



**REPORT ON THE STANDARDS OF SERVICE FOR
CABLE & WIRELESS (BARBADOS) LTD.**

April 01, 2009 - March 31, 2010

Date: November 1, 2010

INTRODUCTION

This report is an assessment of the performance of Cable & Wireless (Barbados) Ltd. "C&W" in relation to both the Guaranteed and Overall Standards of Service for the period April 01, 2009 to March 31, 2010. This will be the last assessment under these Standards of Service. New C&W Standards of Service Decision¹ will take effect from April 01, 2010, and will be in force until March 31, 2013.

The assessment is divided into two sections. Section 1 is the assessment of the Guaranteed Standards of Service. These Standards of Service require that C&W make compensatory payment to each individual customer who is affected by the Company's failure to meet the defined target for the relevant standard. This section also provides information on the number of claims under the Guaranteed Standards of Service. Compensation is paid in the form of a credit to the individual customer's account and is shown as a credit on bills, usually in the month following the processing of the claim by C&W.

Section 2 is the assessment of the Overall Standards of Service. These standards are designed to reflect the overall performance of the Company. There is no compensation to customers for C&W's failure to meet Overall Standards of Service.

¹ See Commission Website: http://www.ftc.gov.bb/library/2010-02-22_commission_decision_standards_of_service_cable_and_wireless_barbados_limited.pdf

SECTION 1 - GUARANTEED STANDARDS OF SERVICE

STANDARD	TARGET	AVERAGE % COMPLIANCE APR 2007 - MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009	AVERAGE % COMPLIANCE APR 2009 - MAR 2010
<p><u>GTS 1 - Installation of Service</u></p> <p>The time between the approval of customer's application for service and the actual provision of service where plant is available.</p>	<p>Residential - no more than 15 working days.</p> <p>Business - no more than 7 working days.</p>	<p>Residential - 86.14</p> <p>Business - 68.53</p>	<p>Residential - 90.64</p> <p>Business - 75.28</p>	<p>Residential - 93.10</p> <p>Business - 79.55</p>
<p><u>GTS 2 - Fault Repair</u></p> <p>The speed at which faults due to failure of C&W'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 (Dec. 1 - May 31)</u></p> <ul style="list-style-type: none"> • Residential - 12 working hours • Business - 8 working hours <p><u>Wet Season (June 1 - Nov. 30)</u></p> <ul style="list-style-type: none"> • Residential - 40 working hours • Business - 16 working hours 	<p>Residential - 60.61*</p> <p>Business - 76.74*</p>	<p>Residential - 71.48*</p> <p>Business - 79.15*</p>	<p>Residential (Dry) - 90.81</p> <p>Business (Dry) - 87.90</p> <p>Residential (Wet)- 64.46</p> <p>Business (Wet) - 62.7</p>
<p><u>GTS 3 - Repeated Loss of Service</u></p> <p>The reoccurrence of a fault of the same nature, within 30 days of occurrence of the original fault, on C&W'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>Residential - 95.13</p> <p>Business - 95.7</p>	<p>Residential - 95.03</p> <p>Business - 97.52</p>	<p>Residential - 95.96</p> <p>Business - 93.39</p>

* Annual average for both seasons combined.

