



# DECISION

## Standards of Service for Cable & Wireless (Barbados) Ltd. (July 1, 2014 – March 31, 2017)

The Fair Trading Commission has issued its decision on the Guaranteed and Overall Standards of Service for the landline telephone services of **Cable & Wireless (Barbados) Ltd. (C&W)** for the period July 1, 2014 until March 31, 2017. Guaranteed Standards require that C&W make a compensatory payment to each individual customer who is affected by the company's failure to meet the defined target for the relevant standard. Overall Standards of Service are designed to reflect the overall performance of the company and are not defined by the service which an individual customer receives. There is no compensation to customers for failure to meet Overall Standards. Following is a summary of the Guaranteed Standards of Service for C&W.

### GUARANTEED STANDARDS OF SERVICE

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GTS1A	<b>Approval of Application for Service</b> This refers to the time it should take from an application for service to approval	Residential customers – no more than 7 working days Business customers – no more than 5 working days	Refund of applicable installation fees  <b>Manual Customer Claim</b>
GTS1B	<b>Installation of Service after Approval</b> This refers to the time it should take between application approval and the actual installation of service where plant is available  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	Residential customers – no more than 7 working days Business customers – no more than 5 working days	Refund of first month's bill  <b>Automatic Compensation</b>
GTS2 (Revised)	<b>Fault Repair</b> This refers to the repair of faults due to failure of the service provider's equipment or systems  Faults due to inside wiring or customer-owned equipment are not included	C&W is expected to provide prompt investigation and repair of fault	Automatic Prorated Credit of monthly telephone charge for the period customer was without service due to a fault on C&W's network  <b>Automatic Compensation</b>
GTS3	<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  Loss of service is defined as no dial tone	Faults should not reoccur within 30 days of repair of first fault	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  <b>Automatic Compensation</b>
GTS4	<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	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  Acknowledgement should include advice as to the date the investigation is expected to be completed	Payment of BDS\$15 to residential customers and BDS\$30 to business customers when target time is breached  <b>Manual Customer Claim</b>
GTS5	<b>Customer Appointments</b> This refers to scheduled appointments by the service provider's representatives to correct faults on the service provider's network interface device, where access to the customer's premises is necessary but restricted	All scheduled appointments should be honoured  Appointments may be scheduled: Morning (8:00 a.m. to 12:00 noon) or afternoon (1:00 p.m. to 4:00 p.m.)  This does not include appointments pertaining to customer's premises equipment (CPE) or internal wiring	Payment of BDS\$15 to residential customers and BDS\$30 to business customers for missing agreed appointments ( <i>subject to 15 minutes' grace period i.e. 12:15 p.m. for morning appointments and 4:15 p.m. for afternoon appointments</i> )  The service provider may reschedule an appointment; however, the customer must be notified at least eight working hours prior to the scheduled appointment  <b>Manual Customer Claim</b>
GTS6	<b>Reconnection after Disconnection for Non-payment</b> This refers to the timely reconnection of a customer's service after payment of overdue amounts  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	Reconnection of the service should occur within 8 working hours of acknowledgement of payment	Refund of applicable reconnection fee  <b>Automatic Compensation</b>
GTS7 (Revised)	<b>Wrongful Disconnection</b> This refers to the loss of service due to system errors by the service provider.  This standard is not applicable where disconnections arise out of circumstances pertaining to an overdue amount	Reconnection within one working hour of notification by customer	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  <b>Automatic Compensation</b>

**Note: Compensation will be paid as a credit on customers' bills**

For further information please visit the Commission's website [www.ftc.gov.bb](http://www.ftc.gov.bb) or office at Good Hope, Green Hill, St. Michael. (Telephone 424-0260).

Dated this 9<sup>th</sup> day of May, 2014

Peggy Griffith, Chief Executive Officer, Fair Trading Commission