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The MCA publishes the findings of a report on the quality of experience in the telecoms sector

A report commissioned by the Malta Communications Authority (MCA) to gauge the level of satisfaction of consumers in the telecoms sector reveals that 94% of the respondents to a survey are satisfied with their experience when using their internet, TV, mobile and fixed telephony services. The research was conducted by misco International and its findings were presented during [MCA's conference – The Digital Juncture](#) which was held earlier this month.

The research was carried out in July 2022 with a total of 500 respondents, aged 16 years and over, which were randomly selected amongst the Maltese population, according to a quota representative of the population in Malta and Gozo by age, gender, location and according to the service providers' market shares.

The survey covers various aspects of the consumers' journey starting from when consumers subscribe to a service/s until they terminate the service/s. The different quality aspects assessed within the survey include amongst others, the level of satisfaction of the service provided to consumers during the process of subscribing to the service/s and when lodging a complaint, the clarity of the information included in contracts, the frequency of service faults experienced by respondents, the respondents' satisfaction with their internet speeds and mobile reception, billing and the effectiveness of the process when terminating a service/s.

This report also draws comparisons to the results attained in a similar study conducted in 2019.

The main findings of this study are outlined hereunder. More detailed information on this survey study is available in the report which is accessible [here](#).

Main findings of the telecoms quality of experience report

- The majority of respondents (94%) stated that the service providers' agents were knowledgeable about the telecoms service plan when obtaining information before subscribing.
- Less than half of the respondent (43%) read the applicable terms and conditions prior to subscribing to a telecoms service/s, and most of whom found the clauses to be understandable.
- A contract summary was found to be very/extremely useful by 63% of those who reported being provided with one.
- Customer care channels for telecommunication services rated higher than those used for services in other sectors. On a scale of one to four where one meant not satisfied at all and four meant very satisfied, the customer care channels for telecommunications rated 3.1 compared to 2.9 for other sectors.
- The telephone still remains the most preferred customer care contact channel (58%) even though a decrease is noted when compared to the survey in 2019 (71%).
- Despite more than doubling from the 2019 survey, the number of those who prefer using online chat/website to contact their service provider still remains low (15%). This channel seems significantly more preferred among those aged between 25 and 34.
- 89% of respondents stated that when seeking support from their service provider, the solutions provided were able to address their issues.
- 41% of respondents have experienced a fault in the past 12 months. The majority of those experiencing a fault (54%) stated that service providers resolved the issue within the same day and 29% between one to three working days.
- 69% of internet users experienced fixed internet speed slower than that actually marketed. However, two-thirds are not aware of their internet download speed and only 29% of respondents know how to conduct an internet speed test and did so in the past 12 months.
- 90% of respondents considered that the outdoor mobile service reception is good. 84% of respondents considered that the indoor mobile reception good.
- 15% of respondents requested a correction to their bill, and the vast majority of these led to a correction in the bill. Moreover, 85% of individuals who requested a correction in their bill and were granted one were satisfied with how the matter was handled.
- During the last 12 months only 5% terminated their service, and 75% of these individuals found the information regarding the termination process to be easily accessible.

- The majority of respondents (94%) are very satisfied or fairly satisfied with their overall experience with the service provider.