

Fault Repair Time	
Fault Repair Time is the difference between the time a Service Provider receives a fault report and the time at which service is fully restored.	<ul style="list-style-type: none"> Customers in New Providence and Grand Bahama: No more than three (3) Business Days. Customers in Abaco, Eleuthera, Exuma and Andros: No more than four (4) Business Days. Customers in all other islands: No more than five (5) Business Days.
Wrongful Disconnection	
<p>This Standard refers to situations where customers are deprived of service due to system errors by the Service Provider.</p> <p>This Standard is not applicable where disconnection occurs as a result of an overdue amount.</p>	Reconnection within four (4) working hours of notification.
Reconnection After Disconnection For Non-Payment	
This Standard refers to the timely reconnection of a Customer's Service after payment of an overdue amount following notification of the payment to the Service Provider, where appropriate, and the Service Providers' acknowledgement of receipt of payment.	Reconnection of the Service should occur within eight (8) working hours of acknowledgement of payment.

CONTACT US

Utilities Regulation & Competition Authority
 Frederick House, Frederick Street
 P. O.Box N-4860
 Nassau, Bahamas
 Tel: (242) 393-0234
 Family Islands: (242) 300-URCA (8722)
 E-Mail: info@urcabahamas.bs
 Web: www.urbahamas.bs



TELECOMMUNICATIONS CUSTOMER QUALITY OF SERVICE STANDARDS

The following Customer Quality of Service Standards apply to The Bahamas Telecommunications Company Limited (BTC) in landline, mobile voice and mobile data services and to Cable Bahamas Limited (CBL) in broadband internet and pay television services.

Customer Quality Of Service Standards	Target
Approval Of Application For Service	
This Standard refers to the time that it should take for a Service Provider to approve a completed application for service from the date of submission of the application to the applicant's payment of a security deposit and (if necessary) the Service Provider completing a customer credit verification process and confirming for itself whether the relevant service is available in the applicant's area.	No more than two (2) Business Days.

Service Activation After Approval

<p>This Standard refers to the time it should take between approval of an application for service and the actual provision of the service.</p>	<p>Fixed Voice</p> <ul style="list-style-type: none"> • Customers in New Providence and Grand Bahama: No more than five (5) Business Days. • Customers in Abaco, Eleuthera, Exuma and Andros: No more than six (6) Business Days. • Customers in all other islands: No more than seven (7) Business Days. <p>Mobile Voice and Mobile Data</p> <ul style="list-style-type: none"> • No more than one (1) working hour for Customers in all islands. <p>High Speed Data Services and Connectivity</p> <ul style="list-style-type: none"> • Customers in New Providence and Grand Bahama: No more than four (5) Business Days. • Customers in Abaco, Eleuthera, Exuma and Andros: No more than six (6) Business Days. • Customers in all other islands: No more than seven (7)Business Days. <p>Pay TV</p> <ul style="list-style-type: none"> • Customers in New Providence and Grand Bahama: No more than five (5) Business Days. • Customers in Abaco, Eleuthera, Exuma and Andros: No more than seven (7) Business Days. • Customers in all other islands: No more than ten (10) Business Days.
--	---

Customer Scheduled Appointments

<p>Customer Scheduled Appointments are scheduled pre-arranged visits by a Service Provider’s representatives to install a service, correct faults on the Service Provider’s network up to and including the network interface device, where access to the Customer’s premises is necessary but restricted.</p>	<ul style="list-style-type: none"> • All customer appointments should be honoured provided that the customer also honours the scheduled appointment time. • A Service Provider may reschedule an appointment by first notifying the Customer at least four (4) working hours prior to the scheduled appointment.
--	--

Response To Customer Complaints

<p>This Standard refers to the time frame for a Service Provider to acknowledge a Customer’s complaint relating to Billing, network malfunctions, quality of service or similar issues</p>	<p>All complaints are to be acknowledged in writing within five (5) Business Days of receipt.</p>
--	---

Consumer Complaint Resolutions

<p>This refers to the time period for a Service Provider to resolve Complaints received from Consumers.</p>	<p>All complaints are to be resolved within thirty (30) Business Days of receipt.</p>
---	---

Repeated Loss Of Service

<p>This Standard refers to the recurrence of a fault of the same nature within thirty (30) days of occurrence of the original fault on the Service Provider’s network.</p> <p>The cause of the repeated loss of service must be solely attributable to the faults on the Service Provider’s network</p>	<p>Faults should not reoccur within thirty (30) days of repair of first incident of loss of service.</p>
---	--