



GTT's Publication on
The Telecommunications Quality of Service
Standards as set out in Schedules 1 & 2 of Regulation No.
19 of 2020 - The Telecommunications (Consumer
Protection) Regulations 2020

OFFICIAL STATEMENT

GTT Inc. is proud to publish the Company's performance on the Quality of Service (QOS) Standards as contained in the Consumer Protection Regulations 2020 for the just previous year of 2022.

In 2022, GTT saw significant improvements with regards to Narrowband (Voice), Broadband Internet and Mobile (Voice) Service. While in Q4 of 2021, GTT faced challenges with regards to the resolution of billing complaints, corrective measures were implemented and the company was able to improve its performance throughout 2022. Additionally, GTT was able to maintain full compliance with regards to local and national long-distance calls and international long-distance calls.

Currently, the Company is undergoing a consultative review process with the Public Utilities Commission (PUC) regarding the various QOS parameters relating to service repairs and installations and therefore, these parameters are omitted from this publication. However, we have included graphs which will demonstrate that there has been improvement in these areas. Moreover, with greater focus placed on installation of service and resolution of customer faults, complaints to the Public Utilities Commission significantly declined from 2021.

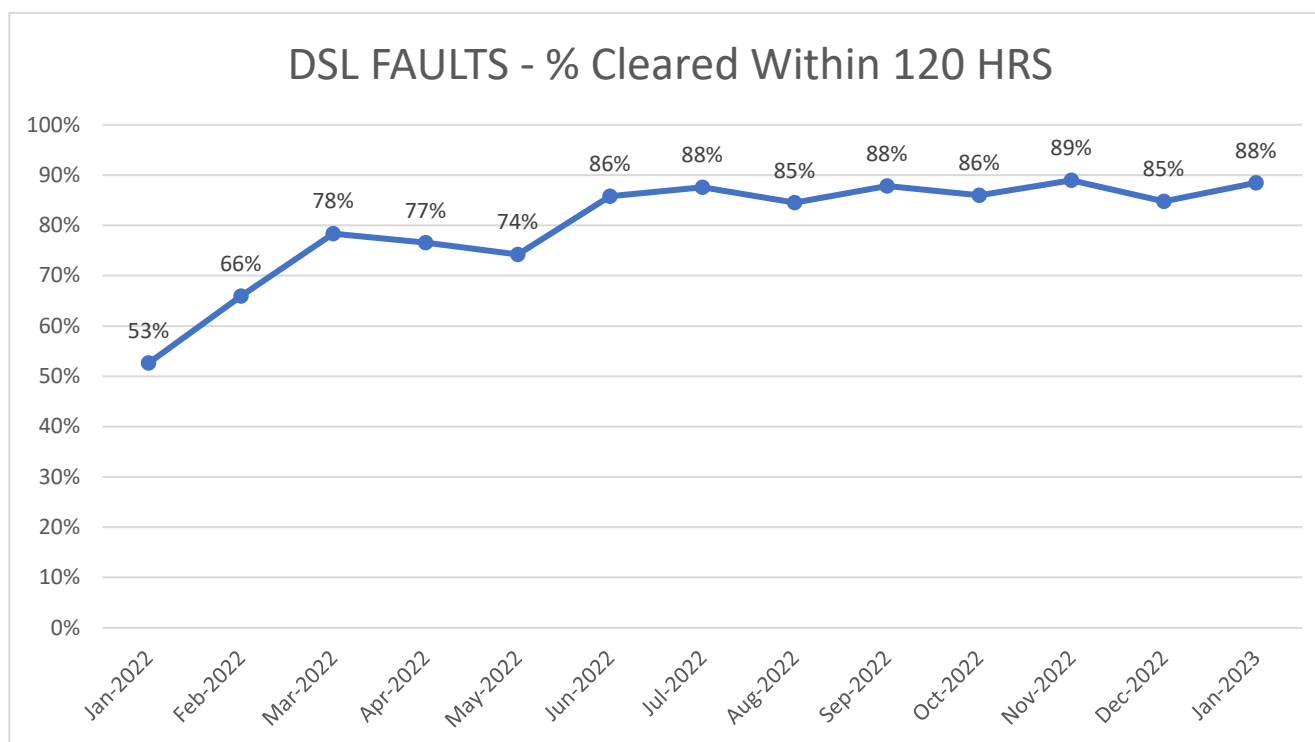
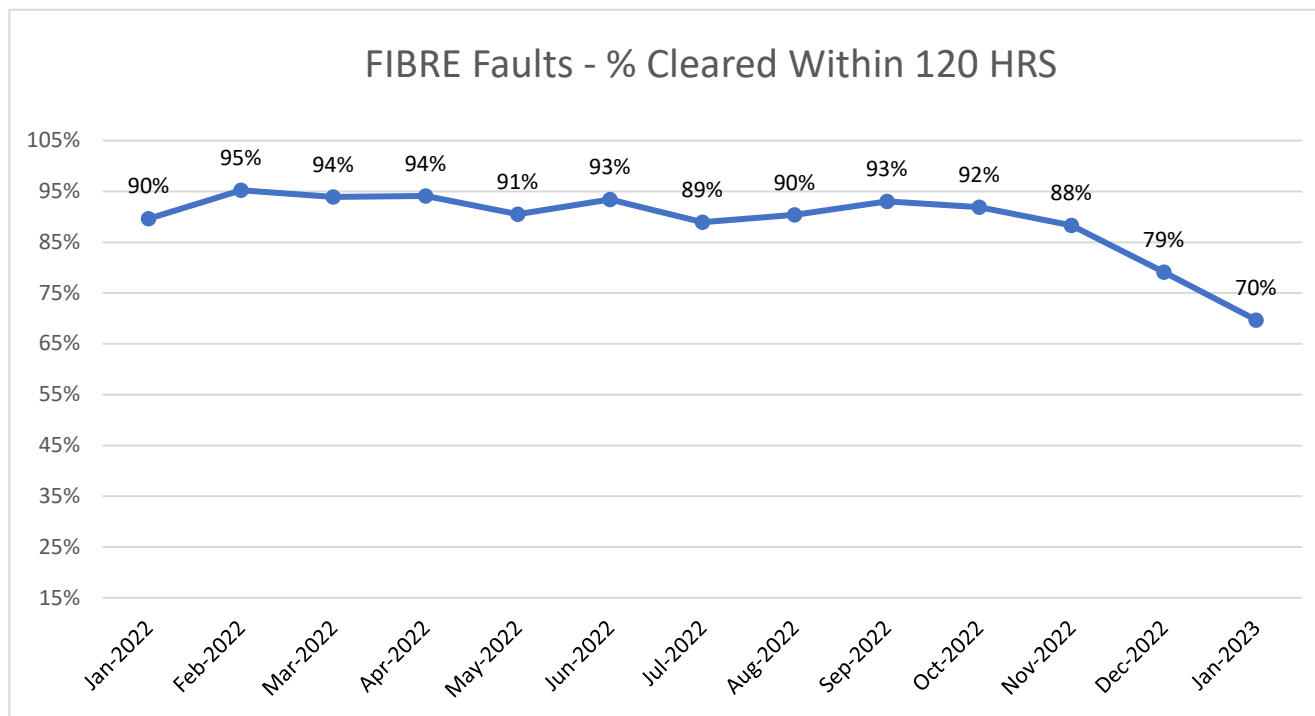
GTT continues to invest in resources and innovation to provide the best customer experience and telecommunication services to our customers.



