

Standards of Service 2018-2020 for BL&P, C&W

Standards of Service Decisions 2018-2020 for BL&P and C&W

On September 29, 2017, the Fair Trading Commission issued its Decisions on the Standards of Service 2018 -2020 for Cable & Wireless (Barbados) Limited (C&W) and the Barbados Light & Power Company Limited (BL&P). Guaranteed Standards and Overall Standards of Service are the minimum, mandatory levels of service for regulated utilities. These Standards of Service will take effect from January 1, 2018.

The Commission's Decisions stipulate, inter alia:

- C&W and the BL&P shall provide customers with information on the Standards of Service and the means via which compensation may be sought when these Standards are breached.
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- C&W and the BL&P shall introduce new definitions and target times for a number of Guaranteed and Overall Standards.
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- The BL&P shall implement a new Guaranteed Standard for Timely Payment of Compensation and a new Overall Standard for Damage Claims.
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- C&W shall implement a new Guaranteed Standard for Billing Accuracy, a new Overall Standard for Fault Incidence and discontinue the Overall Standard for Trunk Blocking.

Copies of the Decisions, which provide details on the individual Standards of Service, may be accessed [here](#) or obtained from the Fair Trading Commission, 2nd Floor, Cedar Court, Wildey, St. Michael, Monday to Friday, between 9:00 a.m. and 4:00 p.m.

October 10, 2017