2023 QUALITY OF SERVICE STANDARDS FOR THE PUBLIC TELECOMMUNICATIONS SECTOR

SERVICE PROVIDERS AVERAGE PERFORMANCE

Pursuant to Part 3 of the Telecommunications (Consumer Protection) Regulations 2020, telecommunications service providers are required to uphold specific quality of service standards. These standards prioritize consumer protection, operator capabilities, and align with industry best practices to ensure accountability among service providers.

The quality of service standards may be updated and revised through a consultative process, allowing for modifications to accommodate, *inter alia,* changes in technology. Given this, the Public Utilities Commission has made recommendations for changes in specific standards. The consultation document and the recommended changes may be found on the commission's website at www.puc.org.gy.

Schedule 1 and 2 of the regulations set out the quality of service standards for fixed and mobile public telecommunications services respectively.

The quality of service standards published by the respective operators may be found at the following URLs:

1. https://gtt.co.gy/en/publications - GTT Inc.
2. https://www.digicelgroup.com/gy/en/legal-terms/quality-of-service-parameter - Digicel.
3. https://www.enetworks.gy/quality-of-service-parameters - ENetworks Inc.

SCHEDULE 1 – QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATION SERVICES

1. PUBLIC PAYPHONES				
PARAMETERS	**STANDARD**	**GTT**	**DIGICEL**	**ENET**
% of coin and card operated public telephones in working order	98	NA	NA	NA

2. NARROWBAND RESIDENTIAL (VOICE) ACCESS				
PARAMETERS	**STANDARD**	**GTT**	**DIGICEL**	**ENET**
Supply of time for initial connection (urban)	5 days	Approx. 26 days (from the time of application)	NA	NA
		5 working days (once facilities are in place)		
Supply of time for initial connection (rural)	14 days	Approx. 30 days (from the time of application)		
		14 working days (once facilities are in place)		
% of unreported faults cleared within 2 hours	80	48		
% of unreported faults cleared within 6 hours	90	74		
% of unreported faults cleared within 12 hours	98	86		
% of unreported faults cleared within 24 hours	100	93		
% of reported faults cleared within 2 hours	75	-		
% of reported faults cleared within 6 hours	85	-		
% of reported faults cleared within 12 hours	98	15		
% of reported faults cleared within 24 hours	100	46		
% 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		

3. LOCAL AND NATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS

PARAMETERS	STANDARDS	GTT	DIGICEL	ENET
% of calls set up within 5 seconds	90	99	NA	NA
% of calls set up within 8 seconds	95	99		
% of calls set up within 10 seconds	100	100		
% of calls successfully completed during peak periods	98	99		

4. INTERNATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS

PARAMETERS	STANDARDS	GTT	DIGICEL	ENET
% of calls set up within 7 seconds	90	100	NA	NA
% of calls set up within 10 seconds	95	100		
% of calls successfully completed during peak periods	95	96		

5. NARROW BAND (DIAL-UP) INTERNET SERVICES FOR RESIDENTIAL CUSTOMERS

NOT APPLICABLE

6. BROADBAND INTERNET SERVICE FOR RESIDENTIAL CUSTOMERS

PARAMETERS	STANDARDS	GTT	DIGICEL	ENET
Supply of time for initial connection (urban)	6 days	7	NA	26
Supply of time for initial connection (rural)	20 days	20		31
% of technical complaints resolved within 12 hours	85	GPON 20; DSL 13		89
% of technical complaints resolved within 24 hours	95	GPON 40; DSL 43		97
% of technical complaints resolved within 36 hours	99	GPON 57; DSL 53		99
Number of billing errors per 1000 bills	3	0		2
% of billing complaints resolved within 2 weeks	90	93		94
% of billing complaints resolved within 3 weeks	100	99		100

SCHEDULE 2 - QUALITY OF SERVICE STANDARDS FOR MOBILE PUBLIC TELECOMMUNICATION SERVICES

QUALITY OF SERVICE SCHEDULE 2 - VOICE SERVICES				
2023 - MOBILE PUBLIC TELECOMMUNICATIONS				
PARAMETERS	STANDARD	GTT	DIGICEL	ENETWORKS
1	% of calls set up within 5 seconds	90	100	88	93
2	% of calls set up within 8 seconds	95	100	97	98
3	% of calls successfully completed during peak periods	95	100	99	97
4	% of dropped calls per 100 calls	2	0.14	0.42	2
5	% of calls to operator services answered within 10 seconds	95	95	96	NA
6	% of calls to directory enquiry services answered within 10 seconds	95	95	NA	NA
7	Number of billing errors per 1000 bills	3	0.04	1	2
8	% of billing complaints resolved within 2 weeks	90	98	100	100
9	% of billing complaints resolved within 3 weeks	100	100	100	100