



Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Ltd.
Collection Period	(April 2017 to June 2017)
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.

Metric		Statistical Performance	Unit	Target	Comments
1. Supply time for initial connection	Time for fastest 50%	4.5	days	5 days	There are currently 200 Mifi Units given to customers this is taken in consideration in the performance
	Time for fastest 90%	11.5	days	10 days	There are currently 200 Mifi Units given to customers this is taken in consideration in the performance
	Time for fastest 99%	17	days	15 days	There are currently 200 Mifi Units given to customers this is taken in consideration in the performance
	% by agreed date	65	%	>90%	There are currently 200 Mifi Units given to customers this is taken in consideration in the performance
2. Fault repair time	Time to repair 80% of faults on access lines	21	hours	14 hours (2 working days)	The stats are high however there are currently approx 370 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 95% of faults on access lines	28	hours	16 hours	The stats are high however there are currently approx 370 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
	% repaired on target date	40	%	>90%	The stats are high however there are currently approx 370 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
3. Billing performance	% complaints	1.2	%	2% (as a demonstrable billing error)	
	% of billing complaints resolved	91 % 3 wk 97% 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 line speed (average speed)	7.31	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	we have no means to capture today
	Mean time - international	90.4	msec	<300 msec measured from user to nearest international point	Sample size of 300 based on test performed monthly
6. Bandwidth utilization	National - downstream	8.9	%	<80% during peak hours	bandwidth used at Peak traffic time
	International - downstream	41	%	<80% during peak hours	bandwidth used at Peak traffic time
	National - upstream	1	%	<80% during peak hours	bandwidth used at Peak traffic time
	International - upstream	1	%	<80% during peak hours	bandwidth used at Peak traffic time
7. Service Availability	Network availability	99.5	%	>98% core network availability	

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%	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	0.2	%	Combined national + international	
		> 10,000,000 Calls	observations		
	% for international calls	0.2	%	Combined national + international	
		> 10,000,000 Calls	observations	Combined national + international	
3.0 Call set-up time	Mean time for national calls	7	seconds	Source: P3 Benchmark	
		432 samples	observations	This includes Circuit Switch Fallback , national + international	
	Time for fastest 95% for national calls	6.74	seconds	Source: P3 Benchmark, 6.75 is average of 95% fastest calls	
		432 samples	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	
		432 samples	observations	This includes Circuit Switch Fallback , national + international	
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		
	432 samples	observations	432 samples should give Confidence of 95% confidence with error below 5%		
4.0 Response time for operator services	Mean time to answer	12	seconds		
	% answered within 20 seconds	100	%		
		6253	observations		
5.0 Response time for directory enquiry services	Mean time to answer	4	seconds		
	% answered within 20 seconds	100	%		
		144	observations		
6.0 Bill correctness complaints	% complaints	15	%		
7.0 Dropped call rate	%	0.45%	%	Combined 2G and 3G	
		> 10,000,000 Calls	observations	Source: ENIQ	
8.0 Successful SMS ratio	% of successfully sent SMS	99.30%	%	Source : TrueCall 3G Nw only	
		50 K samples	observations	(Last Q2 week)	
9.0 Completion rate for SMS	% of successfully sent and received SMS	99.30%	%	Not able to separate send vs Receive in TC	
		50 K samples	observations		
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	0.381	seconds	Source Truecall 3G Nw only (but 3G is carrying over 70% of traffic and growing)	
	Time for fastest 95%	0.371	seconds	Source Truecall 3G Nw only (but 3G is carrying over 70% of traffic and growing)	
		50 K samples	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%	5	days	There are currently 300 Mifi Units given to customers this is taken in consideration in the performance
	Time for fastest 95%	14	days	There are currently 300 Mifi Units given to customers this is taken in consideration in the performance
	Time for fastest 99%	16	days	There are currently 300 Mifi Units given to customers this is taken in consideration in the performance
	% supplied by agreed date	70	%	There are currently 300 Mifi Units given to customers this is taken in consideration in the performance
	Hours for taking orders	8:30am-5:30pm 9:00am-2:00pm Closed	weekdays Saturdays Sundays	
2.0 Fault rate	Faults/access line/year	NAP	direct	
		NAP	indirect	
3.0 Fault repair time	Time to repair 80% of faults on access lines	42	hours	The stats are high however there are currently approx 370 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 95% of faults on access lines	58	hours	The stats are high however there are currently approx 370 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 all other faults	308	hours	The stats are high however there are currently approx 370 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 95% of all other faults	511	hours	The stats are high however there are currently approx 370 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
	% repaired on target date	25	% 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	30	%	
5.0 Login time	Time for fastest 80%	N/A	seconds	we have no way of tracking this as this only happens when the modem boots up intially or after an power outage
	Time for fastest 95%	N/A	seconds	we have no way of tracking this as this only happens when the modem boots up intially or after an power outage
		N/A	observations	we have no way of tracking this as this only happens when the modem boots up intially or after an power outage
6.0 Data transmission speed achieved	Rate of lowest 5%	N/A	Kbit/s achieved	we have no way of tracking this today
		N/A	observations	
7.0 Unsuccessful data transmission ratio	%	0.01	%	we have is Drop rate and that is a drop rate for the entire network
		N/A	observations	
8.0 Delay	Mean time	0.0904	seconds	
		300	observations	



Consumer Complaints Reporting

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

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received		634	This is based on our query / credit report
	Number of complaints related to billing		559	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		104	
2	Number of complaints resolved		634	
	Number of complaints related to billing		559	
	Number of complaints related to rates		0	
	Number of complaints related to quality of service		104	
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		15	
	Amount of refunds given due to roaming complaints		\$46,988	
	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		\$235,678	
	Total value of complaints where credits or similar actions or facilities were claimed		\$0	
7	Total value of reimbursements		\$0	
	Total value of compensations		\$235,678	
	Total value of credits or similar actions or facilities		\$0	
8	Total value of actual monetary reimbursement or compensation		\$235,678	

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	0	