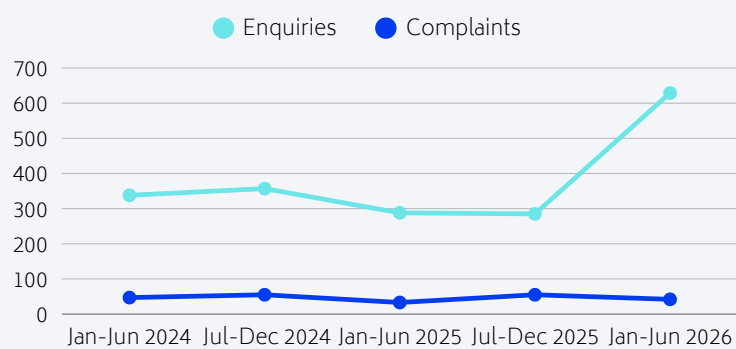


Key Findings on Complaints & Enquiries for January - June 2026

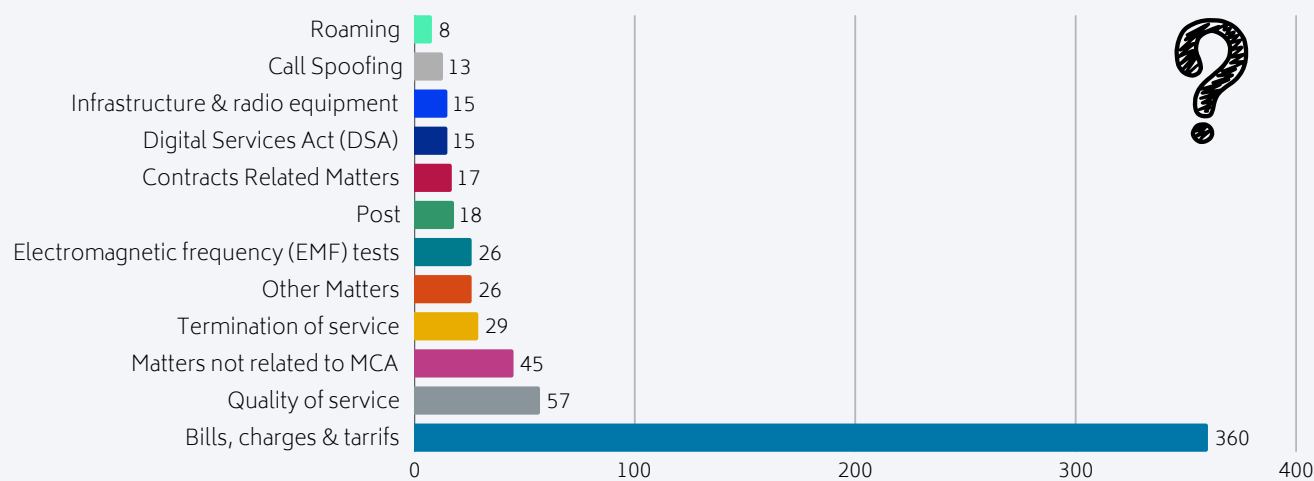
This document provides a summary of the main results. Further details are available in the full End-User Half Yearly Report.

