



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

April 01, 2008 - March 31, 2009

Date: November 27, 2009

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, 2008 to March 31, 2009. The assessment is divided into three sections.

Section 1 is the assessment of the Guaranteed Standards. These Standards of Service 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.

Section 2 is the assessment of the customer claims under the standards of service for the period concerned. This section summarises the number of claims under the guaranteed standards. Compensation is paid in the form of credit payments to the individual customer accounts, and is shown on the individual customer bills, usually in the month/s following the processing of the claim by C&W.

Section 3 is the assessment of the Overall Standards of Service. These standards 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.

GUARANTEED STANDARDS PERFORMANCE FOR APRIL 01, 2008 - MARCH 31, 2009

(Performance for 2007-2008 is also shown)

STANDARD	TARGET	COMPENSATION	AVERAGE % COMPLIANCE APR 2007- MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009
<p><u>GTS 1-Installation of Service</u></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 - 86.14</p> <p>Business - 68.53</p>	<p>Residential-75.28</p> <p>Business-90.64</p>
<p><u>GTS 2- Fault Repair</u></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></p> <p>Residential - 12 working hours</p> <p>Business - 8 working hours</p> <p><u>Wet Season</u></p> <p>Residential - 40 working hours</p> <p>Business - 16 working hours</p> <p><u>Dry season</u> - Dec. 1 to May 31</p> <p><u>Wet season</u> - June 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.</p> <p>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</p>	<p>Residential - 60.61</p> <p>Business - 76.74</p>	<p>Residential-71.48</p> <p>Business-79.15</p>

STANDARD	TARGET	COMPENSATION	AVERAGE % COMPLIANCE APR 2007- MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009
		season.		
<p><u>GTS 3 - Repeated Loss of Service</u></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 - 95.13 Business - 95.7</p>	<p>Residential-95.03 Business-97.52</p>
<p><u>GTS 4 - Response to Customer Complaints</u></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 - N.A Residential Tel/Fax - 78.69 Business Letters - N.A 2007-2008 Business Tel/Fax - 89.06</p>	<p>Residential letters- N/A Residential Tel/Fax-90.49 Business letters Tel/Fax 94.99</p>

STANDARD	TARGET	COMPENSATION	AVERAGE % COMPLIANCE APR 2007- MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009
<p><u>GTS 5 - Customer Appointments</u></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 an 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 - 73.36</p> <p>Business - N.A</p>	<p>Residential-82.23</p> <p>Business-0</p>
<p><u>GTS 6 - Reconnection after Disconnection for Non-payment</u></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>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 - 99.1</p> <p>Business - 99.92</p>	<p>Residential-99.75</p> <p>Business N.A</p>

STANDARD	TARGET	COMPENSATION	AVERAGE % COMPLIANCE APR 2007- MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009
<p>Where the overdue amount and 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.</p>				
<p><u>GTS 7 - Wrongful Disconnection</u></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 authorised payment point that is not on-line such as the post office or some banks, the customer is required to notify the</p>	<p>Reconnection within 1 working hour of notification.</p>	<p>Automatic minimum payment of BDS\$15 to residential customers and BDS\$30 to business customers.</p> <p>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.</p>	<p>Residential - 83.89</p> <p>Business - 25.0</p>	<p>Residential-85.71</p> <p>Business - No claims received</p>

STANDARD	TARGET	COMPENSATION	AVERAGE % COMPLIANCE APR 2007- MAR 2008	AVERAGE % COMPLIANCE APR 2008 - MAR 2009
Company and provide proof of payment through a receipt number in order to effect timely reconnection.				

SECTION 1- GUARANTEED STANDARDS

The Guaranteed Standards of Service are to measure the performance of the company in providing its services to its individual consumers. Failure of the Company to meet these standards requires compensatory payments to the individual consumer in the form of credits to their individual bills. However, consumers must lodge a complaint with Cable & Wireless in order to be eligible for such compensation. The analysis of C&W's performance is based on information supplied to the Commission by C&W itself.

Installation

The Standard of Service for Installation requires that telephones be installed within a minimum period of 15 working days for residences and 7 working days for businesses. The average percentage compliance for this standard for residential customers was 90.64% for the 12-month period April 1, 2008 to March 31 2009 compared to 86.14% recorded for the same period ending March 31, 2008. Installation for business customers averaged 75.28% for the same period compared to 68.53% for 2007/2008. This indicates improved performances in both these measures. However anecdotal evidence from complaints to the Commission suggests there is still some level of dissatisfaction relating to the unavailability of plant (telephone lines) for the installation of residential service in certain locations.

Fault Repair

The Standard of Service for Fault Repair requires that reported faults are corrected in no less than 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 in no less than 12 hours for residential service and 8 hours for business service. Percentage compliance for residential service for the period was 71.48% for the 2008 - 2009 year compared to 60.61% for the 2007-2008 year. Percentage compliance for business service for 2008-2009 was 79.15% compared to 76.74% for the 2007-2008 year. C&W recorded six instances of significant rainfall activity during June 2008 to March 2009 that prevented its repair crews from effecting repairs in a timely manner. In addition there were 25 instances of damage to its cable either by vehicular accidents or road works that affected several hundred customers.

