

Quality of Service Reporting

Public Supplier

CCT Global Communications

BY Cable TV

(October 2023 to December 2023) 2023

Collection Period

Quarter: Year:

Quality of Service Reporting

Operating Instructions

General

- 1 All service tabs relevant to a public supplier must be completed for the workbook to be accepted by the TRC.
- 2 All fields on all relevant service tabs must be completed, either with the measured statistic or as one of the approved codes.
- 3 No units of measure (eg. 'seconds') should not be entered in the Statistic column.
- 4 Where the template requires a particluar unit as a measure, it should not be provided as another unit (e.g. seconds instead of minutes)

5 Entry Codes

that statistic cannot be provided: The following codes are to be used in the statistic colum for a particular measurement in the event

applicable. public supplier; must have been previously agreed with the TRC that this measure is not not applicable; measurement is not applicable to the service being provided by the

NDA previously agreed with the TRC that this statistic cannot be provided. the public supplier is currently unable to provide the statistic. Must have been no data available; the statistic requested is relevant to the service being provided but

TBS be provided at a later date; must have been previously agreed with the TRC to be supplied; the statistic requested is relevant to the service being provided and will

- 6 The comment fields on each service tab can be used to provide additional information/explanation of the statistic being provided.
- 7 The workbook should be named as follows: QoS Report - YYYY-QN - <supplier name>

YYYYY the year of the reporting quarter

N the number of the reporting quarter

8 The structure of the workbook is not to be modified in any manner; the workbook is processed by an automated reader which expects the workbook to be in a particular format.

QoS Reporting - Public Fixed Telephone Service

Period: October 2023 to December 2023

Parameter	Measure	Statistic	Unit Comments
1 0 Supply time for intial	fastest 50%		
F.C Caption		NAP	days
Colliection		NAP	days
	date	NAP	%
		NAP	weekdays
		NAP	Saturdays
		NAP	Sundays
		NAP	/S
	reflous for appointments	NAP	
		NAP	Sundays
	Fourth /access line /year	NAP	direct
2.0 Fault rate	Faults/ access iiiie/ year	NAP	indirect
	Time to repair 80% of faults on access lines	NAP	hours
3.0 Fault repair time	Time to repair 95% of faults on access lines	NAP	hours
	Time to repair 80% of all other faults	NAP	hours
	Time to repair 95% of all other faults	NAP	hours
	% ropaired on target date	NAP	% direct
	9 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 -	NAP	% indirect
	Hours for reporting faults	NAP	weekdays
	1001310110011110	NAP	Saturdays
		NAP	Sundays
	Pariods for appointments	NAP	weekdays
		NAP	Saturdays
		NAP	Sundays
	o/ for pational calls	NAP	%
4.0 Unsuccesstul call	% IOI Hattorial cans	NAP	observations
	% for international calls	NAP	%
	70101 11101101101101101101101101101101101	NAP	observations
-	Moon time for national calls	NAP	
5.0 Call set-up time	INICAL CITIC IO HOUSE	NAP	ions
	Time for fastast 95% for national calls	NAP	seconds
	Illie Ioi lascot 2000 ioi iii	NAP	observations
	Mean time for international calls	NAP	seconds
	Nicali	NAP	observations
	Time for fastest 95% for international calls	NAP	seconds
		NAP	observations
Control time for exerctor	Mean time to answer	NAP	seconds
6.0 Response tille for operator	% answered within 20 seconds	NAP	%
Services		NAP	observations
7 o Domano +imo for directory	Mean time to answer	NAP	seconds
7.0 Response time for an every		NAP	%
eliqui y sei vices		NAP	observations
8.0 Public payphones in working	% in full working order	NAP	**

9.0 Bill collectriess complaints // complaints	Older		
NAP	NAP %	NAP ob:	
		observations	

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QoS Reporting - Mobile Telephone Service

