



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

ANNUAL REPORT
April 1, 2013 - March 31, 2014

Date: September 26, 2014

INTRODUCTION

This report is an assessment of the performance of Cable & Wireless (Barbados) Limited (C&W) with respect to both the Guaranteed and Overall Standards of Service for the period April 01, 2013 to March 31, 2014. These Standards apply to the residential and business landline services of C&W. The Standards of Service does not apply to the Company's ADSL (Internet), mobile or television services. The performance of the Company was analysed based on the C&W Standards of Service Decision issued by the Fair Trading Commission in February 2010. The report is divided into two sections.

Section 1 is the report of the Guaranteed Standards of Service. The Guaranteed Standards of Service require C&W to make a compensatory payment to the individual customer affected by the Company's failure to meet the defined target for the relevant standard. Included in this section is information on the number of customer claims submitted under the Standards of Service for the period concerned.

Section 2 summarises the performance of the Company with respect to the Overall Standards of Service. These standards measure the Company's overall efficiency in delivering its regulated services to its customers.

The Guaranteed and Overall standards are differentiated by the fact that the Company only compensates customers for breaches of the Guaranteed Standards of Service.

SECTION 1 - GUARANTEED STANDARDS OF SERVICE

The Guaranteed Standards of Service measure the performance of the Company in providing its services to individual customers. Failure by the Company to meet these standards requires compensatory payments to be made to the individual customers in the form of credits to their individual accounts. Credits are normally applied in the month following the confirmation of the breach of the standard.

Table 1: Guaranteed Standards of Service for 2011 - 2014

STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 - MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 - MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 - MARCH 2014
GTS1A Approval of Service The time it should take for approval of an application from submission to approval	Residential Customers - no more than 7 working days	Residential 93.14	Residential 89.27	Residential 100
	Business Customers - no more than 5 working days	Business 92.63	Business 75.96	Business 100
GTS1B Installation of Service The time it takes for the actual provision of service where plant is available Installation refers to service up to the demarcation point which is the network interface device (NID)	Residential Customers - no more than 7 working days	Residential 82.32	Residential 81.88	Residential 76.42
	Business Customers - no more than 5 working days	Business 90.77	Business 76.91	Business 83.45

STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 – MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 – MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 – MARCH 2014
<p>GTS2 Fault Repair</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> Residential – 12 working hours Business – 8 working hours</p> <p><u>Wet Season (June 1 – Nov. 30)</u> Residential – 40 working hours Business – 16 working hours</p>	<p>Residential (Dry) 63.35</p> <p>Business (Dry) 92.66</p> <p>Residential (Wet) 59.32</p> <p>Business (Wet) 78.62</p>	<p>Residential (Dry) 44.07</p> <p>Business (Dry) 65.30</p> <p>Residential (Wet) 31.82</p> <p>Business (Wet) 53.33</p>	<p>Residential (Dry) 59.61</p> <p>Business (Dry) 66.64</p> <p>Residential (Wet) 65.91</p> <p>Business (Wet) 64.64</p>
<p>GTS3 Repeated Loss of Service</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. 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 95.84</p> <p>Business 97.36</p>	<p>Residential 96.01</p> <p>Business 75.21</p>	<p>Residential 80.90</p> <p>Business 75.38</p>
<p>GTS4 Response to Customer Complaints</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 86.20</p> <p>Business Letters - None</p> <p>Residential Tel/Fax 78.54</p> <p>Business Tel/Fax 88.03</p>	<p>Residential Letters 69.06</p> <p>Business Letters 72.28</p> <p>Residential Tel/Fax 51.10</p> <p>Business Tel/Fax 72.28</p>	<p>Residential Letters 65.12</p> <p>Business Letters - None</p> <p>Residential Tel/Fax 57.47</p> <p>Business Tel/Fax 73.33</p>

STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 – MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 – MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 – MARCH 2014
<p>GTS5 Customer Appointments</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 67.27</p> <p>Business None Received</p>	<p>Residential 70.14</p> <p>Business No recorded breaches</p>	<p>Residential 78.67</p> <p>Business 58.38</p>
<p>GTS6 Reconnection after Disconnection for Non-Payment</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 None received</p> <p>Business None received</p>	<p>Residential No recorded breaches</p> <p>Business No recorded breaches</p>	<p>Residential 100</p> <p>Business 100</p>
<p>GTS7 Wrongful Disconnection</p> <p>This refers to situations where customers are deprived of service due to system errors by C&W</p> <p>Not applicable where disconnection arises out of circumstances pertaining to an overdue amount</p>	<p>Reconnection within 1 working hour of notification</p>	<p>Residential 99.99</p> <p>Business 100</p>	<p>Residential No recorded breaches</p> <p>Business No recorded breaches</p>	<p>Residential No recorded incidences</p> <p>Business No recorded incidences</p>

GTS1A - Approval of Service

Guaranteed Standard of Service 1A refers to the time it should take for approval of an application from submission of the applicant's form to its approval. There were no exceptions for business or residential customers. Cable & Wireless in all instances met the required target.

