

Mobile QoS Comparison - Q4 2025

Mobile Service Only • Q4 2025 operator submissions to the Telecommunications Regulatory Commission

PARAMETER		UNIT	BVICTV	CCT <i>Life, unlimited.</i>	Digicel	FLOW <i>Flow (C&W)</i>
	SUPPLY TIME FOR INITIAL CONNECTION					
	Supply time for initial connection – Time for fastest 95%	hours	NAP	NDA	0.7 h	NDA
	Supply time for initial connection (pre-paid) – Time for fastest 95%	hours	NAP	NDA	0.25 h	NDA
	UNSUCCESSFUL CALL					
	Unsuccessful call – National calls	%	NAP	0.02%	0.6%	0.04%
	Unsuccessful call – International calls	%	NAP	0.01%	0.6%	0.04%
	CALL SET-UP TIME					
	Call set-up time – Mean time for national calls	seconds	NAP	1 s	2.3 s	6.4 s
	Call set-up time – Mean time for international calls	seconds	NAP	2 s	2.7 s	7.3 s
	BILL CORRECTNESS COMPLAINTS					
	Bill correctness complaints – % complaints	%	NAP	0%	0.45%	Not reported
	DROPPED CALL RATE					
	Dropped call rate	%	NAP	0.2%	0.18%	0.24%
	SUCCESSFUL SMS RATIO					
	Successful SMS ratio – % of successfully sent SMS	%	NAP	99%	96.7%	99.29%



Notes: NAP = Not Applicable; NDA = No Data Available; "Not reported" = statistic field left blank in the submitted Mobile worksheet.

Units follow the submitted workbooks: supply time in hours; unsuccessful calls, bill complaints, dropped calls and SMS in %; call set-up time in seconds.