



Quality of Service



What is Quality of Service (QoS)?

QoS as it relates to the telecommunications industry, is a defined standard or measure of performance in a communications network.

Why is QoS important?

The main objective of having QoS regulations and standards is to ensure that consumers are guaranteed a minimum acceptable level of service in terms of quality and price. QoS standards define the lower and or upper bounds of acceptability for technical issues such as transmission rates, error rates, call completion rates, etc. and commercial consumer issues such as access to customer help lines, billing integrity and other characteristics that can be measured and improved.

NTRCs Contact Information

COMMONWEALTH OF DOMINICA

P. O. Box 649
Roseau, Commonwealth of Dominica
Tel: 1 (767) 440 0062
Fax: 1 (767) 440 0835
Email: secretariat@ntrcdom.org
Website: www.ntrcdom.org

GRENADA

Maurice Bishop Highway
Grande Anse
P. O. Box 854
St. George's, Grenada
Tel: 1 (473) 435 6872
Fax: 1 (473) 435 2132
Email: gntrc@ectel.int

Do we have Telecommunications QoS regulations in the ECTEL member states?

Yes, we do! Regulations applicable to providers of the following services are in place:

- Public fixed telecommunications
- Public mobile telecommunications
- Internet service

Quality of Service regulations for telecommunications services in the ECTEL member states are currently being reviewed in order to ensure that they address all relevant issues that impact consumers in a constantly changing telecommunications industry.

What is ECTEL's role in the establishment of Quality of Service standards and regulations?

Website: www.ntrc.gd

ST. KITTS AND NEVIS

P. O. Box 1958
Cnr. Wigley Ave. & Jones Street, Fortlands
Basseterre, St. Kitts
Tel: 1 (869) 466 8997
Fax: 1 (869) 466 6817
Email: ntrcskn@ectel.int
Website: www.ntrc.kn

SAINT LUCIA

1st & 2nd Floor Rajana Group of Companies Building
Bois D'Orange
Gros Islet, Saint Lucia
Tel: 1 (758) 458 2035
Fax: 1 (758) 453 2558

ECTEL is working very closely with the National Telecommunications Regulatory Commissions (NTRCs), Telecommunications Service Providers and all stakeholders including consumer groups and the public to develop and implement revised QoS standards and regulations.

As a consumer, to whom can I go if I have complaints about quality of service?

You should first contact your Service Provider. Each service provider supplies information on how faults or complaints must be logged. If you are dissatisfied with how the issue is handled, you should contact the NTRC who will provide you with the necessary documentation to submit your complaint. For more information, please contact your local NTRC.

Email: ntrc_sl@cantw.lc

Website: www.ntrc.org.lc

ST. VINCENT AND THE GRENADINES

2nd Floor, NIS building
Upper Bay Street
P. O. Box 2368
Kingstown, St. Vincent and the Grenadines
Tel: 1 (784) 457 2279
Fax: 1 (784) 457 2834
Email: ntrc@ntrc.vc
Website: www.ntrc.vc