



ONE COMMUNICATIONS (GUYANA) INC.

Publication on

**The Telecommunications Quality of Service
Standards as set out in Schedules 1 & 2 of Regulation No.
19 of 2020 - The Telecommunications (Consumer
Protection) Regulations 2020**

OFFICIAL STATEMENT

In 2025, One Communications (Guyana) Inc. (“One Communications”) remained committed to delivering reliable, high-quality telecommunications services to customers across Guyana. Throughout the year, the Company continued to perform strongly against key Quality of Service (QoS) standards, particularly in areas such as Operator and Directory Assistance, Billing Accuracy, Complaint Resolution, and Call Set-Up Performance for local, national, and international services.

Customers benefited from consistently quick response times when accessing operator and directory services, and billing accuracy remained high, with only minimal errors reported. Call connectivity also continued to perform well, with most calls being successfully connected within the expected timeframes. These results reflect the ongoing efforts of our teams to maintain a stable and efficient network that customers can rely on every day.

At the same time, 2025 presented some real challenges. Across the country, there was a noticeable increase in roadworks and construction activity, alongside a rise in copper theft and vandalism. Unfortunately, in several cases, fibre cables were mistakenly cut by individuals believing them to be copper. These incidents caused unexpected damage to the network and, in some areas, led to service disruptions.

We understand how frustrating service interruptions can be. In certain instances, these external factors affected our response and restoration times, particularly where extensive repairs were required. Despite this, our teams worked around the clock to restore services as quickly and safely as possible, often under difficult conditions. We remain grateful for the patience and understanding shown by our customers during these periods.

We also continue to work closely with the Public Utilities Commission (PUC) to review and improve certain QoS standards, particularly those related to service repairs and installations. This ongoing collaboration is aimed at ensuring that these standards are practical, fair, and reflective of the realities on the ground across Guyana. As a result, these specific measures are not included in the 2025 QoS publication while this process is being finalized.

Overall, our 2025 performance reflects both our strong service delivery and our resilience in the face of increasing external challenges. We remain focused on continuous improvement, strengthening our network, and delivering the level of service our customers expect and deserve.

Applicable Quality of Service Standards

Pursuant to the Telecommunications (Consumer Protection) Regulation No. 19 of 2020, below are the Telecommunications Quality-of-Service (QOS) Standards currently applicable to One Communications (Guyana) Inc.

Quality Of Service Standards for Fixed Public Telecommunications Services

Schedule 1

Quality Of Service Parameters	Standard
Narrowband Residential (Voice) Access	
% of calls to operator services answered within 10 seconds	95
% of calls to directory enquiry services answered within 10 seconds	95
Number of billing error per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100
Local And National Long-Distance Calls for Residential Customers	
% of calls set up within 5 seconds	90
% of calls set up within 8 seconds	95
% of calls set up within 10 seconds	100
% of calls successfully completed during peak periods	98
International Long-Distance Calls For Residential Customers	
% of calls set up within 7 seconds	90
% of calls set up within 10 seconds	95
% of calls successfully completed during peak periods	95
Broadband Internet Service for Residential Customers	
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100

Quality Of Service Standards for Mobile Public Telecommunications Services

Quality Of Service Parameters	Standard
Voice Services	
% of calls set up within 5 seconds	90
% of calls set up within 8 seconds	95
% of calls successfully completed during peak periods	95
% of dropped calls per 100 calls	2
% of calls to operated services answered within 10 seconds	95
% of calls to directory enquiry services answered within 10 seconds	95
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100

QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES

2025

SCHEDULE 1

QUALITY OF SERVICE PARAMETERS	STANDARD	ONE COMMUNICATIONS (GUYANA) INC. 2025 PERFORMANCE
2. NARROWBAND RESIDENTIAL (VOICE) ACCESS		
% of calls to operator services answered within 10 seconds	95	95
% of calls to directory enquiry services answered within 10 seconds	95	95
Number of billing error per 1000 bills	3	0
% of billing complaints resolved within 2 weeks	90	100
% of billing complaints resolved within 3 weeks	100	100
3. LOCAL AND NATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS		
% of calls set up within 5 seconds	90	99.99
% of calls set up within 8 seconds	95	99.99
% of calls set up within 10 seconds	100	100
% of calls successfully completed during peak periods	98	99.485
4. INTERNATIONAL LONG-DISTANCE CALLS FOR RESIDENTIAL CUSTOMERS		
% of calls set up within 7 seconds	90	100
% of calls set up within 10 seconds	95	100
% of calls successfully completed during peak periods	95	98.385

6. BROADBAND INTERNET SERVICE FOR RESIDENTIAL CUSTOMERS		
Number of billing errors per 1000 bills	3	0
% of billing complaints resolved within 2 weeks	90	100
% of billing complaints resolved within 3 weeks	100	100

Areas under consultation with the Public Utilities Commission

Narrowband Residential Voice Access

- 1 Supply time for initial connection (Urban & Rural)
- 2 Unreported Faults cleared within 2,6,12 & 24 hours
- 3 Reported Faults cleared within 2,6,12 & 24 hours

Broadband Internet Service for Residential Customers

- 4 Broadband- Supply time for initial connection (Urban & Rural)
- 5 Technical Complaint Resolved within 12,24 & 36 hours

QUALITY OF SERVICE STANDARDS FOR MOBILE PUBLIC TELECOMMUNICATIONS SERVICES

2025

SCHEDULE 2

QUALITY OF SERVICE PARAMETERS	STANDARD	ONE COMMUNICATIONS (GUYANA) INC. 2025 PERFORMANCE
1. VOICE SERVICES		
% of calls set up within 5 seconds	90	100
% of calls set up within 8 seconds	95	100
% of calls successfully completed during peak periods	95	99.4
% of dropped calls per 100 calls	2	0.1
% of calls to operated services answered within 10 seconds	95	95
% of calls to directory enquiry services answered within 10 seconds	95	95
Number of billing errors per 1000 bills	3	2.6
% of billing complaints resolved within 2 weeks	90	100
% of billing complaints resolved within 3 weeks	100	100