Period: October 2023 to December 2023

	observations	NAP		
	%	NAP	% answered within 20 seconds	onerator services
	seconds	NAP	Mean time to answer	4.0 Response time for
	observations	NAP	international calls	
	seconds	NAP	Time for fastest 95% for	
	Observations	NAF		
	observations		Mean time for lifterflational cana	~
	seconds	NAP	Moss time for international calls	
	observations		calls	
	seconds	NAP	Time for fastest 95% for national	
	observations	NAP		
	seconds	NAP	Mean time for national calls	3.0 Call set-up time
	observations	NAP		
	%	NAP	% for international calls	
	observations	NAP		
	%	NAP	% for national calls	2.0 Unsuccessful call
	Sundays	NAP		
	Saturdays	NAP		
	weekdays	NAP	Periods for appointments	
	Sundays	NAP		
	Saturdays	NAP		
	weekdays	NAP	Hours for taking orders	
	%	NAP	% supplied by agreed date	
	hours	NAP	Time for fastest 99%	
	hours	NAP	Time for fastest 95%	řę
	hours	NAP	Time for fastest 50%	1.1 Supply Time for
	Sundays	NAP		
	Saturdays	NAP		
	weekdays	NAP	Periods for appointments	
	Sundays	NAP		
	Saturdays	NAP		2
	weekdays	NAP	Hours for taking orders	
	%	NAP	% supplied by agreed date	
	hours	NAP	Time for fastest 99%	
	hours	NAP	Time for fastest 95%	
	hours	NAP	Time for fastest 50%	٩
Comments	Unit	Statistic	Measure	Parameter

5.0 Response time for Mean time to answer

NAP

seconds

	delivery time for SMS	10.0 End-to-end	SMS	9.0 Completion rate for		8 0 Successful SMS		d call rate	6.0 Bill correctness	services	directory enquiry
	Time for fastest 95%	Mean time for SMS delivery	received SMS	9.0 Completion rate for % of sucessfully sent and		% of successfully sent SMS		%	% complaints		% answered within 20 seconds
NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP	NAP
observations	seconds	seconds	observations	%	observations	%	observations	%	%	observations	%

QoS Reporting - Internet Access Service

Period: October 2023 to December 2023

	50 observations	5(Wean time	8.0 Delay
	0.4 seconds	0.4		(I dilatiliasion i acio
	50 observations	50	;	transmission ratio
	%	0.03 %	%	7 O Hinguiscoperful data
	ODJCI VOLICITO	100		speed achieved
	100 observations	100	Rate of lowest 5%	6.0 Data transmission
	207871 Kbit/s achieved	207871	The state of Eo/	
	200 observations	200		
	2 seconds	2	Time for fastest 95%	3.0 50811 51115
	1 seconds	1	Time for fastest 80%	E O Login time
	%	0	% complaints	4.0 Bill correctness complaints
	Juliuaya	Closed		
	Sundays	9.50dill-5.50piii		
	Saturdays	0:20am_5:30am	Periods for appointments	
	weekdays	8:30am-6:30pm	Desirate for appointments	
	Sundays	7:00am-11:00pm		
	Saturdays	7:00am-11:00pm		
	weekdays	7:00am-11:00pm	Hours for reporting faults	
	98 % indirect	98		
	38 % direct	98	% repaired on target date	
	O/ disport		Time to repair 95% of all other laults	
	4.9 hours	4.9	IIIIe to leball 80% of all other faults	
	1.6 hours	1.6	Time to repair 80% of all other faults	
	4 hours	4	Time to repair 95% of faults on access lines	3.0 Fadir Leban rillic
	2 hours	2	Time to repair 80% of faults on access lines	2 0 Fault repair time
	12 indirect	12		2.0 Fault late
	direct	25	Faults/access line/year	000000000000000000000000000000000000000
	Sundays			
	Saturdays	7:00am-11:00pm		
	weekdays	7:00am-11:00pm	Hours for taking orders	22
	%	99.7	% supplied by agreed date	
	days	2.3	Time for fastest 99%	
	lays	1.9 days	Time for fastest 95%	
	lays	1.2 days	Time for fastest 50%	۲
	1		Measure	Parameter
Comment	Unit	Statistic		

