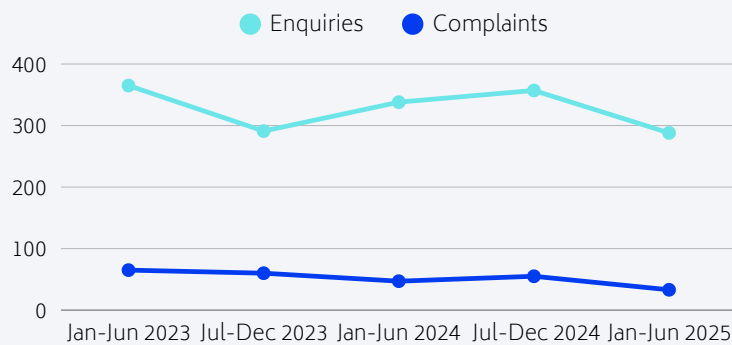


Key Findings on Complaints and Enquiries for January – June 2025

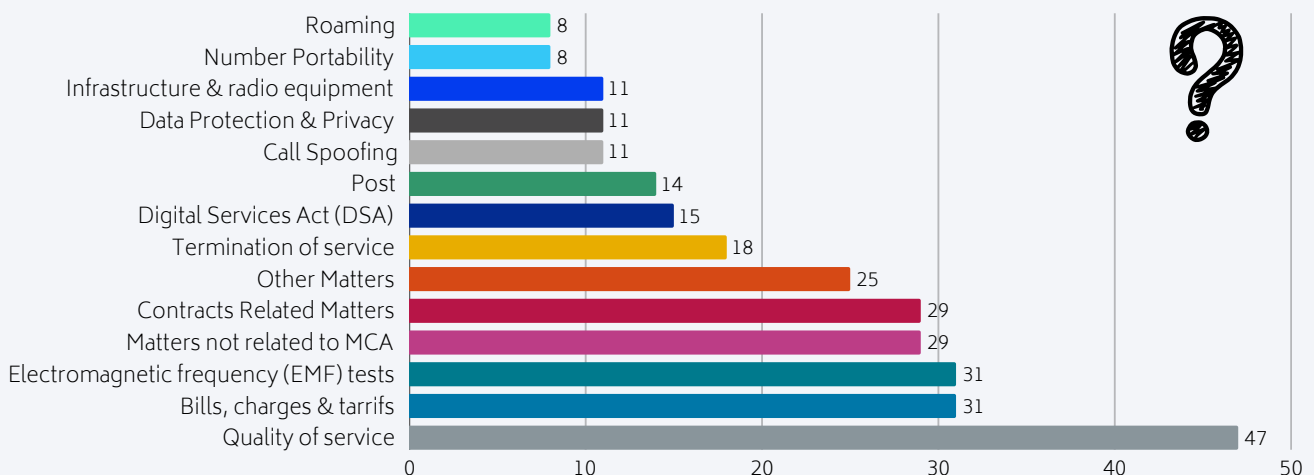
This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

