

Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified¹ or others²) reported from January till April 2012.

Number of Complaints pertaining to January - April 2012													
Sector	Name of Trader												
	GO		Melita		Ozone		Red Touch		Vodafone		Maltapost		
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	
Bundle	-	5	1	5	-	-	-	-	-	-	-	-	
Fixed	8	6	1	3	1	-	-	-	-	-	-	-	
Internet	1	3	3	10	-	-	-	-	-	4	-	-	
Mobile	6	7	2	6	-	-	-	1	3	2	-	-	
TV	-	1	3	2	-	_	-	-	-	-	-	-	
Post	-	-	-	-	-	-	-	-	-	-	3	4	

¹ Justified complaints are complaints where the Authority had sufficient evidence available at hand for further investigation or remedial action to be taken.

² Others are complaints where grounds to proceed with investigation or take action on consumer claims were not identified.

Table 2 illustrates the outcome status of justified complaints for each operator reported in April 2012.

Number of Justified Complaints pertaining to April 2012												
	Outcome Status											
Name of Trader	Solved			Provided information			Referred		Reported			
rrader	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+		
GO	3	1	-	-	-	1	-	-	-	-	5	
Melita	1	-	-	1	-	-	-	-	-	-	2	
Vodafone	1	-	-	-	-	-	-	-	-	-	1	