



**National Telecommunications Regulatory Commission
(Grenada)**

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July 27, 2015

Mr. Embert Charles
Managing Director
Eastern Caribbean Telecommunications Authority
P.O. Box 1886
Vide Bouteille
Castries
St. Lucia

8143
Received by:
Mail
Courier
✓ Fax
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Date: 27/7/15

Dear Mr. Charles,

Re: Limited Consultation on Terms of Reference on the Quality of Service Regulations

Having reviewed the above captioned, please find below NTRC's Grenada responses and comments on the following questions:

1. **Do you regularly receive information from providers as to the level of service being offered to consumers?**
 - No
2. **Based on the information available from providers if any, are the standards outlined above currently being met, surpassed or do they fall below the current standards?**
 - No information was collected or submitted by Service providers.
3. **If they surpass the current standard, by how much do they surpass those standards?**
 - No information was collected or submitted by Service providers.
4. **If they fall below such standards how far below the international standards do they fall?**
 - No information was collected or submitted by Service providers.
5. **How easy was it to gain information from the providers?**
 - No information was collected or submitted by Service providers.

Mr. Embert Charles
Managing Director
Eastern Caribbean Telecommunications Authority

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6. Have you had any customer complaints in relation to the QoS?

- Yes, received few complaint from customers.

7. How are customer complaints about the QoS handled?

- Customers were instructed to contact the relevant service provider through written correspondence and copy the NTRC.
- Pursuant to Section 15 of the Telecommunications Act the NTRC would act as an intermediary to resolve dispute between the Service provider and the Customer if service providers fail to solve the matter.

8. Do you agree that the NTRC is best placed to amend and update these Codes of Practice?

- Agreed that the NTRC is ideal institution to amend and update these Codes of Practice.

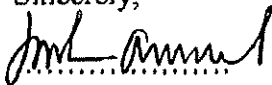
9. Are there any other issues which you may wish to raise in relation to the QoS Regulations?

- The QoS Regulations is vital to customers, however requires day to day monitoring, enforcement and public relation to keep customers aware of their rights and what quality of service standards are acceptable from the Service providers.
- To manage and monitor QoS code of practices, it is recommended that training and the technical requirements be provided.

10. Are there other service categories for which you would like Quality of Service KPIs to be developed for example Subscriber Television, etc.?

- International simple voice resale Customers

Sincerely,



Lawrence Samuel
Coordinator