Complaints & Enquiries 2023 - 2025

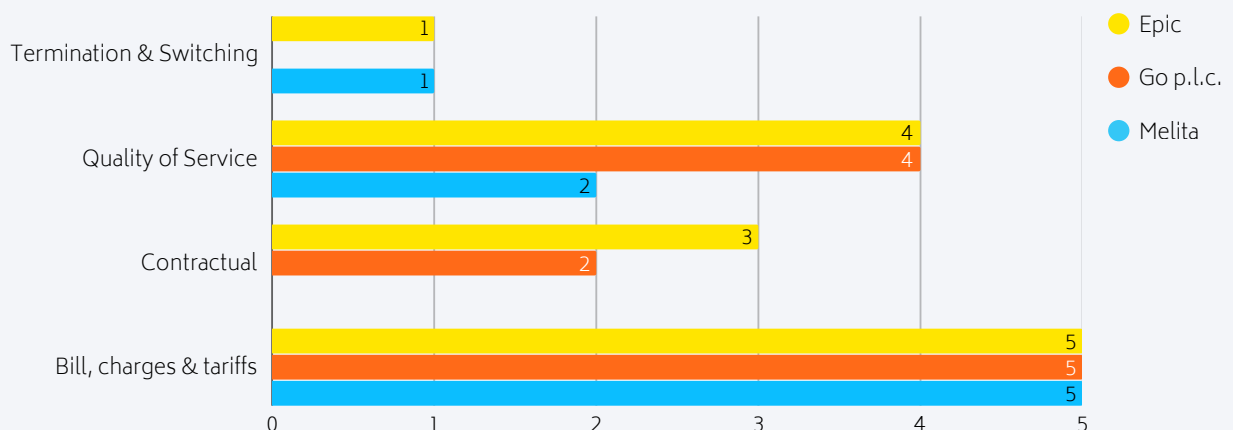


In the 1st half of 2025, the MCA received 33 complaints: **a 40% drop** from the 55 received in the 2nd half of 2024. Enquiries also **fell by 19%**, from 288 to 233.

Type of Enquiries received Jan-Jun 2025



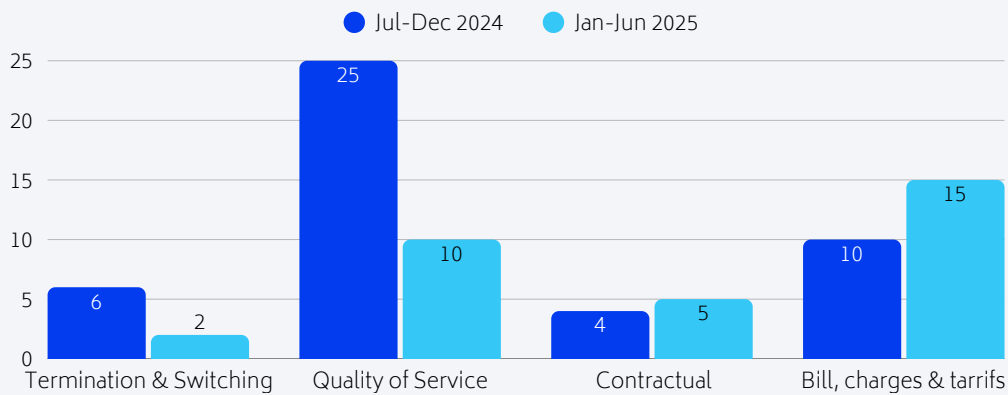
Complaints by Category by Provider - ECS



Key Findings on Complaints and Enquiries for January – June 2025

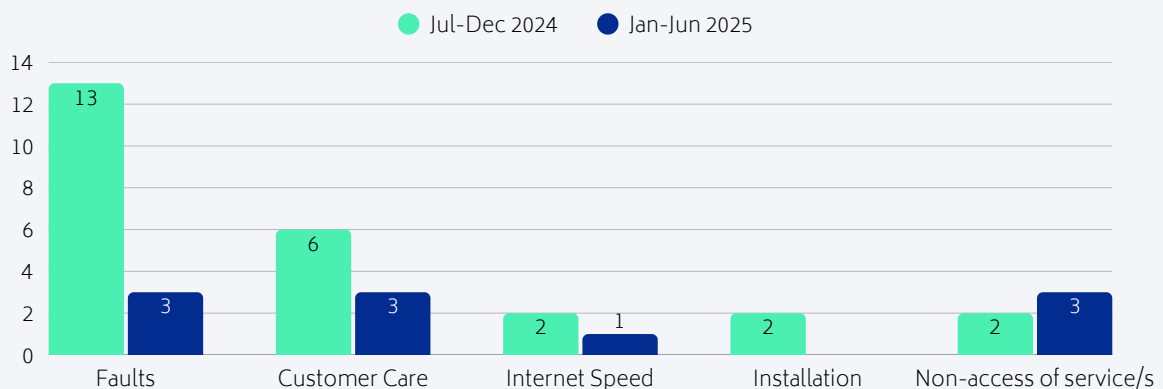
This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