STANDARD	TARGET	AVERAGE % COMPLIANCE APR 2007 - MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009	AVERAGE % COMPLIANCE APR 2009 - MAR 2010
<p><u>GTS 4 - Response to Customer Complaints</u></p> <p>This refers to the timeframe in which C&W acknowledges a customer's complaint relating to billing, malfunctioning network, quality of service or similar issues.</p>	<p>Acknowledgement within 7 working days after receipt of letters.</p> <p>Acknowledgement within 5 working days for telephone, fax or e-mail complaints.</p>	<p>Residential Letters - None Received</p> <p>Residential Tel/Fax - 78.69</p> <p>Business Letters - None Received</p> <p>Business Tel/Fax - 89.06</p>	<p>Residential Letters - None Received</p> <p>Residential Tel/Fax - 90.49</p> <p>Business Letters - None Received</p> <p>Business Tel/Fax - 94.99</p>	<p>Residential Letters - 43.96</p> <p>Residential Tel/Fax - 80.68</p> <p>Business Letters - None Received</p> <p>Business Tel/Fax - Not Available</p>
<p><u>GTS 5 - Customer Appointments</u></p> <p>These scheduled appointments pertain to visits by C&W'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>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>Residential - 73.36</p> <p>Business - No Instances</p>	<p>Residential - 82.23</p> <p>Business - No Instances</p>	<p>Residential - 83.37</p> <p>Business - None Received</p>
<p><u>GTS - 6 Reconnection after Disconnection for Non-Payment</u></p> <p>Notification to C&W, where appropriate and acknowledgement of receipt of payment required.</p>	<p>Reconnection of the service should occur within 8 working hours of acknowledgement of payment.</p>	<p>Residential - 99.91</p> <p>Business - 99.92</p>	<p>Residential - 99.75</p> <p>Business - No Instances</p>	<p>Residential - 99.75</p> <p>Business - 99.78</p>

STANDARD	TARGET	AVERAGE % COMPLIANCE APR 2007 - MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009	AVERAGE % COMPLIANCE APR 2009 - MAR 2010
<p><u>GTS 7 - Wrongful Disconnection</u></p> <p>This refers to situations where customers are deprived of service due to system errors by C&W.</p> <p>This standard is not applicable where disconnection arises out of circumstances pertaining to an overdue amount, specifically C&W's non-acknowledgement of payment.</p>	<p>Reconnection within 1 working hour of notification.</p>	<p>Residential - 83.89</p> <p>Business - 25.0</p>	<p>Residential - 85.71</p> <p>Business - No claims received.</p>	<p>Residential - 55.37</p> <p>Business - 100</p>

Table 1: Guaranteed Standards of Service for April 2007 - March 2010

The Guaranteed Standards of Service measure the performance of the Company in providing its services to its individual consumers. Failure by the Company to meet these standards requires compensatory payments in the form of credits to their individual bills. However, consumers must lodge a complaint with C&W in order to be eligible for such compensation.

GTS 1 - Installation of Service

The average percentage compliance for this standard for residential customers was 93.10% for the 12-month period April 01, 2009 to March 31, 2010 compared to 90.64% for the previous year. Installation for business customers averaged 79.55% for the 2009/2010 period compared to 75.28% for 2008/2009. This indicated improved performance.

The Commission has received fewer complaints from customers for this standard, which also suggests a decline in the level of dissatisfaction with service installation. This standard is being replaced from April 2010 by two new standards. These are GTS 1A which represents the approval/non-approval after the submission of an application and GTS 1B which represents the period of time the Company has for installation of the telephone service after the approval phase.

GTS2 - Fault Repair

This year C&W submitted data on the average performance of the wet and dry seasons separately. This is useful for it shows that during the dry season C&W repaired over 80% of the faults within the target time. However, during the wet season, even with a longer target time, under 65% of the faults are repaired within the target time. It makes comparisons with previous years somewhat of a challenge. However, the Commission has received all 12 months of data on this area which facilitates the deduction of the annual average. Combining the two percentages for an annual average gives a percentage compliance for residential service for the period of 77.63% compared to 71.48% for the previous year. Percentage compliance for business service for 2009 - 2010 was 75.3% compared to 79.15% for last year.

C&W recorded 12 instances of damage to its cables which affected 6,350 customers. C&W also stated that its crews were significantly hampered during the wet season which started earlier than normal and was significantly heavier in the month of May.

GTS3 - Repeated Loss of Service

Compliance for business services for 2009/2010 was 93.39% compared to 97.52% for business service for the same period in the previous year. Residential compliance was recorded at 95.96% for 2009-2010 compared to the 95.03% for the previous year.

GTS4 - Response to Customer Complaints

Acknowledgement of complaints delivered by fax for residential phones had an average of 80.68% for 2009/2010 compared to 90.49% for the 2008/2009 year. No breaches or instances were recorded for complaint letters from business customers. Residential compliance was recorded at 43.96% for 2009/2010.

