

4. GUARANTEED STANDARDS OF SERVICE

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATORY PAYMENT
GTS1A (NEW)	APPROVAL OF APPLICATION FOR SERVICE This refers to the time it should take for approval of an application form from submission to approval.	Residential customers - no more than 7 working days Business customers no more than 5 working days	Refund of applicable installation fees
GTS1B (NEW)	INSTALLATION OF SERVICE, AFTER APPROVAL. This refers to the time it takes between the advice that the application is approved and the actual provision of service where plant is available. Service installation refers to installation up to the demarcation point which is the network interface device (NID)	Residential customers - no more than 7 working days Business Customers - no more than 5 working days.	Refund of first month's bill. Automated Compensation
GTS2	FAULT REPAIR The speed with which faults due to failure of the service provider's equipment or systems are repaired. Faults due to inside wiring or customer owned equipment are not included.	<u>Dry Season</u> Residential - 12 working hours Business - 8 working hours <u>Wet Season</u> Residential - 40 working hours Business - 16 working hours Dry season - Dec. 1 to May 31 Wet season - Jun. 1 to Nov. 30	Refund of BDS\$15 to residential customers and BDS\$30 to business customers on breach of the target time. An additional BDS\$15 for each additional 12 or 40 working hours for residential customers, an additional BDS\$30 for each additional 8 or 16 working hours for business customers as dictated by the season. Compensatory Payment (NEW) - Compensatory payments are now to be prorated on an hourly basis after target time has elapsed.

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GTS 3	<p>REPEATED LOSS OF SERVICE</p> <p>This refers to the recurrence of a fault of the same nature, within 30 days of occurrence of the original fault, on the service provider's network.</p> <p>Loss of service is defined as no dial tone.</p>	<p>Faults should not reoccur within 30 days of repair of first failure.</p>	<p>Refund of BDS\$15 to residential customers and BDS\$30 to business customers for repeated loss of service, due to the service provider's equipment, within 30 days of original fault.</p>
GTS4	<p>RESPONSE TO CUSTOMER COMPLAINTS</p> <p>This refers to the time frame in which a service provider acknowledges a customer's complaint relating to billing, malfunctioning network, quality of service or similar issues.</p>	<p>Acknowledgement within 5 working days for telephone, fax or email complaints. 7 working days after receipt for written complaints forwarded by post.</p> <p>Acknowledgement should include a commitment as to the date investigations would be completed.</p>	<p>Refund of BDS\$15 to residential customers and BDS\$30 to business customers on breach of the target time.</p>
GTS5	<p>CUSTOMER APPOINTMENTS</p> <p>These scheduled appointments pertain to visits by the service provider's representatives to 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> <p>This does not include appointments pertaining to customers' premises equipment (CPE) or internal wiring.</p>	<p>All customer appointments should be honoured.</p> <p>Morning (8:00 a.m. to 12:00 noon) or afternoon (1:00 p.m. to 4:00 p.m.) appointments may be scheduled.</p>	<p>Refund of BDS\$15 to residential customers and BDS\$30 to business customers (subject to 15 minutes grace period i.e. 12:15 p.m. for morning appointments and 4:15 p.m. for afternoon appointments) for missing agreed appointment.</p> <p>The service provider may reschedule an appointment; however the customer must be notified at least 8 working hours prior to the scheduled appointment.</p>

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATORY PAYMENT
GTS6	<p>RECONNECTION AFTER DISCONNECTION FOR NON-PAYMENT</p> <p>This refers to the timely reconnection of a customer's service after payment of overdue amounts following notification to the service provider, where appropriate, and their acknowledgement of receipt of payment.</p> <p>Where the overdue amount and reconnection fee is paid at an authorized payment point that is not on-line such as the post office or some banks, the customer is required to notify the Company and provide proof of payment through a receipt number in order to effect timely reconnection.</p>	<p>Reconnection of the service should occur within 8 working hours of acknowledgement of payment.</p>	<p>Compensation in the amount equal to the reconnection fee.</p> <p>Automated Compensation</p>
GTS7	<p>WRONGFUL DISCONNECTION</p> <p>This 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 arises out of circumstances pertaining to an overdue amount, specifically the service provider's non-acknowledgement of payment.</p> <p>Where the overdue amount is paid at an authorized payment point that is not on-line such as the post office or some banks, the customer is required to notify the Company and provide proof of payment through a receipt number in order to effect timely reconnection.</p>	<p>Reconnection within 1 working hour of notification.</p>	<p>Automatic minimum payment of BDS\$15 to residential customers and BDS\$30 to business customers. Following this, if the service is not reconnected within 1 working day of the customer's report of wrongful disconnection compensation shall continue to accrue based on pro-rating of the month's line rental fee.</p>

Unless otherwise stated working hours are defined as 8:00 a.m. to 4:00 p.m. Mondays to Fridays. Weekends and bank holidays are excluded.