GTS1B - Installation of Service

Guaranteed Standard of Service 1B refers to the time it takes between the notification that the service application is approved and the actual provision of service where plant is available. Installation of service should take no more than five (5) business days for business customers, while residential installations should take no more than seven (7) business days. Compliance with the target for installation for business customers showed improvement over last year. The recorded average improved to 83.45% compared to 76.91% for the previous year. The number of breaches recorded for business for the period was 11 compared to 35 recorded in the previous year. The installation rate for residential service declined to 76.42% compared to 81.88% for the previous year. The number of breaches for residential service was 497 compared to 128 recorded in the previous year.

GTS2 - Fault Repair

The Standard of Service for Fault Repair requires that reported faults are corrected within 40 working hours for residential service and 16 working hours for business service during the wet season. The dry season requires that repairs be done within 12 working hours for residential service and eight (8) working hours for business service.

The percentage compliance for the residential service for the dry period improved. The average for the year moved to 59.61% compared to 44.07% for the previous year. The number of breaches recorded for residential service was 6,260 which was less than half of the 17,568 recorded in the previous year. The business service compliance for the dry period was approximately the same and was recorded at 66.64%, compared to 65.30% for the previous year. The number of breaches was less than a third of that recorded for the previous year - a total of 1,200 compared to 5,764 in the previous year.

Compliance for residential customers in the wet season improved to an average of 65.91%, compared to a very low 31.82 % recorded in the previous year. Business service compliance for the wet season was recorded at 64.64% compared to 53.33% for the previous year.

The Company attributed factors such as vehicular accidents, cable theft, road works and fire damage as reasons for the interruptions of service. Cable & Wireless recorded 27 instances of damaged and stolen cables for this year compared to 12 for the previous year. This affected 3,720 subscribers compared to 7,259 customers recorded in the previous year.

GTS3 - Repeated Loss of Service

The Standard of Service for Repeated Loss of Service requires that there be no loss of service due to the same nature within 30 days of a repair being done for either residential or business service. Compliance for business customers for the period was 75.38% compared to 75.21% for the previous year. The number of breaches for business service was recorded at 352 compared to 429 in the previous year. Compliance for residential customers was 80.90% compared to 96.01% for the previous year. The number of breaches for residential service was recorded at 1,709 compared to 796 in the previous year, representing an increase of 124.87%.

GTS4 - Response to Customer Complaints

Cable & Wireless' acknowledgement of complaints delivered by fax for residential phones was 57.47% compared to 51.10% for the previous year. The number of breaches for residential service was recorded at 2,027 compared to 1,422 in the previous year, an increase of 42.54%. Compliance in respect of business service complaints faxed to C&W for the current year averaged 73.33% compared to 72.28% for the previous year. The number of breaches for business service was recorded at 32 compared to 18 in the previous year, representing an increase of 77.77%. In respect of the complaints delivered by letter, no instances were recorded by C&W for business customers; however residential compliance declined to 65.12% compared to 69.06% for the previous year. The number of breaches for residential (letter) complaints was recorded at 6 compared to 26 in the previous year, a 76.92 % decrease.

GTS5 - Customer Appointments

Compliance for residential service improved, averaging 78.67% compared to 70.14% for the previous year. There were 4,871 breaches recorded for residential customers for the year. The

business segment average compliance for the year was 58.38% and it recorded 989 breaches for the year.

GTS6 - Reconnection after Disconnection (for non-payment)

The Standard of Service for Reconnection after Disconnection for non-payment requires that both residential and business customers be reconnected within eight (8) working hours of notification of payment. Cable & Wireless completed all reconnections within the target time, therefore recorded no exceptions during the year in either business or residential service.

GTS7 - Wrongful Disconnection

Cable and Wireless did not record any breaches of this standard during the year for either business or residential customers.

Customer Claims Summary

Customers are compensated by direct credit to their accounts for breaches of Guaranteed Standards of Service. Cable & Wireless recorded a total of 41,196 breaches for 2013/2014, compared to 46,868 breaches for the previous year. There were 2,821 customers compensated for breaches of the Guaranteed Standards compared to 7,363 customers in the previous year, a marked decrease of 61.68 %. However, the number of customers receiving compensation represented fewer than 7% of those that were eligible.

Table 2: Customer Claims Summary 2011 - 2014

Category	2011/2012	2012/2013	2013/2014
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Persons eligible for compensation	16,805	46,848	41,196
Persons actually receiving compensation	2,427	7,363	2,821
Percentage of eligible customers receiving compensation	14.44%	15.72%	6.85%

It is noted that for customers to be compensated under the Guaranteed Standards they must fill out a claim form from Cable & Wireless. Automatic compensation for breaches, where customers do not have to complete a claim form, exist for Installation on Approval GTS1B and for Fault Repair GTS2.

SECTION 2 - OVERALL STANDARDS OF SERVICE

The Overall Standards of Service measure the overall efficiency of the Company in the provision of its fixed line services. Breaches of these standards do not require compensation to customers .

Table 3: Overall Standards of Service for April 01, 2011 to March 31, 2014

OVERALL STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 - MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 - MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 - MARCH 2014
OTS1 Fault Repair	80% of faults should be repaired within a 24-hour period	71.17	47.94	55.61
OTS2 Repeated Loss of Service	No more than 5% of faults should reoccur within 30 days of repair of first failure	98.96	98.60	80.70
OTS3 Working Payphones	At least 95% of the public payphones should be in working order daily	98.96	93.68	92.74
OTS4 Trunk Blocking This is the percentage of calls which originated on a single network which have been successfully completed during designated peak traffic periods	At least 95% of the calls should be completed during peak traffic	99.74	99.92	99.86

OVERALL STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 – MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 – MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 – MARCH 2014
OTS5 Billing Accuracy	Billing errors must be no more than 0.5% of the total bills issued	0.09	0.08	0.13
OTS6 Customer Service Response Time	At least 80% of calls must be answered within 60 seconds of being handed off by the IVR system to the service representative queue	75.37	60.98	Unavailable
OTS7 Interactive Voice Response (IVR) Time	At least 80% of calls to the customer service number must be answered by the IVR within 30 seconds of making the call	Unavailable	Unavailable	Unavailable

OTS1 - Fault Repair

The target for this standard is that at least 80% of the faults should be repaired within the first 24 working hours of reporting. For the 12 month period ending March 31, 2014, the average was 55.61% compared to 47.94% recorded for the same period in 2013. Fault Repair continues to perform below the 80% acceptable level specified in the standards. Cable & Wireless, however, recorded 25,564 breaches for the review period compared to 40,694 breaches for the previous year. This represents a 37.19% decrease from the previous year.

OTS2 - Repeated Loss of Service

This standard refers to the repeated or frequent loss of phone service resulting from a fault of the same nature, within 30 days of the occurrence of the original fault, due to problems on the service provider's network.

The target for this overall standard is 95% compliance. The average for the current year was 80.70%, compared to 98.60% for the same period in the previous year. The total number of reports for this fault was 1,869 compared to 1,248 for the same period for the year ending March 31, 2013.

OTS3 - Working Payphones

This standard refers to the number of payphones which are fully functional on a daily basis. The compliance target for working payphones is 95.0%. The average for the current period was 92.74% compared to 93.68% for the previous year. Cable & Wireless recorded 17 breaches for the review period compared to 385 breaches for the year ending March 31, 2013.

OTS4 - Trunk Blocking

This standard refers to the percentage of calls which originated on a single network which have been successfully completed during the designated peak traffic periods. The average for the current period was 99.86% compliance, the same as the previous year. Cable & Wireless recorded 11,630 breaches for the review period compared to 12,369 breaches for the previous year.

OTS5 - Billing Accuracy

This standard reflects the accuracy of the service provider's billing system as given by the information presented. The compliance rate for this requires that no more than 0.5% of the bills be inaccurate. The average for the current period was 0.13%, compared to 0.08% for the previous year. Cable & Wireless recorded 1,481 breaches for the review period compared to 650 breaches for the previous year.

OTS6 - Customer Service Response

This standard reflects the time taken before the Interactive Voice Response passes a call to a customer service representative. At least 80% of the calls must be answered within 60 seconds of hand-off from the IVR system. Cable & Wireless advised that there was no available information for this standard for the year due to organisational changes.

OTS7 - Interactive Voice Response

This standard reflects the time taken by the Interactive Voice response to answer calls to the customer service number. Calls must be answered within 30 seconds of making the call. There was no available information for this standard for the year, due to technical limitations.

SUMMARY

Information received for five (5) of the Overall Standards of Service indicated good performances for Working Payphone (OTS3), Trunk Blocking (OTS4) and Billing Accuracy (OTS5). However, the performance of Repeated Loss of Service (OTS2) declined from the previous year, although it met the 80% acceptable minimum requirement. The performance under the Overall Fault Repair Standard (OTS1) showed slight improvement but was well below the target level. Cable & Wireless was however unable to supply information on two (2) of the seven (7) of the Overall Standards. Cable & Wireless indicated that due to organizational changes and technical limitations, the generation of information relevant to the Customer Service Repair Time (OTS6), and the Interactive Voice Response (OTS7) Standards was no longer possible

Cable & Wireless' performance in respect of the Guaranteed Standards of Service for the current year appears, in most cases, to be similar to that of the previous year. However, the performance of the Fault Repair (GTS2) improved but it remained below acceptable levels. Cable & Wireless experienced challenges in the handover to an external contractor to provide maintenance service for its land line network. These challenges appeared to severely hamper its ability to service its customers. As a consequence, Cable & Wireless' performance in regard to both the Guaranteed and Overall standards, declined during the period immediately following the handover.