GTS 5 - Customer Appointments

The compliance rate for this Standard of Service for residential customers maintained a reasonable level of 83.3% (82.23 in 2008/2009). This indicated that C&W representatives met most appointments.

GTS6 - Reconnection after Disconnection (For Non - payment)

The compliance rate for residential service was 99.75% for the 2009/2010 year which was the same as the previous years. The compliance rate for business was 99.78% for 2009/2010 and there were no breaches in the previous years.

GTS7 - Wrongful Disconnection

C&W achieved 55.37% compliance for the residential service for 2009/2010 compared to 85.71% compliance for the previous year. There was one claim but no breaches recorded for business service in the 2009/2010 year compared to no claims in 2008/2009.

Customer Claims Summary

	2007/2008	2008/2009	2009/2010
	NUMBER OF CUSTOMERS	NUMBER OF CUSTOMERS	NUMBER OF CUSTOMERS
Persons eligible for compensation	17,739	15,245	10,470
Persons actually receiving compensation	3,959	2,389	620
Percentage of eligible customers receiving compensation	22.32%	16%	5.92%

Table 2: Customer Claims Summary

Under the Guaranteed Standards of Service customers are eligible for monetary compensation for breaches of these standards. However, customers must first submit a claim to the Company. C&W recorded a total of 10,470 customers eligible for compensation at the end of the 2009/2010 year compared to a total of 15,245 customers who were eligible for 2008/2009, a decrease of 4,775 claims. Customers who received compensation from claims totalled 620 compared to 2,389 in the previous year.

The low claims rate is a source of concern. The Commission will continue to educate the public about their rights and responsibilities under Standards of Service.

SECTION 2 - OVERALL STANDARDS OF SERVICE

OVERALL STANDARD	TARGET	AVERAGE % COMPLIANCE 2007/2008	AVERAGE % COMPLIANCE 2008/2009	AVERAGE % COMPLIANCE 2009/2010
OTS 1 - Fault Repair	80% of faults should be repaired within a 24 hour period.	69.33	76.71	82.29
OTS 2 - Repeated Loss of Service	No more than 5% of faults should reoccur within 30 days of repair of first failure.	4.04	3.71	5.19
OTS 3 - Working Payphones	At least 95% of the public payphones should be in working order daily.	99.62	98.72	99.26
OTS 4 -Trunk Blocking	At least 95% of the calls should be completed during peak traffic.	99.62	99.84	99.47
OTS 5 - Billing Accuracy	Billing errors must be no more than 0.5% of the total bills issued.	0.12	0.16	0.1

Table 3: Overall Standards of Service, June 2007 to March 2010

C&W was able to attain the target levels stated in four of the five categories in the Overall Standards of Service. The lowest recorded compliance achieved was for Fault Repair OTS 1, which averaged 82.89%. This was significantly better than the 76.71% for the previous year. This performance was achieved despite heavy unseasonal rainfall during the month of May and January and damage to its cables due to various road works, vehicular accidents and fires across the island. This suggested that C&W is attempting to improve the performance in this category as general performance has improved over the last three years. Repeated loss of service breached the 5% barrier for the first time recording a 5.19% performance over the period compared to 3.71% in the previous year.

SUMMARY

C&W's performance in respect of the Guaranteed Standards of Service was reasonable recording over 90% compliance in three of the seven standards. Improvements have been recorded for Installation of Service, Fault Repair (Residential) and Customer Appointments (Residential). All of the other Standards of Service performances were at the same level or declined. Significant decreases were recorded for Wrongful Disconnection for Residential services.

C&W appears to still have challenges with GTS 2. Although fault repair GTS 2 has shown an improvement, overall it is still below what would be considered an acceptable minimum for the wet season where only 64.46% of faults are repaired within 5 days. The Commission is however pleased to note that during the dry season over 90% of residential phones are repaired within 8 hours.

The overall performance of the Company as reflected in the Overall Standards of service has been good as only OTS 2 (Repeated Loss of Service) was below target.