MALTA COMMUNICATIONS AUTHORITY

Monthly Consumer Complaints Report

March 2011

Number of Complaints - Bundles (March '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO								
Melita	3	2	1					
Vodafone								

Number of Complaints - Internet (March '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO	2	1			1			
Melita	1	1						
Sky								
Vodafone								

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

Number of Complaints - Post (March '11)								
	Reported	Solved			Referred	Pending		
		< 4wks	*< 6wks*	*6wks +*		*< 4wks*	*< 6wks*	*6wks +*
Maltapost	2	2						

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

Number of Complaints - Television (March '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO								
Melita	3	1			2			

Number of Complaints - Porting (March '11)										
	Reported	Doner	Recipient	Solved			Referred	Pending		
				< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
Mobile	1	Vodafone	GO	1						
Telephone										