Repeated Loss of Service

The Standard of Service for Repeated Loss of Service requires that there be no loss of service within 30 days of a repair being effected for residential and business services. C&W achieved 95.03% compliance for the period 2008-2009 compared to the 95.13% compliance for the 2007-2008 year for residential service. Compliance for business services for 2008/2009 was 97.52% compared to 95.7% for business service for the same period in the previous year.

Response to Customer Complaints

The Standard of Service for Response to Customer complaints requires that C&W responds in seven working days or less for complaints delivered by letter for both residential and business services. Complaints sent by facsimile to C&W requires a response in five working days for both residential and business customers. C&W's acknowledgement of complaints delivered by facsimile for residential phones had an average of 90.49% for the 2008/2009 year compared to an average of 89.06% for the previous year. The response to business service complaints sent by facsimile to C&W averaged 94.99% compliance for the same period. No breaches or instances were recorded for letters delivered to C&W either by business or residential services.

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 in no more than eight working hours of notification of wrongful disconnection. The compliance rate for residential service achieved 99.75% for the 2008/2009 year compared to 99.91% compliance for 2007/2008. No breaches of the target were recorded for business service for the 2008/2009 year compared to the 99.92% compliance recorded for the 2007/2008 year.

Wrongful Disconnection

The Standard of Service for Wrongful Disconnection requires that both the residential and business customer be reconnected in no more than one working hour where customers were deprived of service due to system errors by the service provider. C&W achieved 85.71% compliance for the residential service for 2008/2009 year compared to 83.89% compliance for the 2007/2008 year. There were no breaches recorded for business service in the 2008/2009 year compared to 25% recorded for business service in 2007/2008.

SECTION 2 - CUSTOMER CLAIMS SUMMARY

Under the system for Guaranteed Standards of Service customers are eligible for monetary compensation for breaches of these standards by the company. Customers must first file a claim to the company to be eligible for monetary compensation. C&W recorded a total of 15,245 customers who claimed for 2008/2009 compared to 17,739 customers for 2007/2008 year, a decrease of 2,494 claims. Of those eligible for compensation, 1,233 received compensation compared to 3,959 who received compensation in the previous year. This compensation was in the form of credits to their accounts at C&W.

Total rebates for the year April 01, 2008 to March 31, 2009

	Number of Customers
Eligible for Compensation	15,245
Actual Compensation (Claims)	2,389
Percentage of eligible customers receiving compensation.	16%

Total rebates for April 01, 2007 to March 31, 2008

	Number of Customers
Eligible for Compensation	17,739
Actual Compensation Claims	3,959
Percentage of eligible customers receiving compensation	22.32%

SECTION 3 - OVERALL STANDARDS

Overall Standards of Service measure the overall performance of Cable & Wireless. There are five overall standards listed below. This information provides a guide towards the reliability and availability of the operations of C&W's fixed line service.

Overall Standard	Target	% Achieved	Extenuating Circumstances
OTS 1 - Fault Repair	80% of faults should be repaired within a 24 hour period.	2008/2009 76.71 % of faults were cleared within a 24 hour period 2007/2008 69.33% of faults were cleared within a 24 hour period.	Rainfall, loss of electricity and damage to cable as a result of road works adversely impacted the utility's operations.
OTS 2 - Repeated Loss of Service	No more than 5% of faults should reoccur within 30 days of repair of first failure.	2008/2009 3.71% of faults reoccurred within 30 days of repair of first failure. 2007/2008 4.04% of faults reoccurred within 30 days of repair of first failure.	N/A
OTS 3 - Working Payphones	At least 95% of the public payphones should be in working order daily.	2008/2009 98.72 % of payphones were in working order daily 2007/2008 99.62 % of payphones were in working order daily.	N/A

Overall Standard	Target	% Achieved	Extenuating Circumstances
<p>OTS 4 -Trunk Blocking</p> <p>This is the percentage of originated calls on a single network which have been successfully completed during designated peak traffic periods.</p>	At least 95% of the calls should be completed during peak traffic.	<p>2008/2009 During peak traffic 99.84% of calls were completed</p> <p>2007/2008 During peak traffic 99.62% of calls were completed.</p>	N/A
<p>OTS 5 - Billing Accuracy</p>	Billing errors must be no more than 0.5% of the total bills issued.	<p>2008/2009 0.16 % of the total bills issued contained errors.</p> <p>2007/2008 0.12% of the total bills issued contained errors.</p>	N/A

SUMMARY

C&W was able to attain and exceed most of the minimum levels stated in the Overall Standards of Service. The only area which C&W failed to achieved the minimum level was for Fault Repair OTS 1, which averaged 76.71% for the 12-month period. The reasons advanced for this significant shortfall in performance were heavy unseasonal rainfall during the month of December and January, and damage to underground cables due to various road works across the island.

C&W's performance in respect of the Guaranteed Standards has improved in the 2008/2009 year when compared to 2007/2008. Improvements have been recorded in most of the standards and within most of the categories. This may have been a contributory factor in the decline in compensatory claims in the current period compared to the previous year. C&W appears to still have challenges with the GTS 1

and GTS 2. Compliance with the Standard of Service for residential installation has decreased when compared to the previous period. Although fault repair GTS 2 has shown an improvement, it is still below what would be considered an acceptable minimum.