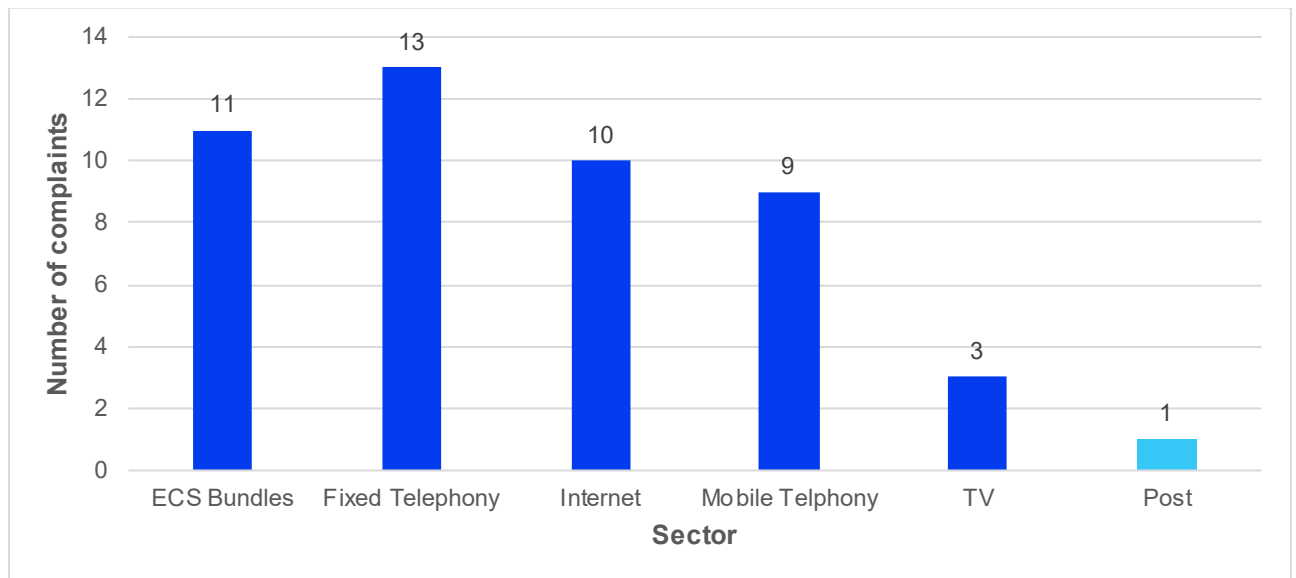


PRESS RELEASE / SEPTEMBER 2024

The Malta Communications Authority (MCA) publishes its half yearly statistical report on complaints and enquiries received during the first six months of 2024.

The report shows that the MCA received a total of 47 complaints, of which 98% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while 2% were related to postal services. The MCA recorded a decrease of 22% in the total number of complaints when compared to the last six months of 2023. Additionally, the Authority received 338 enquiries on various matters related to the sectors it regulates.



According to the report, Quality of Service (QoS) remained the most common type of complaint, with 32 complaints reported to the MCA. The most prominent QoS complaints were related to customer care (14), while other QoS complaints received were related to faults (10), installation of services (3), non-access to service/s (3), and internet speed (2). The MCA also recorded other complaints related to billing (9), termination and switching (3), and contractual issues (2).

In terms of postal services, the MCA received 1 complaint during the first half of 2024. The MCA has brought this case to the attention of the service provider so that it can further investigate the matter raised and address any ensuing issue accordingly.

To monitor the quality of telephony support services offered by several providers of electronic communications and postal services, the MCA conducts regular test calls and measures the time taken for a telephone call to be answered by a provider's customer care agent. During the period under review, the MCA carried out 1,105 calls to the customer care telephony support lines of telecommunications service providers. From this mystery shopping exercise, 99% of calls made towards EPIC Communications Ltd were answered within 5 minutes, 75% of calls made towards GO plc were answered within 5 minutes and 96% of calls made towards Melita Ltd were answered within 5 minutes. The MCA also conducted several test calls (a total of 237 measurements taken between January and June 2024) made to MaltaPost's customer care telephony service, and 75% of the calls were answered within 5 minutes and 40% of the calls were answered within 2 minutes.

The report also includes details on the topics for which the MCA conducted activities to raise public awareness.

The full report is accessible from [the MCA's website](#).