

Monthly Consumer Complaints Report

June 2010

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

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

Number of Complaints - Post (June 2010)								
	Reported	Solved			Referred	Pending		
		< 4wks	< 6wks	6wks +		< 4wks	< 6wks	6wks +
Maltapost	1	1						

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

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