



# FAIR TRADING COMMISSION

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BARBADOS

No. FTC/ORDSOSC/2014-02

## FAIR TRADING COMMISSION

**IN THE MATTER** of the Fair Trading Commission Act, Cap. 326B of the Laws of Barbados;

**AND IN THE MATTER** of the Utilities Regulation Act, Cap. 282 of the Laws of Barbados;

**AND IN THE MATTER** of the Utilities Regulation (Procedural) Rules, 2003 and the Utilities Regulation (Procedural) (Amendment) Rules, 2009;

**AND IN THE MATTER** of the Consultation and Review of the Standards of Service for Cable & Wireless (Barbados) Limited pursuant to Section 15 of the Utilities Regulation Act, CAP. 282 of the Laws of Barbados.

**BEFORE:**

Sir Neville Nicholls  
Prof Andrew Downes  
Ms. Herma Griffith-Ifill  
Mr. Errol Humphrey  
Ms. Monique Taitt

Chairman  
Commissioner  
Commissioner  
Commissioner  
Commissioner

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**ORDER**

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## **ORDER**

This Order is made pursuant to **Section 38(c)** of the **Utilities Regulations Act (URA)** CAP. 282 of the Laws of Barbados.

**WHEREAS** in recognition of the issues that have been considered and determined throughout the consultation and review of the Standards of Service for Cable & Wireless (Barbados) Limited (Cable & Wireless);

**UPON CONSIDERING** the submissions of Cable & Wireless and the Barbados Association of Retired Persons (BARP) on the Consultation Paper for the Standards of Service for Cable & Wireless dated October 25<sup>th</sup>, 2013;

**AND UPON CONSIDERING** the public's comments on the issues raised in the said Consultation Paper of the Standards of Service for Cable & Wireless;

### **IT IS HEREBY ORDERED THAT:-**

1. Cable & Wireless shall comply with the prescribed standards of service set out at Tables 1 and 2 of the attached Schedule subject to the exemptions set out in the Standards of Service Decision dated **May 7<sup>th</sup>, 2014**;
2. Cable & Wireless shall pay the prescribed amounts set out at Table 1 of the attached Schedule to any person who is affected by its failure to provide the utility service in accordance with the prescribed standards of service and in the manner set out in the Standards of Service Decision dated **May 7<sup>th</sup>, 2014**;  
and
3. This Order shall take effect from **July 1<sup>st</sup>, 2014** until **March 31<sup>st</sup>, 2017**.

**Dated this    <sup>th</sup> day of May 2014**

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Neville V. Nicholls  
Chairman

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Andrew S. Downes  
Commissioner

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Herma E. Griffith-Ifill  
Commissioner

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Errol L. Humphrey  
Commissioner

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Monique C. Taitt  
Commissioner

## SCHEDULE

**Table 1 Guaranteed Standards of Service**

STANDARD	SERVICE CATERGORY	TARGET	COMPENSATION
<p><b>GTS1A</b></p>	<p><b>Approval of Application for Service</b></p> <p>This refers to the time it should take from an application for service to approval</p>	<p>Residential customers – no more than 7 working days</p> <p>Business customers – no more than 5 working days</p>	<p>Refund of applicable installation fees</p> <p><b>Manual Customer Claim</b></p>
<p><b>GTS1B</b></p>	<p><b>Installation of Service after Approval</b></p> <p>This refers to the time it should take between application approval and the actual installation of service where plant is available</p> <p>Service installation refers to installation up to the demarcation point which is where the service wire connects to the device on the customer’s premises</p>	<p>Residential customers – no more than 7 working days</p> <p>Business customers – no more than 5 working days</p>	<p>Refund of first month’s bill</p> <p><b>Automatic Compensation</b></p>
<p><b>GTS2 (Revised)</b></p>	<p><b>Fault Repair</b></p> <p>This refers to the speed in which faults due to failure of C &amp; W equipment are repaired</p> <p>Faults due to inside wiring or customer-owned equipment are not included</p>	<p>Residential customers – no more than two (2) days</p> <p>Business customers – no more than two (2) days</p>	<p>Automatic Prorated Credit of monthly telephone charges for the period the customer was without service due to a fault on C&amp;W’s network</p> <p><b>Automatic Compensation</b></p>

STANDARD	SERVICE CATERGORY	TARGET	COMPENSATION
<p><b>GTS3</b></p>	<p><b>Repeated Loss of Service</b>  This refers to the reoccurrence of a fault of the same nature, within 30 days of occurrence of the original fault, on the service provider’s network</p> <p>Loss of service is defined as no dial tone</p>	<p>Faults should not reoccur within 30 days of repair of first fault</p>	<p>Payment of BDS\$15 to residential customers and BDS\$30 to business customers for repeated loss of service, due to the service provider’s equipment, within 30 days of original fault</p> <p><b>Automatic Compensation</b></p>
<p><b>GTS4</b></p>	<p><b>Response to Customer Complaints</b>  This refers to the time frame in which the service provider acknowledges a customer’s complaint relating to billing, malfunctioning network or quality of service</p>	<p>Acknowledgement within 5 working days for telephone, fax or email complaints.  Acknowledgment within 7 working days after receipt of the written complaints forwarded by post</p> <p>Acknowledgement should include advice as to the date the investigation is expected to be completed</p>	<p>Payment of BDS\$15 to residential customers and BDS\$30 to business customers when target time is breached</p> <p><b>Manual Customer Claim</b></p>
<p><b>GTS5</b></p>	<p><b>Customer Appointments</b>  This refers to scheduled appointments by the service provider’s representatives to</p>	<p>All scheduled appointments should be honoured</p>	<p>Payment of BDS\$15 to residential customers and BDS\$30 to business customers for missing</p>

