

Malta Communications Authority

WHO WE ARE

The MCA was established in 2001 and is the entity responsible for the regulation of the various electronic communications sectors, which include fixed and mobile telephony, Internet and TV distribution services. Furthermore, the Authority regulates other sectors including postal services and e-Commerce and enforces a number of EU rules in relation to digital services. The MCA's mission statement is stated in two pillars:

- To promote and safeguard sustainable competition, customer choice and value for money in the electronic communications, e-commerce and postal sectors; and
- To facilitate the development of an environment that is conducive to investment, innovation, social inclusion and economic growth.

One of MCA's strategic objectives is to ensure that end-users have access to transparent and high quality services. To fulfill this role, the MCA handles end-user queries and investigates complaints encountered by end-users related to any of the services it regulates.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://www.mca.org.mt/consumer/help>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 - 20 minutes under normal circumstances.

CLIENT RESPONSABILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: <https://www.mca.org.mt/consumer/help>
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 20 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o Malta Communications Authority, Valletta Waterfront, Pinto Wharf, Floriana, FRN1913, Malta
- o Monday to Thursday: 09:00-17:00, Friday 09.00-14:00; Weekends, & Public Holidays: Closed
- o www.mca.org.mt; <https://www.mca.org.mt/consumer/forms/enquiries>
- o Contact us: customer@ca.mca.org.mt, +356 2133 6840
- o Through Social Media:

