

## **Monthly Consumer Complaints Report**

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

Number of Complaints pertaining to January - March 2012												
	Name of Trader											
Sector	GO		Melita		Ozone		Red Touch		Vodafone		Maltapost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	-	4	-	2	-	-	-	-	-	-	-	-
Fixed	6	6	1	3	1	-	-	-	-	-	-	-
Internet	-	3	3	6	-	-	-	-	-	4	-	-
Mobile	4	4	1	2	-	-	-	1	2	2	-	-
TV	-	1	3	1	-	-	-	-	-	-	-	-
Post	-	-	-	-	-	_	-	-	-	-	3	3

<sup>&</sup>lt;sup>1</sup> Justified complaints are complaints where the Authority had sufficient evidence available at hand for further investigation or remedial action to be taken.

<sup>&</sup>lt;sup>2</sup> Others are complaints where grounds to proceed with investigation or take action on consumer claims were not identified.

Table 2 illustrates the outcome status of justified complaints for each operator reported in March 2012.

Number of Justified Complaints pertaining to March 2012												
Name of Trader	Outcome Status											
	Solved			Provided information			Referred		Reported			
	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+		
GO	4	-	-	-	-	-	-	-	-	1	5	
Melita	2	1	-	-	-	-	-	-	-	-	3	
Vodafone	-	-	-	-	-	-	1	-	-	-	1	
Ozone	1	-	-	-	-	-	-	-	-	-	1	