Complaints & Enquiries 2024 - 2026

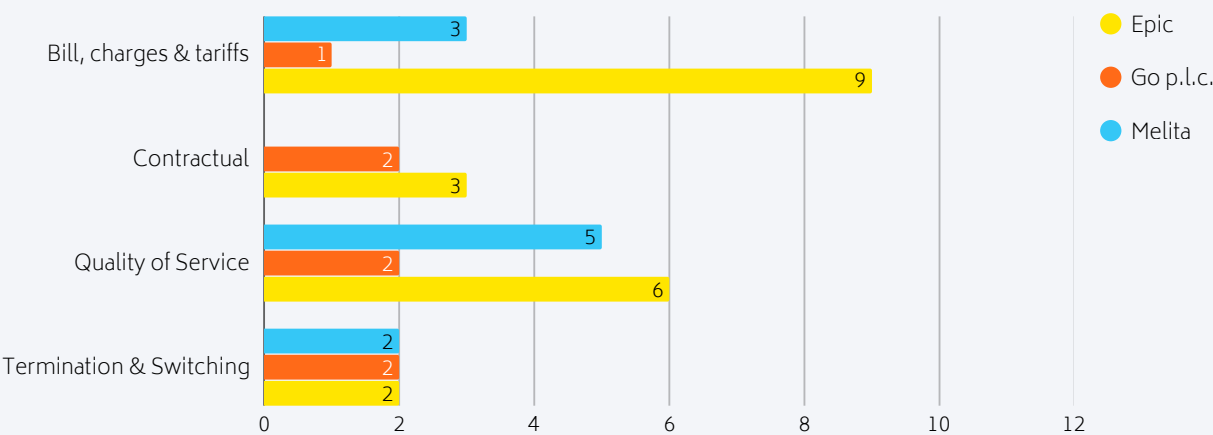


In the 1st half of 2026, the MCA received 42 complaints: a **24% drop** from the 55 received in the 2nd half of 2025. Over the same period, enquiries increased substantially, from 285 to 629, representing a **121% increase**.

Type of Enquiries received Jan - Jun 2026



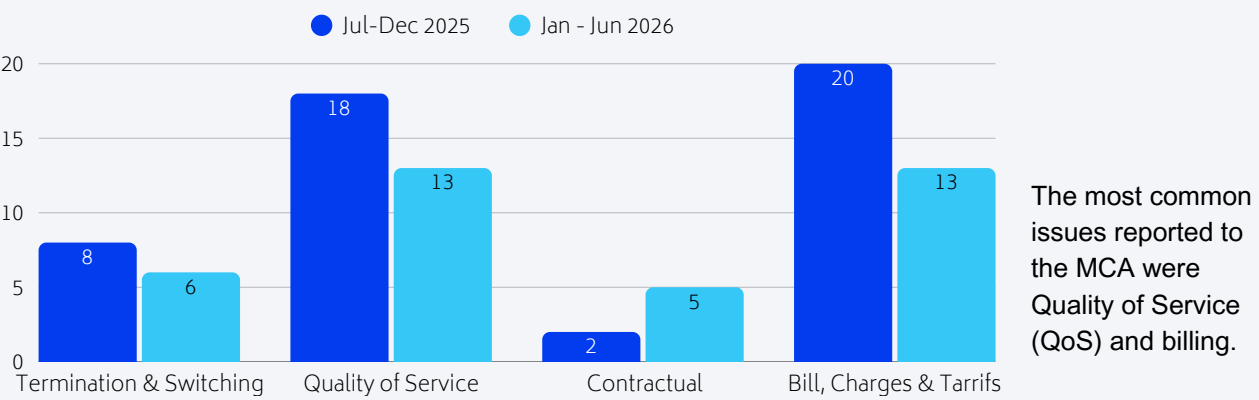
Complaints by Category by Provider - ECS



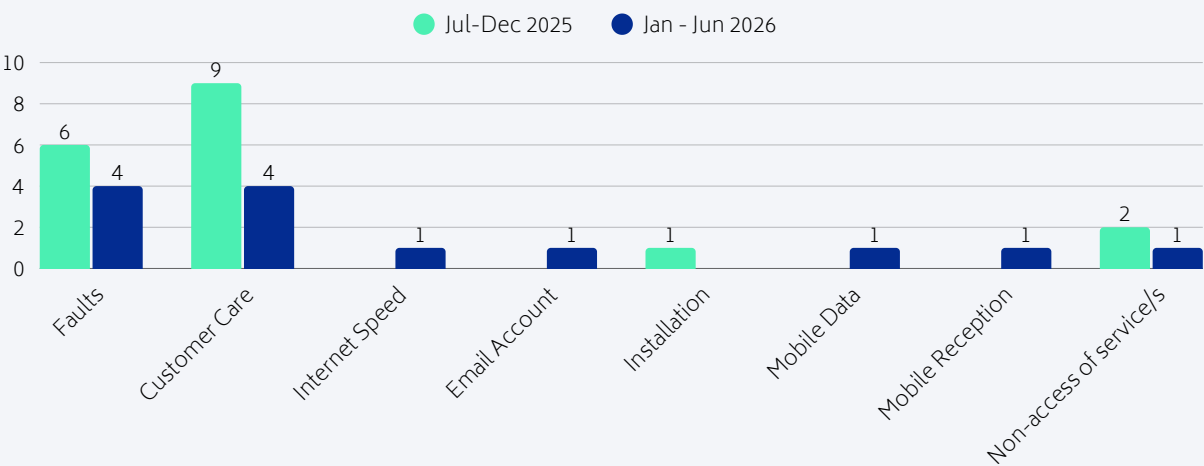
Key Findings on Complaints & Enquiries for January - June 2026

