

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.

