



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 year of 2023.

In 2021, GTT commenced consultation with the Public Utilities Commission (PUC) regarding the various QOS parameters relating to service repairs and installations in order to ensure that these are measurable, achievable, and aligned with regional benchmarks. As such, the aforementioned parameters are currently omitted from our QOS publication until the consultative review is concluded.

Overall, GTT remained consistently compliant with respect to Operator and Directory Assistance, Billing Errors and Call Set-Up for Narrowband, Mobile and Broadband Services. As it relates to the resolution of billing errors for Broadband Internet Services, GTT did experience a reporting issue during Q1 2023, which resulted in GTT being unable to meet the standard set. However, this issue was resolved and GTT was able to significantly improve its performance for the remainder of the year.

QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES

2023

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	100	100	100	100
% of billing complaints resolved within 3 weeks	100	100	100	100	100
3. LOCAL AND NATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS		Q1	Q2	Q3	Q4
% of calls set up within 5 seconds	90	99.99	99.99	99.99	99.99
% of calls set up within 8 seconds	95	99.99	99.99	99.99	99.99
% of calls set up within 10 seconds	100	100	100	100	100
% of calls successfully completed during peak periods	98	99.97	99.97	99.97	99.97

4. INTERNATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS		Q1	Q2	Q3	Q4
% of calls set up within 7 seconds	90	100	100	100	100
% of calls set up within 10 seconds	95	100	100	100	100
% of calls successfully completed during peak periods	95	95.48	95.74	96.01	96
6. BROADBAND INTERNET SERVICE FOR RESIDENTIAL CUSTOMERS		Q1	Q2	Q3	Q4
Number of billing errors per 1000 bills	3	0	0	0	0
% of billing complaints resolved within 2 weeks	90	78	95	100	100
% of billing complaints resolved within 3 weeks	100	96	100	100	100

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

QUALITY OF SERVICE STANDARDS FOR MOBILE PUBLIC TELECOMMUNICATIONS SERVICES

2023

SCHEDULE 2

QUALITY OF SERVICE PARAMETERS	STANDARD	GTT SUBMISSION			
1. VOICE SERVICES		Q1	Q2	Q3	Q4
% 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	99.73	99.8	99.77	99.7
% of dropped calls per 100 calls	2	0.13	0.14	0.14	0.14
% 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	0.15
% of billing complaints resolved within 2 weeks	90	96	96	100	100
% of billing complaints resolved within 3 weeks	100	100	98	100	100