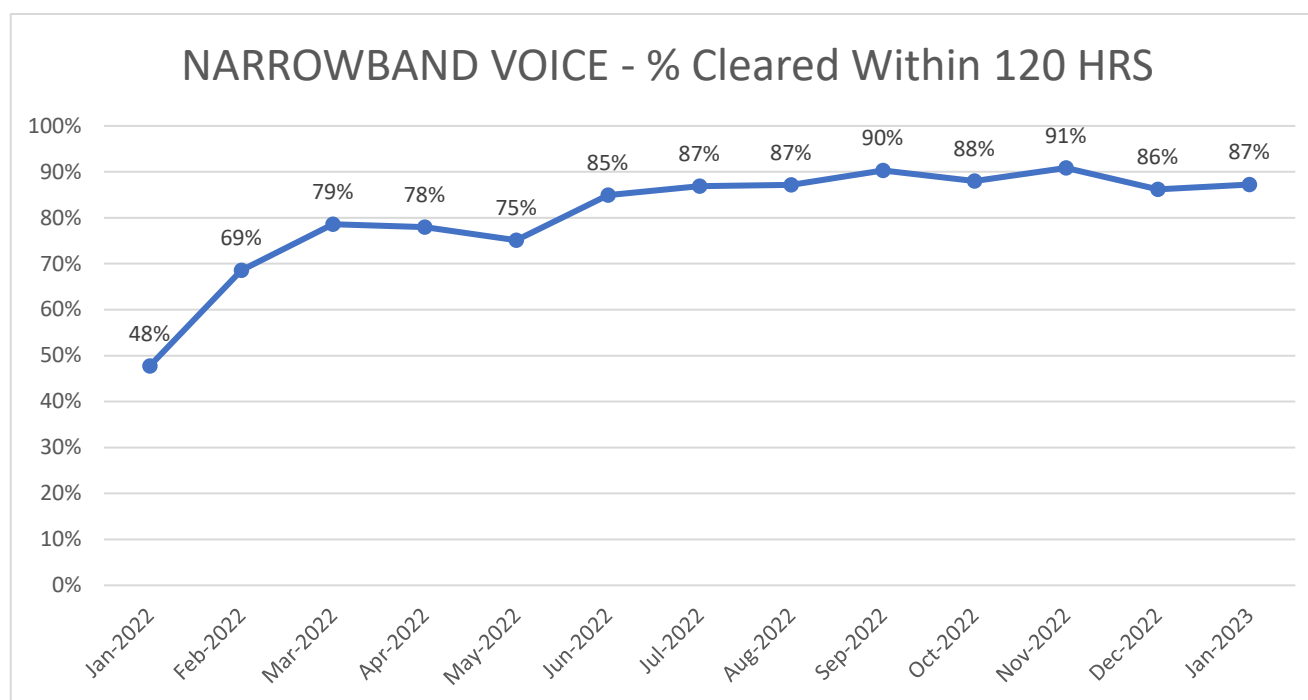
FAULTS AND TECHNICAL COMPLAINTS

Within 2022, GTT saw improvements in the resolution of broadband and narrowband faults. However, due to factors out of GTT’s control, such as inclement weather during the period of December and the unavailability of customers, GTT’s ability to rectify faults within the 120-hour timeline was affected.