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

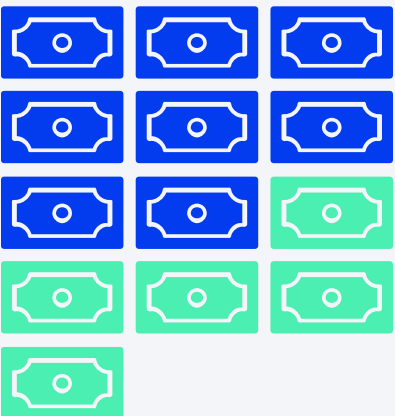
Category of ECS complaints received Jan - Jun 2026



Quality of Service complaints received Jul-Dec 2025 & Jan - Jun 2026



Billing complaints received classified by justification Jan - Jun 2026



8 of 13 Justified

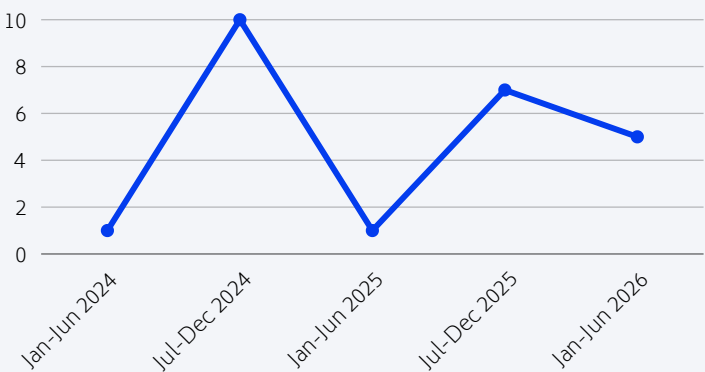
A complaint is deemed **justified** when an investigation confirms that the complainant's concerns **are valid** and a shortcoming on the part of the service provider has occurred.

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

Key Findings on Complaints & Enquiries for January - June 2026

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

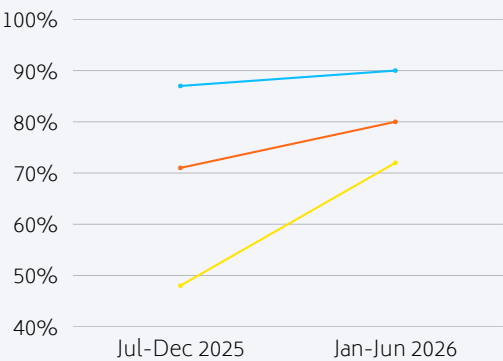
Postal Complaints 2024 – 2026



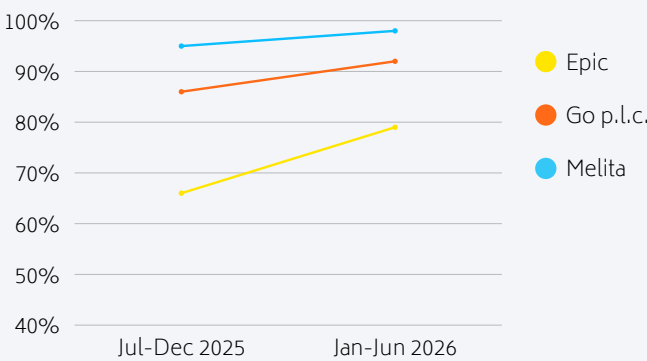
The MCA noticed a **decrease** in the postal complaints in the 1st half of 2026 when compared to the 2nd half of 2025.

Calls answered within 2 and 5 minutes by service provider

Answered under 2 minutes

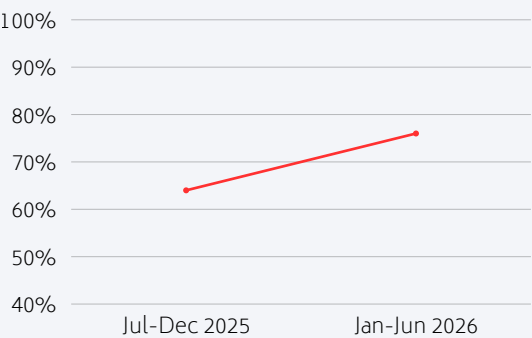


Answered under 5 minutes



Calls answered within 2 and 5 minutes by MaltaPost

Answered under 2 minutes



Answered under 5 minutes

