



Quality of Service Reporting

Public Supplier	Cable & Wireless (BVI) Limited
Collection Period	(April 2026 to June 2026)
Year:	2026
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%	1	days	5 days	
	Time for fastest 90%	1.7	days	10 days	
	Time for fastest 99%	2	days	15 days	
	% by agreed date	99%	%	>90%	
2. Fault repair time	Time to repair 80% of faults on access lines	36	hours	48 hours (2 working days)	hours include night time hours
	Time to repair 95% of faults on access lines	47	hours	48 hours (2 working days)	hours include night time hours
	% repaired on target date	98	%	>90%	
3. Billing performance	% complaints	0.5	%	2% (as a demonstrable billing error)	
	% of billing complaints resolved	0.5	%	95% within 3 weeks; 100% within 5 weeks	
	Time for refund after account closure	0% within 5 days, 20% within 30days	% within x days	95% within 5 days; 100% within 30 days	
4. Access Line speed achieved	Average level of service across the network: Access line speed (average speed test result by month reported by OOKLA)		MB	5MB for Q1,2,3 2025	
		326.05	MB	10MB for Q4 2025	
5. Latency	Mean time – national	5	msec	<75 msec measured from user to gateway router	
	Mean time – international	35	msec	<300 msec measured from user to nearest international point	
6. Bandwidth utilization	National – downstream	13.1	%	<80% during peak hours	
	International – downstream	30.4	%	<80% during peak hours	
	National – upstream	15.8	%	<80% during peak hours	
	International - upstream	25.5	%	<80% during peak hours	
7. Service Availability	Network availability	99.5	%	>98% core network availability	

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for initial connection	Time for fastest 50%	NDA	hours	
	Time for fastest 95%	NDA	hours	
	Time for fastest 99%	0.2	hours	
	% supplied by agreed date	NDA	%	
	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%	NDA	hours	
	Time for fastest 95%	NDA	hours	
	Time for fastest 99%	0.1	hours	
	% supplied by agreed date	NDA	%	
	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	2.66	%	
			observations	due to an issue in CORE (MGW), happened between June 16 th to June 19 th
	% for international calls	2.66	%	
			observations	due to an issue in CORE (MGW), happened between June 16 th to June 19 th
3.0 Call set-up time	Mean time for national calls	8	seconds	
			observations	due to an issue in CORE (MGW), happened between June 16 th to June 19 th
	Time for fastest 95% for national calls	9.8	seconds	
			observations	due to an issue in CORE (MGW), happened between June 16 th to June 19 th
	Mean time for international calls	9.7	seconds	
			observations	due to an issue in CORE (MGW), happened between June 16 th to June 19 th
	Time for fastest 95% for international calls	12	seconds	
4.0 Response time for operator services	Mean time to answer	NDA	seconds	
	% answered within 20 seconds		%	
			observations	
5.0 Response time for directory enquiry services	Mean time to answer	NDA	seconds	
	% answered within 20 seconds		%	
			observations	
6.0 Bill correctness complaints	% complaints		%	
7.0 Dropped call rate	%	0.18	%	
			observations	
8.0 Successful SMS ratio	% of successfully sent SMS	99.4	%	
			observations	
9.0 Completion rate for SMS	% of sucessfully sent and received SMS	99	%	
			observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	4	seconds	
	Time for fastest 95%	6	seconds	
			observations	

QoS Reporting - Internet Access Service

Period: April 2026 to June 2026

Parameter	Measure	Statistic	Unit	Comment
1.0 Supply time for initial connection	Time for fastest 50%	1	days	
	Time for fastest 95%	1.7	days	
	Time for fastest 99%	2	days	48 hrs is company SLA
	% supplied by agreed date	99%	%	
	Hours for taking orders	8:30am-5:30pm	weekdays	
		9:00am-2:00pm	Saturdays	
		Closed	Sundays	
2.0 Fault rate	Faults/access line/year	369	direct	
		NAP	indirect	
3.0 Fault repair time	Time to repair 80% of faults on access lines	36	hours	
	Time to repair 95% of faults on access lines	47	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	98	% direct	24 hrs is company SLA
		NAP	% indirect	
	Hours for reporting faults	24	weekdays	call center
		24	Saturdays	call center
		24	Sundays	call center
	Periods for appointments	8:30am-5:30pm	weekdays	
		9:00am-5:00pm	Saturdays	
		Closed	Sundays	
4.0 Bill correctness complaints	% complaints	NDA	%	not broken down
5.0 Login time	Time for fastest 80%	NDA	seconds	
	Time for fastest 95%	NDA	seconds	
			observations	
6.0 Data transmission speed achieved	Rate of lowest 5%	NDA	Kbit/s achieved	
			observations	
7.0 Unsuccessful data transmission ratio	%	NDA	%	
			observations	
8.0 Delay	Mean time	0.0323	seconds	Chalwell to Miami
			observations	

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received		876	
	Number of complaints related to billing		250	
	Number of complaints related to rates		41	billing discrepancies
	Number of complaints related to quality of service		471	
2	Number of complaints resolved		876	
	Number of complaints related to billing		250	
	Number of complaints related to rates		41	
	Number of complaints related to quality of service		471	
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		NDA	
5	Number of roaming billing complaints		73	
	Amount of refunds given due to roaming complaints		\$6,248	
	Number of roaming complaints while customer is still local		NDA	
6	Total value of complaints where reimbursement were claimed		\$0	
	Total value of complaints where compensation were claimed		\$0	
	Total value of complaints where credits or similar actions or facilities were claimed		\$4,356	fixed network
7	Total value of reimbursements		\$0	
	Total value of compensations		\$0	
	Total value of credits or similar actions or facilities		\$10,604	fixed & mobile network
8	Total value of actual monetary reimbursement or compensation		\$0	

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	