



Quality of Service Reporting

Public Supplier

~~ECF Global Communications~~

BVI Cable TV

Collection Period

(April 2023 to June 2023)

Year:

2023

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.

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for initial connection	Time for fastest 50%	NAP	days	
	Time for fastest 95%	NAP	days	
	Time for fastest 99%	NAP	days	
	% supplied by agreed date	NAP	%	
	Hours for taking orders	NAP	weekdays	
		NAP	Saturdays	
		NAP	Sundays	
	Periods for appointments	NAP	weekdays	
		NAP	Saturdays	
		NAP	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	NAP	hours	
	Time to repair 95% of faults on access lines	NAP	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	NAP	% direct	
		NAP	% indirect	
	Hours for reporting faults	NAP	weekdays	
		NAP	Saturdays	
		NAP	Sundays	
	Periods for appointments	NAP	weekdays	
		NAP	Saturdays	
		NAP	Sundays	
4.0 Unsuccessful call	% for national calls	NAP	%	
		NAP	observations	
	% for international calls	NAP	%	
		NAP	observations	
5.0 Call set-up time	Mean time for national calls	NAP	seconds	
		NAP	observations	
	Time for fastest 95% for national calls	NAP	seconds	
		NAP	observations	
	Mean time for international calls	NAP	seconds	
		NAP	observations	
	Time for fastest 95% for international calls	NAP	seconds	
6.0 Response time for operator services	Mean time to answer	NAP	seconds	
		NAP	observations	
	% answered within 20 seconds	NAP	%	
		NAP	observations	
		NAP	seconds	
7.0 Response time for directory enquiry services	Mean time to answer	NAP	seconds	
		NAP	%	
	% answered within 20 seconds	NAP	observations	
8.0 Public payphones in working	% in full working order	NAP	%	
		NAP	observations	

order		NAP	observations	
9.0 Bill correctness complaints	% complaints	NAP	%	
		NAP		

Parameter	Measure	Statistic	Unit	Comments
1.0 Supply time for initial connection	Time for fastest 50%	NAP	hours	
	Time for fastest 95%	NAP	hours	
	Time for fastest 99%	NAP	hours	
	% supplied by agreed date	NAP	%	
	Hours for taking orders	NAP	weekdays	
		NAP	Saturdays	
		NAP	Sundays	
		NAP	weekdays	
		NAP	Saturdays	
	Periods for appointments	NAP	Sundays	
NAP		weekdays		
NAP		Saturdays		
NAP		Sundays		
NAP		Sundays		
1.1 Supply Time for initial connection (pre-paid)	Time for fastest 50%	NAP	hours	
	Time for fastest 95%	NAP	hours	
	Time for fastest 99%	NAP	hours	
	% supplied by agreed date	NAP	%	
	Hours for taking orders	NAP	weekdays	
		NAP	Saturdays	
		NAP	Sundays	
		NAP	weekdays	
		NAP	Saturdays	
	Periods for appointments	NAP	Sundays	
NAP		weekdays		
NAP		Saturdays		
NAP		Sundays		
NAP		Sundays		
2.0 Unsuccessful call	% for national calls	NAP	%	
	% for international calls	NAP	%	
	NAP	observations		
	NAP	observations		
	NAP	observations		
3.0 Call set-up time	Mean time for national calls	NAP	seconds	
	NAP	observations		
	Time for fastest 95% for national calls	NAP	seconds	
	NAP	observations		
	Mean time for international calls	NAP	seconds	
	NAP	observations		
	Time for fastest 95% for international calls	NAP	seconds	
	NAP	observations		
	Time for fastest 95% for international calls	NAP	seconds	
	NAP	observations		
4.0 Response time for operator services	Mean time to answer	NAP	seconds	
	NAP	seconds		
	% answered within 20 seconds	NAP	%	
5.0 Response time for	Mean time to answer	NAP	seconds	
	NAP	seconds		

directory enquiry services	% answered within 20 seconds	NAP	%	observations	
6.0 Bill correctness complaints	% complaints	NAP	%	observations	
7.0 Dropped call rate	%	NAP	%	observations	
8.0 Successful SMS ratio	% of successfully sent SMS	NAP	%	observations	
9.0 Completion rate for SMS	% of successfully sent and received SMS	NAP	%	observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	NAP	seconds	seconds	
	Time for fastest 95%	NAP	seconds	seconds	
		NAP	observations	observations	

Parameter	Measure	Statistic	Unit	Comment
1.0 Supply time for initial connection	Time for fastest 50%	1.1	days	
	Time for fastest 95%	2.4	days	
	Time for fastest 99%	3.2	days	
	% supplied by agreed date	99.5	%	
2.0 Fault rate	Hours for taking orders	7:00am-11:00pm	weekdays	
		7:00am-11:00pm	Saturdays	
		7:00am-11:00pm	Sundays	
3.0 Fault repair time	Faults/access line/year	21	direct	
		9	indirect	
	Time to repair 80% of faults on access lines	1	hours	
	Time to repair 95% of faults on access lines	3	hours	
	Time to repair 80% of all other faults	1.5	hours	
	Time to repair 95% of all other faults	4.3	hours	
	% repaired on target date	96	% direct	
		96	% indirect	
	Hours for reporting faults	7:00am-11:00pm	weekdays	
		7:00am-11:00pm	Saturdays	
4.0 Bill correctness complaints	Periods for appointments	7:00am-11:00pm	Sundays	
		8:30am-6:30pm	weekdays	
		9:30am-5:30pm	Saturdays	
		Closed	Sundays	
5.0 Login time	% complaints	0.02	%	
	Time for fastest 80%	1	seconds	
6.0 Data transmission speed achieved	Time for fastest 95%	1.17	seconds	
		200	observations	
	Rate of lowest 5%	201801	Kbit/s achieved	
		100	observations	
7.0 Unsuccessful data transmission ratio	%	0.02	%	
		50	observations	
8.0 Delay	Mean time	0.47	seconds	
		50	observations	

Consumer Complaints Reporting

No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	10		
	Number of complaints related to billing	2		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	4		
2	Number of complaints resolved	10		
	Number of complaints related to billing	2		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	4		
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	10		
5	Number of roaming billing complaints	0		
	Amount of refunds given due to roaming complaints	\$0		
	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	\$45		
	Total value of complaints where credits or similar actions or facilities were claimed	\$45		
7	Total value of reimbursements	\$0		
	Total value of compensations	\$0		
	Total value of credits or similar actions or facilities	\$0		
8	Total value of actual monetary reimbursement or compensation	\$45		

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	