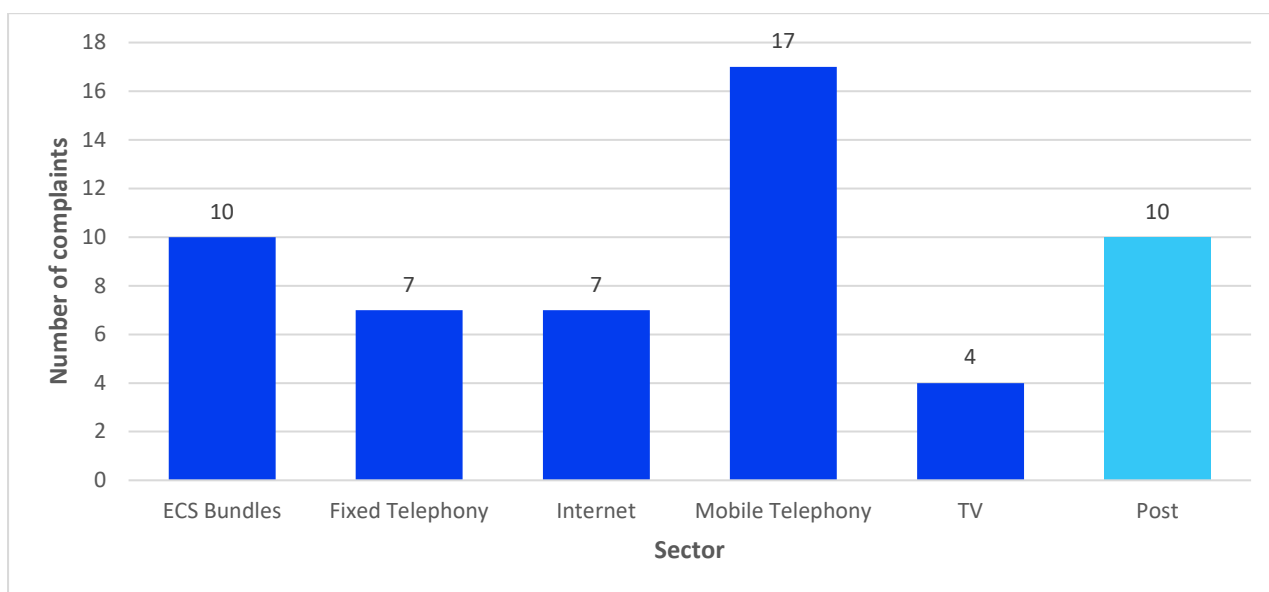


## PRESS RELEASE / 1 April 2025

### The Malta Communications Authority (MCA) Publishes Half Yearly Statistical Report on Complaints and Enquiries for second half of 2024.

The End-User Affairs: Half Yearly Report (July - December 2024) shows that the MCA received a total of 55 complaints, of which 82% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while 18% were related to postal services. Despite a short-term rise in complaints, a 17% increase when compared to the first six months of 2024, the report notes a declining yearly trend in complain volumes over the past three years with a 48% decrease when comparing 2024 to 2021.

Additionally, in the second part of last year the Authority received 357 enquiries on various matters related to the sectors it regulates, up 6% from the first half of the year.



The top issue reported was Quality of Service (QoS), accounting for 56% of all ECS complaints. These included faults (14), customer care issues (6), problems with installation of services (2),

internet speed concerns (2), and non-access to services (1). The MCA also recorded other complaints related to billing (10), termination and switching (6), and contractual issues (4).

Many billing-related cases involved roaming charges, discounts not applied, or incorrect technician fees, several of which were resolved through MCA's intervention to secure refunds or waivers for consumers.

In terms of postal services, the MCA received 10 complaints during the second half of 2024. These cases were referred to the postal operator for investigation and resolution..

As part of its mystery shopping programme aimed at monitoring customer care telephony responsiveness, the MCA conducted:

- 1,036 test calls to telecom service providers
  - EPIC: 99% of calls answered within 5 minutes; 86% within 2 minutes
  - GO: 74% within 5 minutes; 55% within 2 minutes
  - Melita: 96% within 5 minutes; 91% within 2 minutes.

Significantly, 2024 recorded the best industry performance by ECS providers since the MCA introduced this mystery shopping initiative, demonstrating steady progress in customer support efficiency.

- 207 test calls to Maltapost
  - 82% of the calls answered within 5 minutes, 35% within 2 minutes.

Throughout the second half of 2024, the MCA also carried out several initiatives to raise awareness on:

- Roaming rights and charges
- Avoiding online scams
- Price comparison tools through [www.telecosts.com](http://www.telecosts.com)
- Postal service support
- Tips to improve internet performance at home

These initiatives were disseminated via the MCA's website and social media channels. The full report is accessible on the MCA's website at the following [link](#).