

CUSTOMER QUALITY OF SERVICE STANDARDS

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to publishing the additional standards.

Furthermore, service providers will be required as of June 30, 2014 to publish levels of compensation and refunds payable to customers if they do not meet the standards.

The quality of service standards and targets that service providers must achieve are highlighted here.

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 through to the applicant's payment of a security deposit and (if necessary) the Service Provider completing a customer credit verifi-

cation 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

This Standard refers to the time it should take between approval of an application for service and the actual provision of the service.

Fixed Voice

- 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 is-

lands: No more than seven (7) Business Days.

Mobile Voice and Mobile Data

- No more than one (1) working hour for Customers in all islands.

High Speed Data Services and Connectivity

- 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.

Pay TV

- 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.

CUSTOMER SCHEDULED APPOINTMENTS

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.

All customer appointments should be honoured provided that the customer also honours the scheduled appointment time.

A Service Provider may re-schedule an appointment by first notifying the Customer at least four (4) working hours prior to the scheduled appointment.

RESPONSE TO CUSTOMER COMPLAINTS

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.

All complaints are to be acknowledged in writing within five (5) Business Days of receipt.

CONSUMER COMPLAINT RESOLUTIONS

This refers to the time period for a Service Provider to resolve

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