% of faults on access lines	177	hours	
					Time to repair 95% of faults on access lines	283	hours	
					Time to repair 80% of all other faults	2748	hours	
					Time to repair 95% of all other faults	3207	hours	
					% repaired on target date	4	% direct	
						NDA	% indirect	
					Hours for reporting faults	24 / 7	weekdays	Call center
						24 / 7	Saturdays	Call center
						24 / 7	Sundays	Call center
					Periods for appointments	8:30am-5:30pm	weekdays	
						9:00am-2:00pm	Saturdays	
						Closed	Sundays	
4.0 Bill correctness complaints	% complaints	40	%					
5.0 Login time	Time for fastest 80%	TBS	seconds					
		TBS	seconds					
		TBS	observations					
6.0 Data transmission speed achieved	Rate of lowest 5%	TBS	Kbit/s achieved					
		TBS	observations					
7.0 Unsuccessful data transmission ratio	%	0	%					
		TBS	observations					
8.0 Delay	Mean time	TBS	seconds					
		TBS	observations					



Consumer Complaints Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.
Collection Period	(January 2017 to March 2017)
Year:	2017
Quarter:	1

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received		645	This is based on our query / credit report
	Number of complaints related to billing		639	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		256	
2	Number of complaints resolved		644	
	Number of complaints related to billing		639	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		256	
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		0	
5	Number of roaming billing complaints		27	
	Amount of refunds given due to roaming complaints		\$27,663	
	Number of roaming complaints while customer is still local		0	
6	Total value of complaints where reimbursement were claimed		639	
	Total value of complaints where compensation were claimed		\$173,048	
	Total value of complaints where credits or similar actions or facilities were claimed		\$0	
7	Total value of reimbursements		\$173,048	
	Total value of compensations		\$0	
	Total value of credits or similar actions or facilities		\$0	
8	Total value of actual monetary reimbursement or compensation		\$173,048	

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	6	