



**ONE COMMUNICATIONS (GUYANA) INC.**

**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**

**One Communications (Guyana) Inc.** ("One Communications") is pleased to present the Company's 2024 performance on the Quality of Service (QOS) Standards as contained in the Consumer Protection Regulations 2020.

During 2024, One Communications maintained consistent compliance with the standards across key parameters, including Operator and Directory Assistance, Billing Errors and Complaints, and Call Set-Up for Narrowband, Mobile, and Broadband Services. This reflects One Communications' ongoing commitment to delivering reliable, high-quality services to our customers.

In light of the foregoing, it must be noted that since 2021, One Communications has actively engaged in consultations with the Public Utilities Commission (PUC) to review and refine the QOS parameters related to service repairs and installations. This collaborative effort aims to ensure these metrics are measurable, attainable, and aligned with regional benchmarks. Consequently, these specific parameters are currently excluded from our QOS publication until the consultative process is finalized.

## Applicable Quality of Service Standards

Pursuant to the Telecommunications (Consumer Protection) Regulation No. 19 of 2020, below are the Telecommunications Quality-of-Service (QOS) Standards currently applicable to One Communications (Guyana) Inc.

### Quality Of Service Standards for Fixed Public Telecommunications Services

#### Schedule 1

Quality Of Service Parameters	Standard
<b>Narrowband Residential (Voice) Access</b>	
% of calls to operator services answered within 10 seconds	<b>95</b>
% of calls to directory enquiry services answered within 10 seconds	<b>95</b>
Number of billing error per 1000 bills	<b>3</b>
% of billing complaints resolved within 2 weeks	<b>90</b>
% of billing complaints resolved within 3 weeks	<b>100</b>
<b>Local And National Long-Distance Calls for Residential Customers</b>	
% of calls set up within 5 seconds	<b>90</b>
% of calls set up within 8 seconds	<b>95</b>
% of calls set up within 10 seconds	<b>100</b>
% of calls successfully completed during peak periods	<b>98</b>
<b>International Long-Distance Calls For Residential Customers</b>	
% of calls set up within 7 seconds	<b>90</b>
% of calls set up within 10 seconds	<b>95</b>
% of calls successfully completed during peak periods	<b>95</b>
<b>Broadband Internet Service for Residential Customers</b>	
Number of billing errors per 1000 bills	<b>3</b>
% of billing complaints resolved within 2 weeks	<b>90</b>
% of billing complaints resolved within 3 weeks	<b>100</b>

**Quality Of Service Standards for Mobile Public Telecommunications Services**

Quality Of Service Parameters	Standard
<b>Voice Services</b>	
% of calls set up within 5 seconds	<b>90</b>
% of calls set up within 8 seconds	<b>95</b>
% of calls successfully completed during peak periods	<b>95</b>
% of dropped calls per 100 calls	<b>2</b>
% of calls to operated services answered within 10 seconds	<b>95</b>
% of calls to directory enquiry services answered within 10 seconds	<b>95</b>
Number of billing errors per 1000 bills	<b>3</b>
% of billing complaints resolved within 2 weeks	<b>90</b>
% of billing complaints resolved within 3 weeks	<b>100</b>

**QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES**

**2024**

**SCHEDULE 1**

QUALITY OF SERVICE PARAMETERS	STANDARD	ONE COMMUNICATIONS (GUYANA) INC. 2024 PERFORMANCE
<b>2. NARROWBAND RESIDENTIAL (VOICE) ACCESS</b>		
% of calls to operator services answered within 10 seconds	95	95
% of calls to directory enquiry services answered within 10 seconds	95	95
Number of billing error per 1000 bills	3	0
% of billing complaints resolved within 2 weeks	90	100
% of billing complaints resolved within 3 weeks	100	100
<b>3. LOCAL AND NATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS</b>		
% of calls set up within 5 seconds	90	99.96
% of calls set up within 8 seconds	95	99.96
% of calls set up within 10 seconds	100	100
% of calls successfully completed during peak periods	98	99.7175

4. INTERNATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS		
% of calls set up within 7 seconds	90	100
% of calls set up within 10 seconds	95	100
% of calls successfully completed during peak periods	95	95.61
6. BROADBAND INTERNET SERVICE FOR RESIDENTIAL CUSTOMERS		
Number of billing errors per 1000 bills	3	0
% of billing complaints resolved within 2 weeks	90	100
% of billing complaints resolved within 3 weeks	100	100

**NOTES:**

**Parameters under consultation with the Public Utilities Commission and therefore omitted from this publication are as follows:**

**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**

**2024**

**SCHEDULE 2**

QUALITY OF SERVICE PARAMETERS	STANDARD	ONE COMMUNICATIONS (GUYANA) INC. 2024 PERFORMANCE
<b>1. VOICE SERVICES</b>		
% of calls set up within 5 seconds	90	99.9
% of calls set up within 8 seconds	95	100
% of calls successfully completed during peak periods	95	99.6
% of dropped calls per 100 calls	2	0.14
% of calls to operated services answered within 10 seconds	95	95
% of calls to directory enquiry services answered within 10 seconds	95	95
Number of billing errors per 1000 bills	3	0.6
% of billing complaints resolved within 2 weeks	90	99.3
% of billing complaints resolved within 3 weeks	100	100