



Quality of Service Reporting

Public Supplier	Digicel BVI
Collection Period	(January 2026 to March 2026)
Year:	2026
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

Period: January 2026 to March 2026

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for intial connection	Time for fastest 50%		days	NAP
	Time for fastest 95%		days	NAP
	Time for fastest 99%		days	NAP
	% supplied by agreed date		%	NAP
	Hours for taking orders		weekdays	NAP
			Saturdays	NAP
			Sundays	NAP
	Periods for appointments		weekdays	NAP
			Saturdays	NAP
			Sundays	NAP
2.0 Fault rate	Faults/access line/year		direct	NAP
			indirect	NAP
3.0 Fault repair time	Time to repair 80% of faults on access lines		hours	NAP
	Time to repair 95% of faults on access lines		hours	NAP
	Time to repair 80% of all other faults		hours	NAP
	Time to repair 95% of all other faults		hours	NAP
	% repaired on target date		% direct	NAP
			% indirect	NAP
	Hours for reporting faults		weekdays	NAP
			Saturdays	NAP
			Sundays	NAP
	Periods for appointments		weekdays	NAP
4.0 Unsuccessful call	% for national calls		%	NAP
			observations	NAP
	% for international calls		%	NAP
			observations	NAP
5.0 Call set-up time	Mean time for national calls		seconds	NAP
			observations	NAP
	Time for fastest 95% for national calls		seconds	NAP
			observations	NAP
	Mean time for international calls		seconds	NAP
			observations	NAP
6.0 Response time for operator services	Mean time to answer		seconds	NAP
	% answered within 20 seconds		%	NAP
			observations	NAP
7.0 Response time for directory enquiry services	Mean time to answer		seconds	NAP
	% answered within 20 seconds		%	NAP
			observations	NAP
8.0 Public payphones in working order	% in full working order		%	NAP
			observations	NAP
9.0 Bill correctness complaints	% complaints		%	NAP
				NAP

QoS Reporting - Mobile Telephone Service

Period: January 2026 to March 2026

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for initial connection	Time for fastest 50%	0.3	hours	
	Time for fastest 95%	0.7	hours	
	Time for fastest 99%	0.9	hours	
	% supplied by agreed date	99%	%	
	Hours for taking orders	09:00-18:00	weekdays	
		9:00 - 15:00	Saturdays	
		closed	Sundays	
	Periods for appointments	09:00-18:00	weekdays	
		9:00 - 15:00	Saturdays	
		closed	Sundays	
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%	0.16	hours	
	Time for fastest 95%	0.25	hours	
	Time for fastest 99%	0.3	hours	
	% supplied by agreed date	100	%	
	Hours for taking orders	09:00-18:00	weekdays	
		9:00 - 15:00	Saturdays	
		closed	Sundays	
	Periods for appointments	09:00-18:00	weekdays	
		10:00 - 15:00	Saturdays	
		closed	Sundays	
2.0 Unsuccessful call	% for national calls	0.7	%	
		1,356,497	observations	
	% for international calls	0.7	%	
		137,629	observations	
3.0 Call set-up time	Mean time for national calls	2.3	seconds	
		1,356,497	observations	
	Time for fastest 95% for national calls	2.3	seconds	
		1,356,497	observations	
	Mean time for international calls	2.7	seconds	
		137,629	observations	
	Time for fastest 95% for international calls	2.7	seconds	
		137,629	observations	
4.0 Response time for operator services	Mean time to answer	NAP	seconds	
	% answered within 20 seconds	NAP	%	
		NAP	observations	
5.0 Response time for directory enquiry services	Mean time to answer	NAP	seconds	
	% answered within 20 seconds	NAP	%	
		NAP	observations	
6.0 Bill correctness complaints	% complaints	0.7	%	
7.0 Dropped call rate	%	0.19	%	
		1,356,497	observations	
8.0 Successful SMS ratio	% of successfully sent SMS	97.3	%	
		63,297	observations	
9.0 Completion rate for SMS	% of sucessfully sent and received SMS	97.3	%	
		323,653	observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	10	seconds	
	Time for fastest 95%	5	seconds	
		63,297	observations	

QoS Reporting - Internet Access Service

Period: January 2026 to March 2026

Parameter	Measure	Statistic	Unit	Comment
1.0 Supply time for initial connection	Time for fastest 50%	1	days	Fiber Installs
	Time for fastest 95%	2	days	
	Time for fastest 99%	2	days	
	% supplied by agreed date	99	%	
	Hours for taking orders	08:00-17:00	weekdays	
		closed	Saturdays	
		closed	Sundays	
2.0 Fault rate	Faults/access line/year	429	direct	FIBER YtoD
		16	indirect	Fiber Distribution YtoD
3.0 Fault repair time	Time to repair 80% of faults on access lines	48	hours	Fiber Repair Times
	Time to repair 95% of faults on access lines	72	hours	Fiber Repair Times
	Time to repair 80% of all other faults	3	hours	Fiber Repair Times
	Time to repair 95% of all other faults	6	hours	Fiber Repair Times
	% repaired on target date	97	% direct	
		100	% indirect	
	Hours for reporting faults	08:00-17:00	weekdays	
		08:00 - 17:00	Saturdays	
		08:00 - 17:00	Sundays	Corporate clients only
	Periods for appointments	09:00-18:00	weekdays	
		9:00 - 15:00	Saturdays	
		9:00 - 15:00	Sundays	Corporate clients only
4.0 Bill correctness complaints	% complaints	1.3	%	
5.0 Login time	Time for fastest 80%	NAP	seconds	
	Time for fastest 95%	NAP	seconds	
		NAP	observations	
6.0 Data transmission speed achieved	Rate of lowest 5%	19200	Kbit/s achieved	Mobile Internet - Fiber >200Mb
		3791	observations	
7.0 Unsuccessful data transmission ratio	%	0.54	%	Mobile Internet- High due to Subsea cable break to VC
		3791	observations	
8.0 Delay	Mean time	0.026	seconds	
		3791	observations	

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	251		
	Number of complaints related to billing	147		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	22		
2	Number of complaints resolved	251		
	Number of complaints related to billing	147		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	22		
3	Number of complaints rejected			
	Number of complaints related to billing			
	Number of complaints related to rates			
	Number of complaints related to quality of service			
4	Number of complaints where the licensee fully or partially satisfied grievances of complainants			
5	Number of roaming billing complaints	1	1	
	Amount of refunds given due to roaming complaints	\$273.90	9	
	Number of roaming complaints while customer is still local	1		
6	Total value of complaints where reimbursement were claimed	0	subscribers	
	Total value of complaints where compensation were claimed	15	subscribers	
	Total value of complaints where credits or similar actions or facilities were claimed	\$0.00	subscribers	
7	Total value of reimbursements	\$968.32	USD	
	Total value of compensations	0	USD	
	Total value of credits or similar actions or facilities	\$0.00	USD	
8	Total value of actual monetary reimbursement or compensation	\$968.32	USD	