0.0	Number of complaints received Number of complaints related to billing Number of complaints related to rates Number of complaints related to quality of service Number of complaints resolved Number of complaints related to billing Number of complaints related to rates Number of complaints related to guality of service Number of complaints related to rates Number of complaints related to guality of service Number of complaints related to billing Number of complaints related to billing	Statistic	Unit 13 2 2 2 5 5 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Comment
	per of complaints received per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints resolved per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints related to rates per of complaints related to quality of service per of complaints related to billing per of complaints related to public service per of complaints related to billing per of complaints related to billing per of complaints related to billing		13 0 0 0 2 2 2 2 2 2 2 0 0 0 0	
	per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints resolved per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints related to quality of service per of complaints rejected per of complaints related to billing		0 0 0 3 0 2 5 3 0 2	
	per of complaints related to rates per of complaints related to quality of service per of complaints resolved per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints related to factor of complaints related to guality of service per of complaints related to billing		0 0 0 3 0 2 5 3 0	
	per of complaints related to quality of service per of complaints resolved per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints rejected per of complaints related to billing per of complaints related to billing per of complaints related to billing		0 0 0 3 0 2 5 3	
	per of complaints resolved per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints rejected per of complaints related to billing per of complaints related to rates		0 0 0 3 0 2 5	
	per of complaints related to billing per of complaints related to rates per of complaints related to quality of service per of complaints rejected per of complaints related to billing per of complaints related to rates		0 0 0 3 0 2	
	ber of complaints related to rates ber of complaints related to quality of service ber of complaints rejected ber of complaints related to billing ber of complaints related to rates		0 0 0 3 0	
	ber of complaints related to quality of service ber of complaints rejected ber of complaints related to billing ber of complaints related to rates		0 0 0 3	
	ber of complaints rejected ber of complaints related to billing ber of complaints related to rates		0 0 0	
	ber of complaints related to billing ber of complaints related to rates		0 0	
	ber of complaints related to rates		0	
	Number of complaints related to quality of service		0	
	Number of complaints where the licensee fully or		л	
	partially satisfied Brickarious of Complete		0	
	Number of roaming billing complaints		5	
	Amount of refunds given due to roaming complaints		VV VV	
	Number of rodfilling complaints white cases in a second local			
	Total value of complaints where reimbursement were		0	
	ned		0	
	Total value of complaints where compensation were		0 0	
	מכ	φ.	0 0	
	I value of complaints where credits or similar actions		0 0 \$71	
	Total value of complaints where credits or similar actions or facilities were claimed	10. 10.	0 0 \$71	
	I value of complaints where credits or similar actions cilities were claimed I value of reimbursements	\$ \$	0 0	
	Total value of complaints where credits or similar actions or facilities were claimed Total value of reimbursements Total value of compensations	\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sq}\ext{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sqrt{\sq}}}}}}}}}}}\signt{\sqrt{\sqrt{\sq}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}	0 0 71 71 50 \$0	
8	Total value of complaints where credits or similar actions or facilities were claimed Total value of reimbursements Total value of compensations Total value of credits or similar actions or facilities	S S	0 0 0 71 71 50 \$0	
compensation	Total value of complaints where credits or similar actions or facilities were claimed Total value of reimbursements Total value of compensations Total value of credits or similar actions or facilities Total value of actual monetary reimbursement or		\$71 \$71 \$70 \$0 \$0	

	(#)	- mmonte
Marketing Text Monitoring	Number (#) Comments	Comments
Number of complaints		
received (submit copies of all		
complaints received)	0	
Number of customers who		
have opted out of receiving		
operator marketing texts	0	