



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 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 2021 along with the 1st and 2nd Quarter of 2022.

Notably, since the enactment of the Regulation, GTT has consulted with the Public Utilities Commission (PUC) regarding various QOS parameters relating to repairs and installations to ensure that these are measurable, achievable, and aligned with regional benchmarks. As such, these various parameters are currently subject to consultative review by the PUC and is therefore omitted from our QOS publication until the consultative review is concluded.

While the Company experienced considerable improvements in GTT's performance from 2021, challenges were faced with regards to the resolution of billing complaints for Narrowband (Voice) Access, Broadband Internet Services and Mobile Voice Services. In recognizing these challenges, GTT implemented corrective measures and in the 2nd Quarter of 2022, the Company significantly improved its performance in resolving billing complaints across all services.

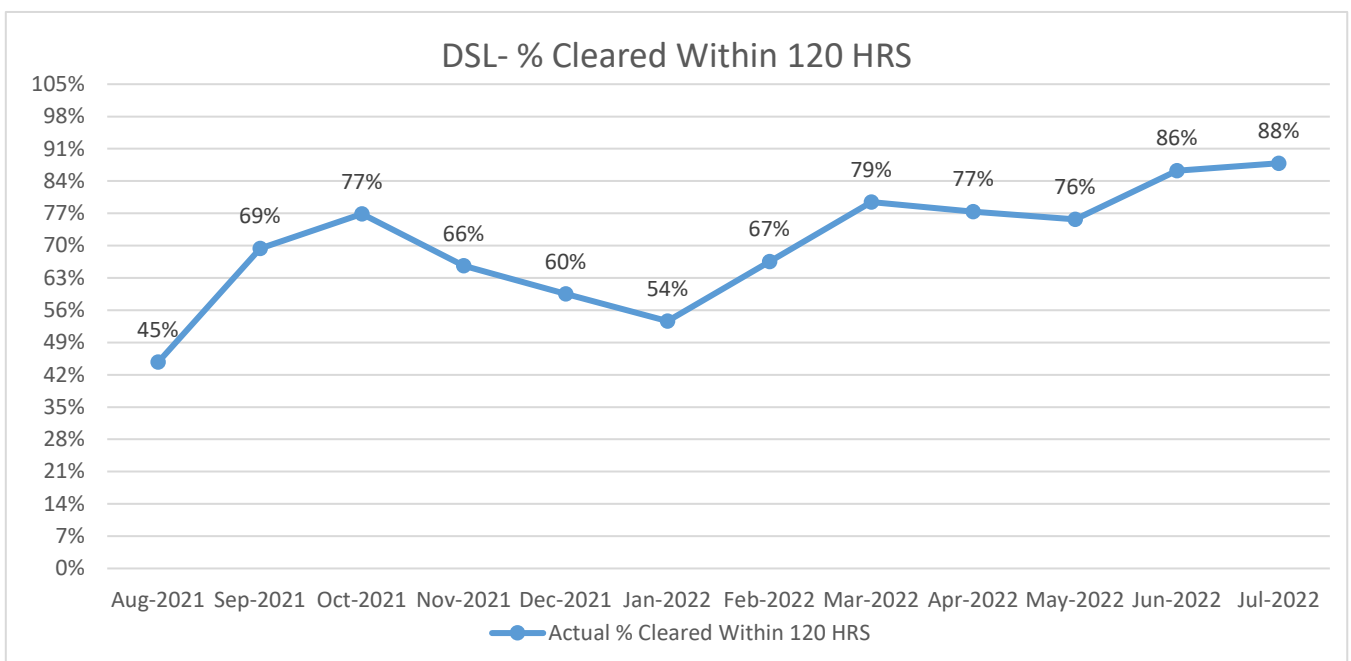
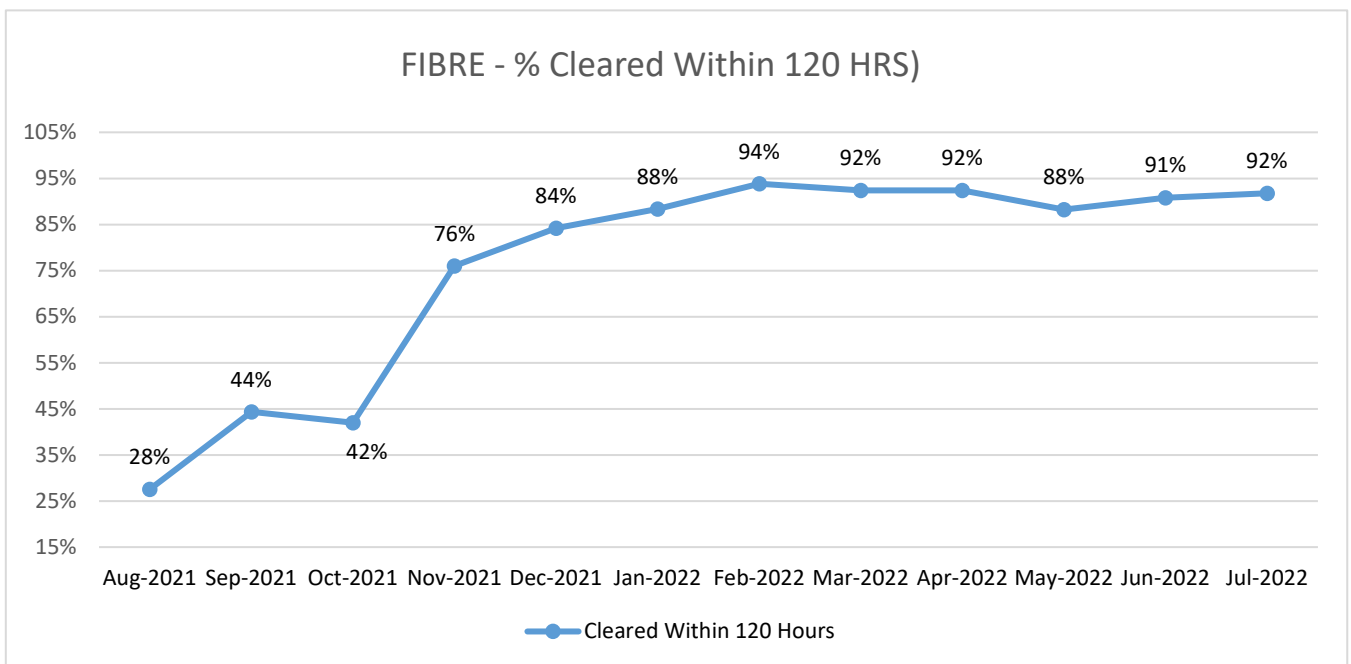
Further, under the leadership of GTT's Chief Executive Officer, Damian Blackburn, customer promises were made, and greater focus was placed on resolving customer fault repair and installation. As a result, in 2022 so far, customer complaints to the PUC have reduced and our customers are benefiting from significantly improved performance in relation to repairs and installations service levels as can be seen in the graphs contained herein.



