



# END-USER AFFAIRS: HALF YEARLY STATISTICAL REPORT

January – June 2017

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## Overview of complaints received during the first half of 2017

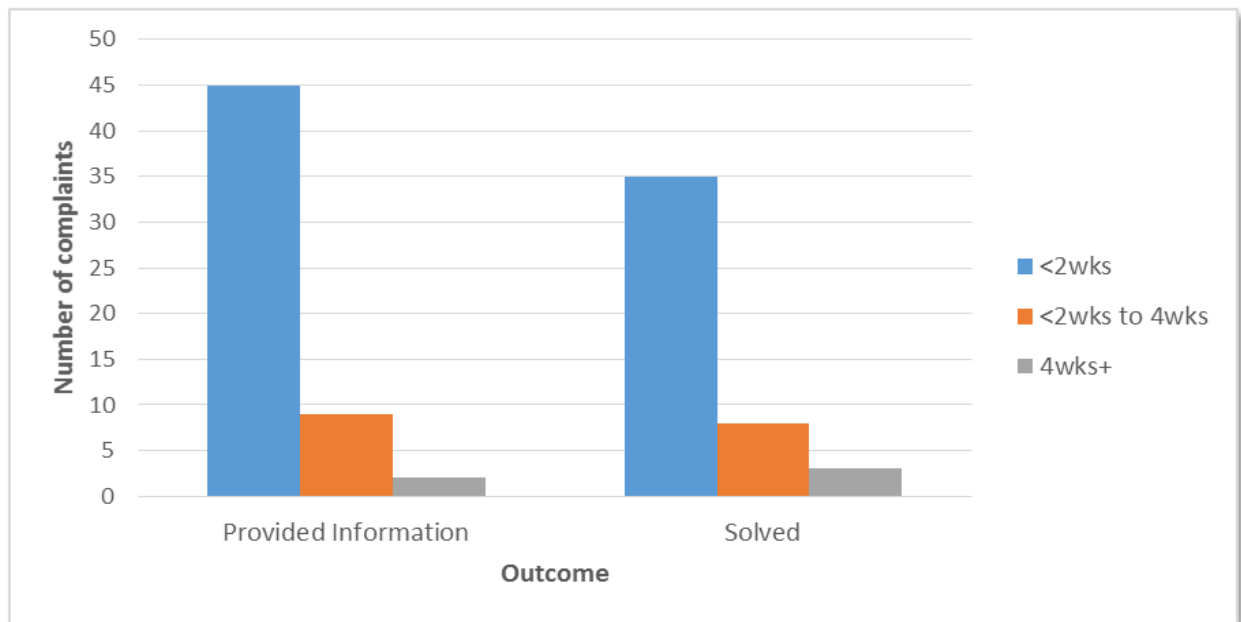
The below statistical report provides an overview of the complaints and enquiries received by the Malta Communications Authority (MCA) during the first half of 2017.

Between 1<sup>st</sup> January and 30<sup>th</sup> June 2017, the MCA received 102 complaints, a decrease of 15% when compared to the complaints received during the second half of 2016. During this period, the MCA also received 235 enquiries, an increase of approximately 3% when compared to the second half of 2016.

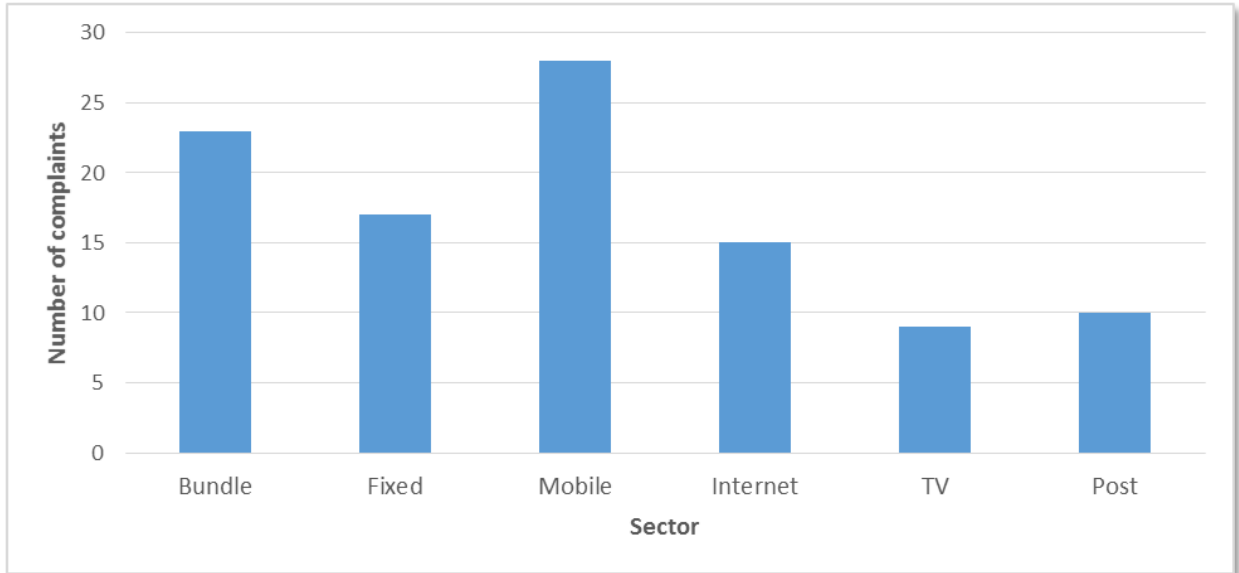
The complaints investigated by the MCA tend to be more complex in nature due to the fact that end-users are first required to seek redress directly from their service provider before lodging a complaint with the Authority. Notwithstanding this, the MCA strives to close complaints in the shortest timeframe possible. To this effect, 95% of the complaints received by the MCA during the 6 months of 2017 were closed within 20 working days.

