

## Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified<sup>1</sup> or others<sup>2</sup>) reported on a cumulative basis from January till March 2013

### Number of complaints pertaining to March 2013

Sector	Name of Trader									
	GO		Melita		Red Touch		Vodafone		MaltaPost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	1	1	1	3	-	-	-	-	-	-
Fixed	6	3	2	4	-	-	-	-	-	-
Internet	5	2	-	4	-	-	-	-	-	-
Mobile	-	7	4	5	-	1	1	4	-	-
TV	-	1	2	7	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	1	-

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

In addition to the figures reported in the above table, the Authority received further 10 complaints from January to March 2013. These complaints are not included in the table above as they do not relate to a specific service offered by a service provider authorised with the Authority.

