

Monthly Consumer Complaints Report

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

Number of complaints pertaining to January-August 2012

| Sector | Name of Trader | | | | | | | | | | | | | | | |
|----------|----------------|--------|-----------|--------|-----------|--------|-----------|--------|-----------|--------|-----------|--------|-----------|--------|-----------|--------|
| | GO | | Melita | | Ozone | | Red Touch | | SIS | | Vodafone | | DHL | | MaltaPost | |
| | Justified | Others | Justified | Others | Justified | Others | Justified | Others | Justified | Others | Justified | Others | Justified | Others | Justified | Others |
| Bundle | - | 7 | 1 | 9 | - | - | - | - | - | - | - | - | - | - | - | - |
| Fixed | 12 | 11 | 3 | 8 | 2 | - | - | - | 1 | - | - | - | - | - | - | - |
| Internet | 3 | 8 | 14 | 10 | - | - | - | - | - | - | - | 4 | - | - | - | - |
| Mobile | 10 | 12 | 8 | 12 | - | - | - | 1 | - | - | 4 | 10 | - | - | - | - |
| TV | 1 | 11 | 4 | 8 | - | - | - | - | - | - | - | - | - | - | - | - |
| Post | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 3 | 6 |

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.

In addition to the figures reported in the above table, the Authority received further 32 complaints from January to August 2012. These complaints are not included in the table above as they do not relate to a specific service offered by a service provider authorised with the Authority.