**Figure 1**

*Number of Days to Handle Complaints (from receipt to closure)*



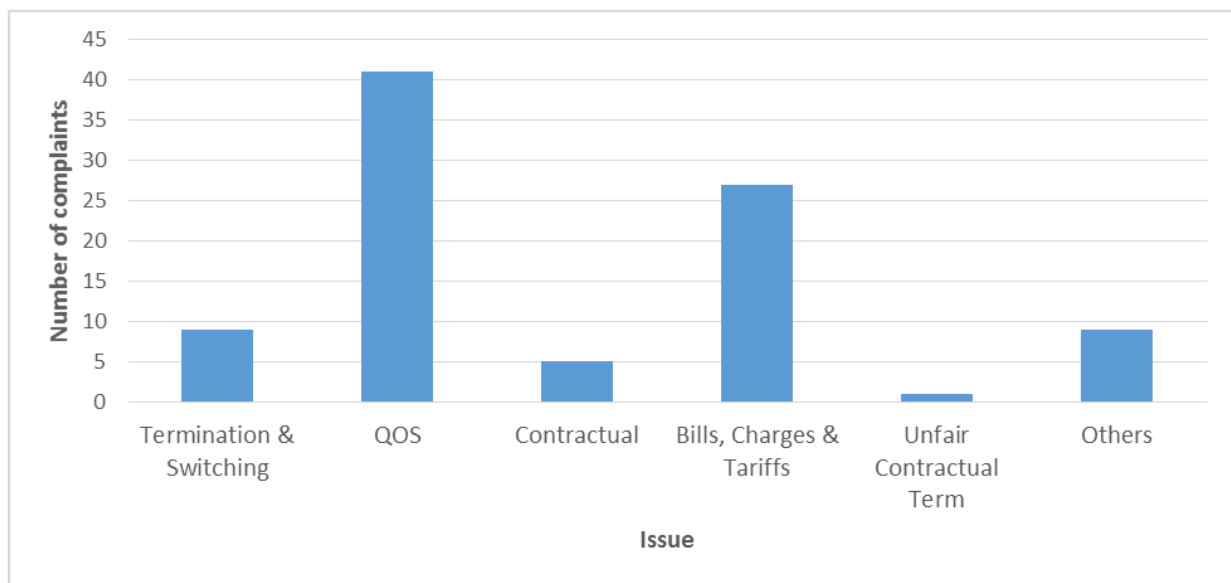
**Figure 2**  
**Complaints by Sector**



## Electronic Communications Complaints

Complaints received during the first half of 2017, related predominantly to quality of service. The Authority also received complaints regarding billing, termination and switching, contractual complaints, and unfair contractual terms.

**Figure 3**  
**Complaints by Issue**



*Complaints categorised under the heading ‘Others’ include complaints received regarding email accounts, deposits, transparency issues and privacy issues.*

The quality of Service (QoS) complaints received mainly related to faults with 17 cases reported to the MCA during the period under review. Faults are generally caused by degradation, misuse, force majeure or third party disturbance. Faults could also be the result of damages to the service provider’s infrastructure, damages to the subscriber’s internal wiring or damages to the physical equipment. In the cases reported to the Authority, the MCA monitored the actions undertaken by the service providers to ensure that faults were repaired within the shortest time possible.

The MCA received 27 complaints on billing issues, confirming the decrease reported in the Authority’s previous report on this matter. In 7 of these cases, following the necessary investigations, the MCA determined that the service providers were required to take necessary remedial action to address the issues reported. In the remaining cases the MCA provided the necessary clarifications to the end-users.

The number of complaints relating to termination and switching also continued to decrease. In total, the MCA received 9 complaints on this subject. In 3 of these cases, the Authority actively followed up the matter with the service provider in question until the latter ensured that the services were effectively terminated in line with the subscriber's request. In the remaining 6 cases, the Authority provided guidance to subscribers on the procedure they needed to follow to terminate the service/s.

The main contractual complaints related to changes to the terms and conditions of subscriber contracts. Although such changes are not subject to MCA's approval, in such instances, in line with the relevant legal provisions, service providers are required to notify impacted subscribers in writing 30 days prior to the implementation of such changes. Furthermore, subscribers must be provided the option to exit the contract without incurring any penalty fees. The MCA notes that with respect to the complaints received, service providers complied with the above mentioned legal obligations. The Authority also received a claim related to an alleged unfair contractual term and guided the complainant to seek redress at the Malta Competition and Consumer Affairs Authority (MCCAA) which is the entity responsible from addressing such matters.

## Postal and eCommerce Complaints

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The MCA also received 10 complaints related to postal services during the first half of 2017. The majority of these complaints related to undelivered mail and to the receipt of notification regarding attempted delivery of a postal article. The MCA brought these cases to the attention of the service provider so that it could further investigate the matters raised and address any ensuing issues accordingly. No complaints regarding eCommerce services were registered during this period.