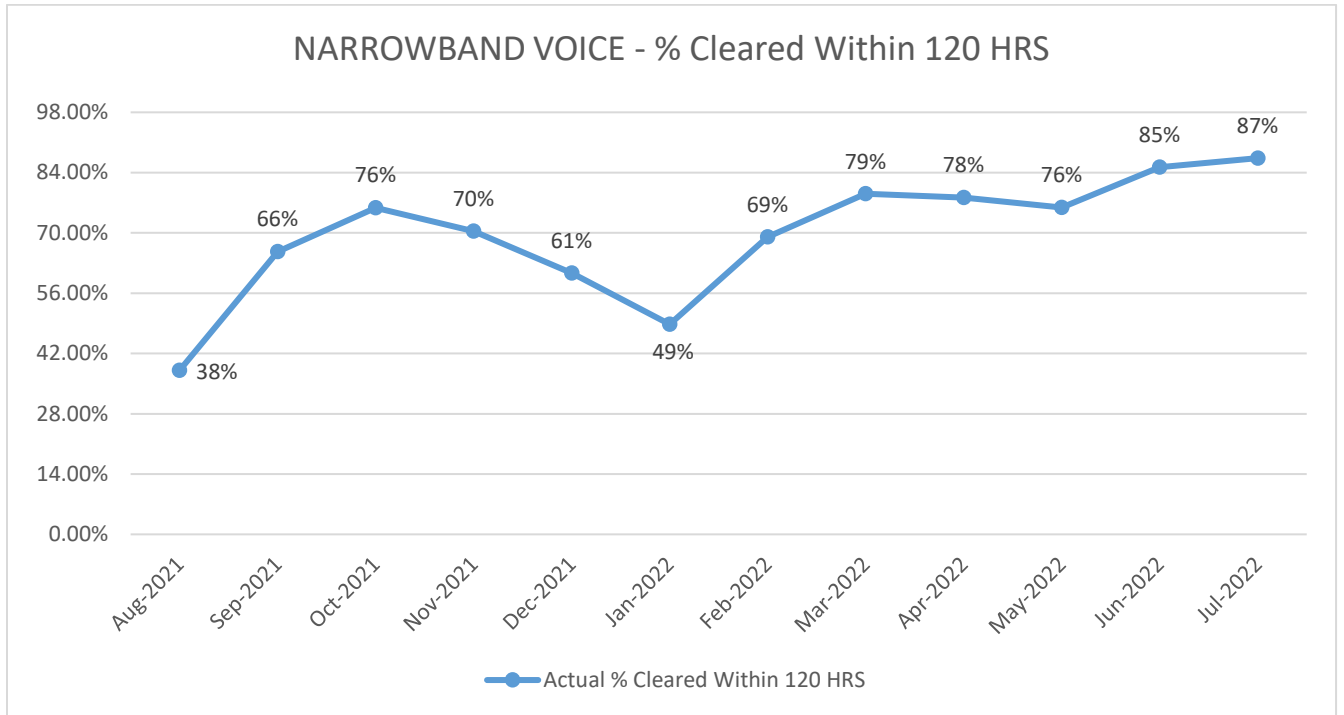
FAULTS AND TECHNICAL COMPLAINTS

GTT has been closely monitoring those faults and technical complaints that were not resolved within 120 hours. In doing so, the Company discovered that these unresolved faults and technical complaints were due to factors beyond GTT's control, for example, where our technicians are unable to contact the customer to schedule home visits to rectify their faults.

