



FAIR TRADING COMMISSION

STANDARD OF SERVICE REPORT ON THE PERFORMANCE
OF CABLE & WIRELESS (BARBADOS) LIMITED

June 1, 2006 to May 31, 2007

Date: November 27, 2007

Report on the Standards of Service Cable & Wireless (Barbados) Limited
June 2006- May 2007

The Fair Trading Commission, by way of its decision dated February 28, 2006, implemented standards of service for Cable & Wireless (Barbados) Limited (C&W) effective June 1, 2006. These standards established the minimum levels of service to be provided to fixed line telephony subscribers in Barbados.

Standards of service are categorized as either guaranteed or overall. Under the guaranteed standards scheme the utility is required to make a prescribed compensatory payment to each individual customer who is affected by the utility's failure to meet the defined target for a particular standard. Comparatively, overall standards are designed to reflect the general performance of the utility and are not defined by the service an individual customer receives. No compensation is associated with this category of standards.

The aforementioned decision mandates the Commission to publicly disclose the utility's level of compliance. The tables below show the level of compliance as reported by (C&W) for Guaranteed and Overall Standards for June 2006 to May 2007. A discussion on the relevant issues follows.

| | SERVICE CATEGORY | TARGET | COMPENSATORY PAYMENT | NUMBER TIMES TARGET NOT MET | AVERAGE % COMPLIANCE |
|--------------|--|--|---|---|--|
| GTS 1 | <p>Installation of Service</p> <p>This refers to the time between the approval of customer's application for service and the actual provision of service, where plant is available.</p> <p>Service installation refers to installation up to the demarcation point which is the network interface device (NID).</p> | <p>Residential Customers - no more than 15 working days.</p> <p>Business Customers - no more than 7 working days.</p> | <p>Refund to customers of the applicable installation fee.</p> | <p>Residential - 736</p> <p>Business - 661</p> | <p>Residential - 87.0</p> <p>Business - 75.5</p> |
| GTS 2 | <p>Fault Repair</p> <p>The speed with which faults due to failure of the service provider's equipment or systems are repaired.</p> <p>Faults due to inside wiring or customer owned equipment are not included.</p> | <p><u>Dry Season</u> Residential - 12 working hours Business - 8 working hours</p> <p><u>Wet Season</u> Residential - 40 working hours Business - 16 working hours</p> <p>Dry season - Dec. 1 to May 31 Wet season - Jun. 1 to Nov. 30</p> | <p>Refund of BDS\$15 to residential customers and BDS\$30 to business customers on breach of the target time. An additional BDS\$15 for each additional 12 or 40 working hours for residential customers, an additional BDS\$30 for each additional 8 or 16 working hours for business customers as dictated by the season.</p> | <p>Residential - 10,525</p> <p>Business - 1,126</p> | <p>Residential - 66.0</p> <p>Business - 82.8</p> |

| | SERVICE CATEGORY | TARGET | COMPENSATORY PAYMENT | NUMBER TIMES TARGET NOT MET | AVERAGE % COMPLIANCE |
|-------|--|--|--|--|---|
| GTS 3 | <p>Repeated Loss of Service</p> <p>This refers to the recurrence 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 failure.</p> | <p>Refund 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>Residential - 1,539</p> <p>Business - 292</p> | <p>Residential - 94.8</p> <p>Business - 94.0</p> |
| GTS 4 | <p>Response to Customer Complaints</p> <p>This refers to the time frame in which a service provider acknowledges a customer's complaint relating to billing, malfunctioning network, quality of service or similar issues.</p> | <p>Acknowledgement within 5 working days for telephone, fax or email complaints. 7 working days after receipt for written complaints forwarded by post.</p> <p>Acknowledgement should include a commitment as to the date investigations would be completed.</p> | <p>Refund of BDS\$15 to residential customers and BDS\$30 to business customers on breach of the target time.</p> | <p>Residential Letters - 11</p> <p>Residential Tel/Fax - 1,133</p> <p>Business Letters - 2</p> <p>Business Tel./Fax - 42</p> | <p>Residential Letters - 96.5</p> <p>Residential Tel/Fax - 88.5</p> <p>Business Letters - 99.6</p> <p>Business Te./Fax - 92.3</p> |

| | SERVICE CATEGORY | TARGET | COMPENSATORY PAYMENT | NUMBER TIMES TARGET NOT MET | AVERAGE % COMPLIANCE |
|-------|--|--|--|--|---|
| GTS 5 | <p>Customer Appointments</p> <p>These scheduled appointments pertain to visits by the service provider's representatives to correct faults on the service provider's network up to and including the network interface device, where access to the customer's premises is necessary but restricted.</p> <p>This does not include appointments pertaining to customers' premises equipment (CPE) or internal wiring.</p> | <p>All customer appointments should be honoured.</p> <p>Morning (8:00 a.m. to 12:00 noon) or afternoon (1:00 p.m. to 4:00 p.m.) appointments may be scheduled.</p> | <p>Refund of BDS\$15 to residential customers and BDS\$30 to business customers (subject to 15 minutes grace period i.e. 12:15 p.m. for morning appointments and 4:15 p.m. for afternoon appointments) for missing agreed appointment.</p> <p>The service provider may reschedule an appointment; however the customer must be notified at least 8 working hours prior to the scheduled appointment.</p> | <p>Residential - 27</p> <p>Business - 0</p> | <p>Residential - 88.3</p> <p>Business - 100.0</p> |
| GTS 6 | <p>Reconnection after Disconnection for Non-payment</p> <p>This refers to the timely reconnection of a customer's service after payment of overdue amounts following notification to the service provider, where appropriate, and their acknowledgement of receipt of payment.</p> <p>Where the overdue amount and</p> | <p>Reconnection of the service should occur within 8 working hours of acknowledgement of payment.</p> | <p>Compensation in the amount equal to the reconnection fee.</p> | <p>Residential - 102</p> <p>Business - 2</p> | <p>Residential - 98.6</p> <p>Business - 99.9</p> |