STANDARD	SERVICE CATERGORY	TARGET	COMPENSATION
	<p>correct faults on the service provider's network interface device, where access to the customer's premises is necessary but restricted</p>	<p>Appointments may be scheduled: Morning (8:00 a.m. to 12:00 noon) or afternoon (1:00 p.m. to 4:00 p.m.)</p> <p>This does not include appointments pertaining to customer's premises equipment (CPE) or internal wiring</p>	<p>agreed appointments (subject to 15 minutes grace period i.e. 12:15 p.m. for morning appointments and 4:15 p.m. for afternoon appointments)</p> <p>The service provider may reschedule an appointment; however, the customer must be notified at least eight working hours prior to the scheduled appointment</p> <p><b>Manual Customer Claim</b></p>
<p><b>GTS6</b></p>	<p><b>Reconnection after Disconnection for Non-payment</b></p> <p>This refers to the timely reconnection of a customer's service after payment of overdue amounts.</p> <p>Where the overdue amount and reconnection fee is paid at an authorised payment point that is not online such as the post office or some banks, the customer is required to notify the company and provide proof of payment through receipt number in order to effect timely reconnection</p>	<p>Reconnection of the service should occur within 8 working hours of acknowledgement of payment</p>	<p>Refund of applicable reconnection fee</p> <p><b>Automatic Compensation</b></p>

STANDARD	SERVICE CATERGORY	TARGET	COMPENSATION
<p><b>GTS7 (Revised)</b></p>	<p><b>Wrongful Disconnection</b></p> <p>This refers to the loss of service due to system errors by the service provider.</p> <p>This standard is not applicable where disconnections arise out of circumstances pertaining to an overdue amount</p>	<p>Reconnection within one working hour of notification by customer</p>	<p>Automatic minimum credit of BDS\$15 to residential customers and BDS\$30 to business customers. Following this, if the service is not reconnected within one working day of the customer’s report of wrongful disconnection, compensation shall continue to accrue based on prorating of the month’s line rental fee</p> <p><b>Automatic Compensation</b></p>

Table 2 Overall Standards of Service

STANDARD	SERVICE CATEGORY	TARGET
OTS1	<p><b>Fault Repair</b></p> <p>The speed with which faults due to failure of the service provider's equipment or systems are repaired. Faults due to inside wiring or customer owned equipment are not included.</p>	80% of faults should be repaired within a 24-hour period of receipt of the report by a customer.
OTS2	<p><b>Repeated Loss of Service</b></p> <p>This refers to the repeated or frequent loss of phone service of the same nature, within 30 days of the occurrence of the original fault, and due to problems on the service provider's network.</p> <p>(Loss of service is defined as the absence of dial tone)</p>	No more than 5% of faults should reoccur within 30 days of repair of first failure.
OTS3	<p><b>Working Payphones</b></p> <p>The number of payphones which are fully functional on a daily basis.</p>	At least 95% of the public payphones should be in working order daily.
OTS4	<p><b>Trunk Blocking</b></p> <p>This is the percentage of originated calls on a single network which have been successfully completed during designated peak traffic periods.</p>	At least 95% of the calls should be completed during peak traffic.
OTS5	<p><b>Billing Accuracy</b></p> <p>This reflects the accuracy of the service provider's billing system as given by the information presented.</p> <p>A billing error may be a mistake on a monthly statement including:</p> <ul style="list-style-type: none"> <li>• Charges for a product or service that list the wrong date or amount, is not in keeping with the officially communicated rates or prices;</li> <li>• Charges for products and or services not requested and or delivered;</li> <li>• Mathematical or calculation errors;</li> <li>• Failure to send a bill to the customer's current address provided the service provider received notification of a change of address, in writing, at least 30 days before the billing period ends.</li> </ul> <p>Billing errors do not include charges due to fraud or</p>	Billing errors must be no more than 0.5% of the total bills issued.



STANDARD	SERVICE CATEGORY	TARGET
	<p>faulty customer equipment. They also do not include the reflection of overdue amounts on subsequent bills if that amount was paid after the due date or pertain to format or frequency.</p>	
<p><b>OTS6</b></p>	<p><b>Customer Service Response Time</b></p> <p>This refers to the time it takes for a representative to respond to a customer service call from the time the phone rings.</p>	<p>At least 80% must be answered by a service representative within 60 seconds of being handed off by the IVR (Interactive Voice Response System) to the service representative queue.</p>