MALTA COMMUNICATIONS AUTHORITY

Monthly Consumer Complaints Report

November 2010

Number of Complaints - Internet (November '10)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO								
Melita	1	1						
Sky								
Vodafone								

Number of Complaints - Mobile (November '10)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO	1	1						
Melita	1	1						
Ping								
Red Touch								
Vodafone								

Number of Complaints - Bundles (November '10)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO	1				1			
Melita	3	3						
Vodafone								