| | SERVICE CATEGORY | TARGET | COMPENSATORY PAYMENT | NUMBER TIMES TARGET NOT MET | AVERAGE % COMPLIANCE |
|--------------|--|---|--|--------------------------------------|---|
| | reconnection fee is paid at an authorized payment point that is not on-line such as the post office or some banks, the customer is required to notify the Company and provide proof of payment through a receipt number in order to effect timely reconnection. | | | | |
| GTS 7 | <p>Wrongful Disconnection</p> <p>This refers to situations where customers are deprived of service due to system errors by the service provider.</p> <p>This standard is not applicable where disconnection arises out of circumstances pertaining to an overdue amount, specifically the service provider's non-acknowledgement of payment.</p> <p>Where the overdue amount is paid at an authorized payment point that is not on-line such as the post office or some banks, the customer is required to notify the Company and provide proof of payment through a receipt number in order to effect timely reconnection.</p> | Reconnection within 1 working hour of notification. | Automatic minimum payment of BDS\$15 to residential customers and BDS\$30 to business customers. Following this, if the service is not reconnected within 1 working day of the customer's report of wrongful disconnection compensation shall continue to accrue based on pro-rating of the month's line rental fee. | Residential - 11 Business - 1 | Residential - 84.4 Business - 66.7 |

GUARANTEED STANDARDS

Installation of Service (GTS 1) – For the period under review compliance with the installation target of 7 working days for business customers and 15 working days for domestic customers stood at 75.5% and 87.0%, respectively. Amongst business customers, April recorded the lowest level of compliance (56.9%). Heavy rain and frequent power outages impeded the outdoor technical functions of the utility.

Fault Repair (GTS 2) – The fault repair service category has seasonal targets. It was designed to take account of the differences in weather conditions during the dry (December 1 to May 31) and wet (June 1 to November 30) seasons. The overall average compliance was 82.8% for business and 66.0% for domestic services. Domestic service was impacted more by delayed fault repair with December, January and April recording compliance levels of 25.9%, 39.4% and 44.1%, respectively. Heavy and prolonged rainfall significantly reduced productivity during those months.

Repeated Loss of Service (GTS 3) – Under this service category Cable & Wireless averaged compliance levels of 94.0% for business and 94.8% for domestic.

Response to Customer Complaints (GTS 4) – Cable & Wireless received written complaints from its customers only during the first four months of operation of the standards of service. In 99.6% (Business) and 96.5% (Domestic) of instances the utility responded to written complaints within 7 working days. Telephoned or faxed complaints were acknowledged within the stipulated target time of 5 working days in 92.3% (Business) and 88.5% (Domestic) of cases.

Customer Appointments (GTS 5) – It is only under circumstances where the utility's technicians do not have unrestricted access to a customer's outer premises

that an appointment is made. All business customer appointments were kept. 88.3% of domestic appointments were honoured.

Reconnection After Disconnection (GTS 6) - The established target under this service category is 8 working hours. Cable & Wireless was always able to achieve this target amongst its business customers. In 98.6% of occurrences domestic customers were reconnected within the stipulated target time.

Wrongful Disconnection (GTS 7) - Almost perfect compliance was achieved under this service category for business lines. Only one breach was recorded for the period under review. Domestic lines registered a compliance level of 84.4%.

OVERALL STANDARDS

| Overall Standard | Target | % Achieved | Extenuating Circumstances |
|---|---|--|--|
| Fault Repair (OTS 1) | 80% of faults should be repaired within a 24 hour period. | 72.6% of faults were cleared within a 24 hour period. | Rainfall, loss of electricity and cable theft adversely impacted the utility's operations. |
| Repeated Loss of Service (OTS 2) | No more than 5% of faults should reoccur within 30 days of repair of first failure. | 5.4% of faults reoccurred within 30 days of repair of first failure. | Heavy rainfall impacted the operations of the utility in the third quarter. |
| Working Payphones (OTS 3) | At least 95% of the public payphones should be in working order daily. | 99.8 % of payphones were in working order daily. | N/A |

| Overall Standard | Target | % Achieved | Extenuating Circumstances |
|---|--|---|---------------------------|
| <p>Trunk Blocking (OTS 4)</p> <p>This is the percentage of originated calls on a single network which have been successfully completed during designated peak traffic periods.</p> | <p>At least 95% of the calls should be completed during peak traffic.</p> | <p>During peak traffic 99.8% of calls were completed.</p> | <p>N/A</p> |
| <p>Billing Accuracy (OTS 5)</p> | <p>Billing errors must be no more than 0.5% of the total bills issued.</p> | <p>0.1% of the total bills issued contained errors.</p> | <p>N/A</p> |

Customer Claims Summary - A total of 14,965 customers were eligible for compensation under the guaranteed standards scheme during the period June 1, 2006 to May 31, 2007. Of those eligible for compensation 3,401 customers actually claimed and received compensation. The percentage of eligible customers receiving compensation therefore stood at 22.7% which translates to a claim rate of 1 in 4.4. The Commission recognises the need for further awareness in this area. We will continue to monitor the Standards of Service to ensure compliance as well as educate and inform the public about their rights and responsibilities.