

Monthly Consumer Complaints Report

February 2010

Number of Complaints - Mobile (February 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita plc	3	1	1	1				
GO plc	1				1			

Number of Complaints - Fixed Telephony (February 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
GO plc	1				1			
Melita plc	2	1	1					

Number of Complaints - Internet (February 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
GO plc	1	1						

Number of Complaints - Television Distribution (February 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita plc	2	1	1					

Number of Complaints - Bundles (February 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita plc	1		1					