

Monthly Consumer Complaints Report

February 2011

Number of Complaints - Bundles (February '11)									
	Reported	Solved			Referred	Pending			
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +	
GO									
Melita	2	1		1					
Vodafone									

Number of Complaints - Mobile (February '11)									
	Reported	Solved			Referred	Pending			
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +	
GO									
Melita	3	2			1				
Ping									
Red Touch									
Vodafone	1	1							

Number of Complaints - Fixed Telephony (February '11)									
	Reported	Solved			Referred	Pending			
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +	
GO									
Melita	1	1							
Sky									
Vodafone									

Number of Complaints - Television (February '11)									
	Reported	Solved			Referred	Pending			
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +	
GO									
Melita	2	2							