BROADBAND TECHNICAL COMPLAINTS

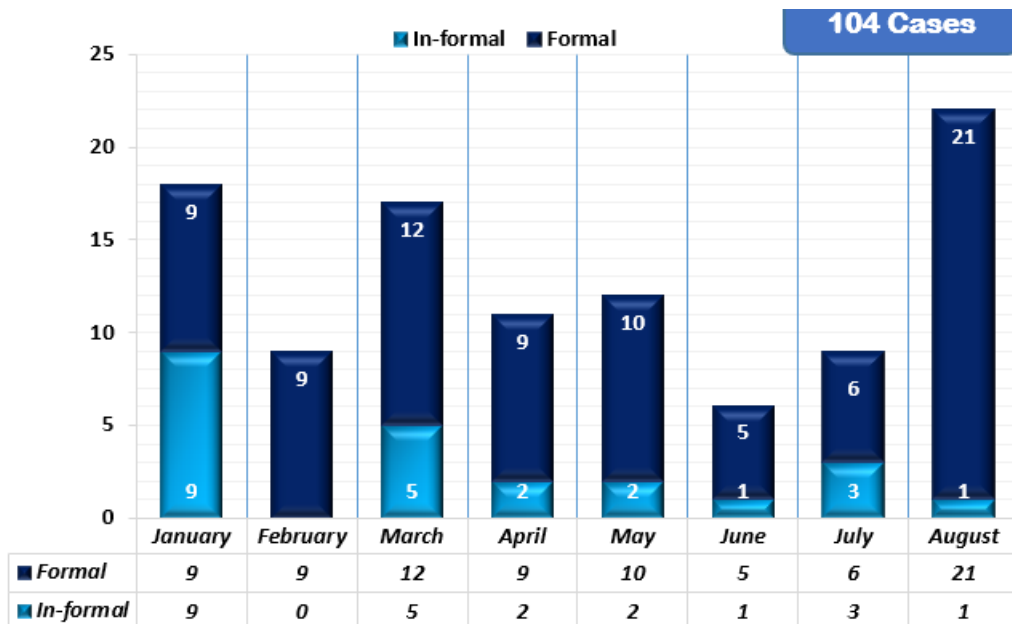


NARROWBAND VOICE REPORTED FAULTS



COMPLAINTS FROM THE PUBLIC UTILITIES COMMISSIONS

With the Company’s commitment to ensuring that customers receive quality service, the number of customer complaints from the PUC has reduced in 2022. With regards to those complaints GTT does receive from the PUC, we have implemented additional resources to ensure that these complaints are handled in a more timely and efficient manner.



QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES

2021

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	0.02	0	0.02	0
% of billing complaints resolved within 2 weeks	90	91	71	75	37.5
% of billing complaints resolved within 3 weeks	100	98	61	67	50
3. LOCAL AND NATIONAL LONG DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS					
% of calls set up within 5 seconds	90	97	99.99	99.99	99.98
% of calls set up within 8 seconds	95	98	99.99	99.99	99.99
% of calls set up within 10 seconds	100	100	100.00	100.00	100
% of calls successfully completed during peak periods	98	99.8	99.02	98.89	98.96
4. INTERNATIONAL LONG DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS					
% of calls set up within 7 seconds	90	98	99.07	98.35	98.42
% of calls set up within 10 seconds	95	100	100.00	100.00	100

% of calls successfully completed during peak periods	95	99.64	98.47	98.17	98.51
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	89	64	68	39
% of billing complaints resolve	100	96	79	77	18

NOTES:

GTT 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

2021

SCHEDULE 2

QUALITY OF SERVICE PARAMETERS	STANDARD	GTT SUBMISSION			
		Q1	Q2	Q3	Q4
1. VOICE SERVICES					
% of calls set up within 5 seconds	90	98	99.76	99.63	99.87
% of calls set up within 8 seconds	95	100	100	100	100
% of calls successfully completed during peak periods	95	99.15	99.15	99.01	98.92
% of dropped calls per 100 calls	2	0.33	0.33	0.41	0.28
% 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	0.11	0.06	0	0
% of billing complaints resolved within 2 weeks	90	93	74	75	10
% of billing complaints resolved within 3 weeks	100	97	91	87	11

QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES

Q1 & Q2 2022

SCHEDULE 1

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

% of calls successfully completed during peak periods	95	99.56	98
6. BROADBAND INTERNET SERVICE FOR RESIDENTIAL CUSTOMERS			
Supply of time for initial connection (urban)	6 days	7 working days	7 working days
Supply of time for initial connection (rural)	20 days	20 working days	20 working days
Number of billing errors per 1000 bills	3	0	0
% of billing complaints resolved within 2 weeks	90	69	72
% of billing complaints resolve within 3 weeks	100	78	88

NOTES:

GTT 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

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

QUALITY OF SERVICE STANDARDS FOR MOBILE PUBLIC TELECOMMUNICATIONS SERVICES

Q1 & Q2 2022

SCHEDULE 2

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