

Analysis of Annual Standards of Service Reports April 2015 - March 2016

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The Fair Trading Commission has issued its Analysis of Cable & Wireless (Barbados) Limited (C&W) Annual Standards of Service Report and its Analysis of Barbados Light & Power Company Limited (BL&P) Annual Standards of Service Report, for the period April 2015 to March 2016.

The former report provides an assessment of the performance of C&W, with respect to both the Guaranteed and Overall Standards of Service, which apply to the regulated residential and business landline services of C&W. The latter report provides an assessment of BL&P's compliance with the Guaranteed and Overall Standards of Service, with attention given to claims for compensation regarding breaches of the Guaranteed Standards of Service.

The reports may be accessed at the links below:

[BL&P Annual Report 2016](#)

[C&W Annual Report 2016](#)

Tuesday, August 23rd, 2016