Category of ECS complaints received Jan-Jun 2025

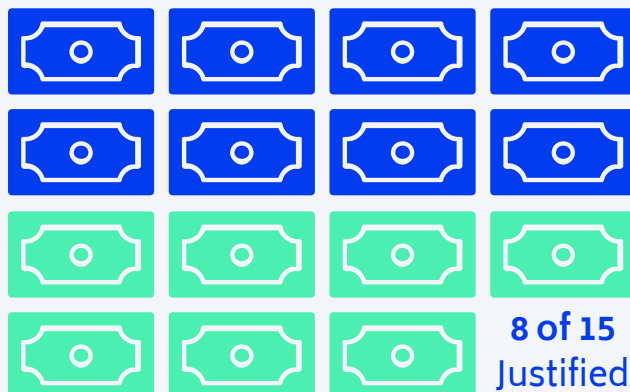


The MCA notes a **continued decline** in QoS complaints over the past 2.5 years, with a **60% drop** in the last six months. Meanwhile, the MCA received **5 more billing complaints** in the first half of 2025 compared to the previous period.

Quality of Service complaints received Jul-Dec 2024 & Jan-Jun 2025



Billing complaints received classified by justification Jan-Jun 2025



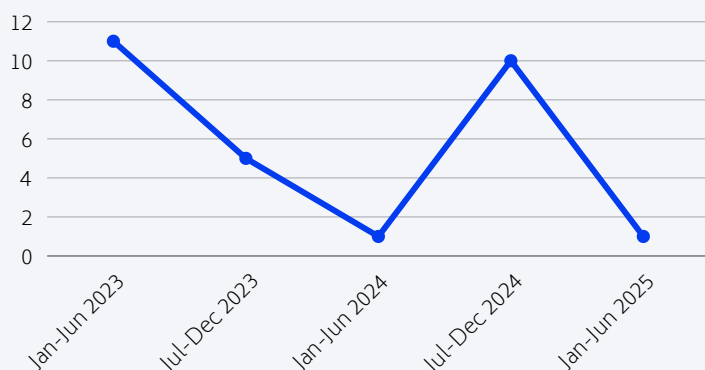
A complaint is deemed **justified** when an investigation confirms that the complainant's concerns are **valid** and a shortcoming on the part of the service provider has occurred.

Conversely, if the investigation determines that the service provider acted appropriately, the complaint is classified as **unjustified**.

Key Findings on Complaints and Enquiries for January – June 2025

This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

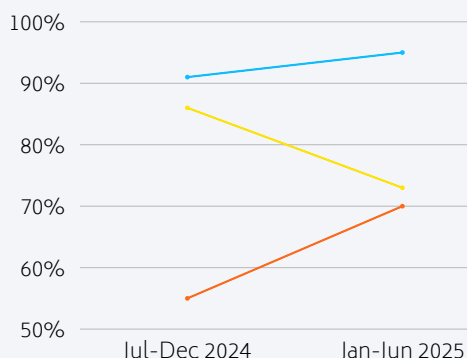
Postal Complaints 2023 – 2025



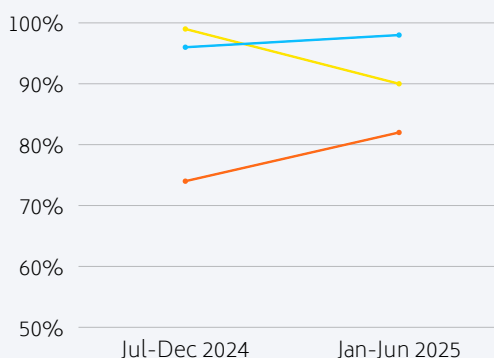
Continued **decrease** in the postal complaints, comparison of the past 2 and half years.

Calls answered within 2 and 5 minutes by service provider

Answered under 2 minutes



Answered under 5 minutes



● Epic

● Go p.l.c.

● Melita

Improvement was noted in telephone response times, reflecting generally **efficient levels** of service across providers.

Calls answered within 2 and 5 minutes by MaltaPost

Answered under 2 minutes



Answered under 5 minutes

