

Melita fined after failing to comply with termination of service requirements.

The MCA imposes a €10,000 administrative fine on Melita following the investigation into a number of consumer complaints regarding termination of service.

The Malta Communications Authority (MCA) today imposed an administrative fine of €10,000 on Melita. In five instances reported to the MCA, Melita was found to have acted in breach of its obligations at law when it failed to action requests from a number of its subscribers to terminate their services, in line with its requirements.

This decision follows a sanction previously imposed by the MCA on Melita in July 2014, following one complaint received on the same matter. Regrettably, despite such action, the MCA continued to receive similar complaints from other Melita subscribers.

The complaints received indicated that, notwithstanding the fact that these subscribers had indeed informed Melita 30 days in advance of their intention to terminate their service/s, they either:

- i. did not have the service/s duly terminated following the expiry of the advance notice period; and/or
- ii. continued to receive invoices charging them for services beyond the thirty (30) day advance notice period.

In these cases, it was only after the MCA brought these complaints to Melita's attention, that Melita took the necessary action to rectify matters and address the requests made by adjusting the bills of the subscribers, where applicable.

Consequently, in line with its powers at law, the MCA has imposed an administrative fine and has also warned Melita that it would be closely monitoring the situation to ensure that the applicable procedures are being adhered to.

In the meantime, members of the public encountering difficulties while terminating any of the services that they are subscribed to, may contact the Authority on 21336840 or by email at customercare@mca.org.mt.

For more information on switching service providers and number portability, visit the MCA's FAQs at www.mca.org.mt.

For further information, you are kindly requested to contact:

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