BROADBAND TECHNICAL COMPLAINTS



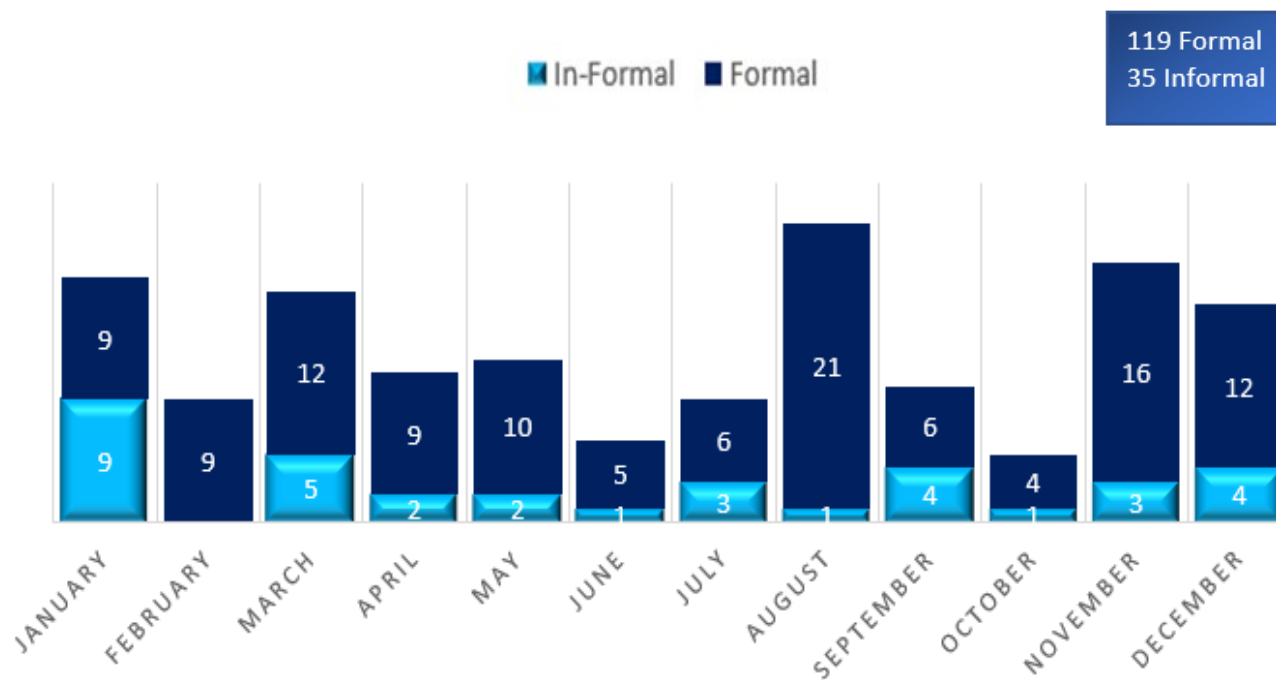
NARROWBAND VOICE REPORTED FAULTS



COMPLAINTS FROM THE PUBLIC UTILITIES COMMISSION (PUC)

With GTT’s commitment to ensuring that our customers receive quality service and customer experience, the number of customer complaints from the PUC has reduced significantly from 2021. GTT has also invested in additional resources to ensure that all complaints are dealt with in a timely manner.

PUC COMPLAINTS YTD 2022



- Formal Complaint-** Written complaints filed with the Commission and sent to GTT for resolution within 2-3 weeks.
- Informal Complaint-** Complaints communicated by the Commission via phonecall to GTT for expedited resolution

QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES

2022

SCHEDULE 1

QUALITY OF SERVICE PARAMETERS	STANDARD	GTT SUBMISSION			
2. NARROWBAND RESIDENTIAL (VOICE) ACCESS		Q1	Q2	Q3	Q4
% of calls to operator services answered within 10 seconds	95	95	95	95	95
% of calls to directory enquiry services answered within 10 seconds	95	95	95	95	95
Number of billing error per 1000 bills	3	0	0	0	0
% of billing complaints resolved within 2 weeks	90	76	71	83	—
% of billing complaints resolved within 3 weeks	100	65	88	92	90
3. LOCAL AND NATIONAL LONG DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS					
% of calls set up within 5 seconds	90	99.98	99.98	99.98	99.98
% of calls set up within 8 seconds	95	99.98	99.98	99.98	99.98
% of calls set up within 10 seconds	100	100	100	100	100
% of calls successfully completed during peak periods	98	99.95	99.97	99.97	99.97
4. INTERNATIONAL LONG DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS					
% of calls set up within 7 seconds	90	99.93	99.93	100	100

% of calls set up within 10 seconds	95	100	100	100	100
% of calls successfully completed during peak periods	95	99.56	98	9.73	96.11
6. BROADBAND INTERNET SERVICE FOR RESIDENTIAL CUSTOMERS					
Number of billing errors per 1000 bills	3	0	0	0	0
% of billing complaints resolved within 2 weeks	90	69	72	95	—
% of billing complaints resolve	100	78	88	98	83

NOTES:

GTT Inc. is in discussion with the Public Utilities Commission concerning the below:

Narrowband Residential (Voice) Access

1. Supply of time for initial connection (urban)
2. Supply of time for initial connection (rural)
3. % of reported faults cleared within 2, 6, 12 & 24 hours
4. % of unreported faults cleared 2, 6,12 & 24 hours

Broadband Internet Service For Residential Customers

1. % of technical complaints resolved within 12, 24 & 36 hours

QUALITY OF SERVICE STANDARDS FOR MOBILE PUBLIC TELECOMMUNICATIONS SERVICES

2022

SCHEDULE 2

QUALITY OF SERVICE PARAMETERS	STANDARD	GTT SUBMISSION			
		Q1	Q2	Q3	Q4
1. VOICE SERVICES					
% of calls set up within 5 seconds	90	100	100	100	100
% of calls set up within 8 seconds	95	100	100	100	100
% of calls successfully completed during peak periods	95	98.85	98.85	99.71	99.55
% of dropped calls per 100 calls	2	0.15	0.15	0.15	0.15
% of calls to operated services answered within 10 seconds	95	95	95	95	95
% of calls to directory enquiry services answered within 10 seconds	95	95	95	95	95
Number of billing errors per 1000 bills	3	0	0	0	0.3
% of billing complaints resolved within 2 weeks	90	16	89	94	_____
% of billing complaints resolved within 3 weeks	100	18	100	100	100