



MALTA COMMUNICATIONS AUTHORITY

End-User Affairs: Half Yearly Report

January – June 2026

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TABLE OF CONTENTS

1. Introduction.....	1
2. Statistical Overview of Complaints and Enquiries received	2
3. Electronic Communications Services.....	6
3.1 Billing, Charges and Tariffs	8
3.2 Quality of Service and Service Provision	10
3.3 Termination and Switching.....	11
3.4 Contractual.....	12
4. Postal Services and E-Commerce	14
5. Customer Care Telephone Response Time	16
6. MCA Consumer Protection Initiatives	20
7. MCA Consumer Awareness Initiatives.....	21

1. Introduction

The Malta Communications Authority (MCA) works to safeguard end-user interests in the electronic communications, postal, e-commerce and other digital sectors within its remit. As part of this role, the MCA assists users who face difficulties with these services. Where a service provider's response is unsatisfactory, users may lodge a complaint with the MCA. The Authority's ability to intervene, however, depends on the nature of the issue and the extent of its legal powers.

The MCA also handles general enquiries and strives to provide timely and accurate information, referring users to the appropriate entities when necessary. Further information on the complaints and enquiries process is available at www.mca.org.mt/consumer/help.

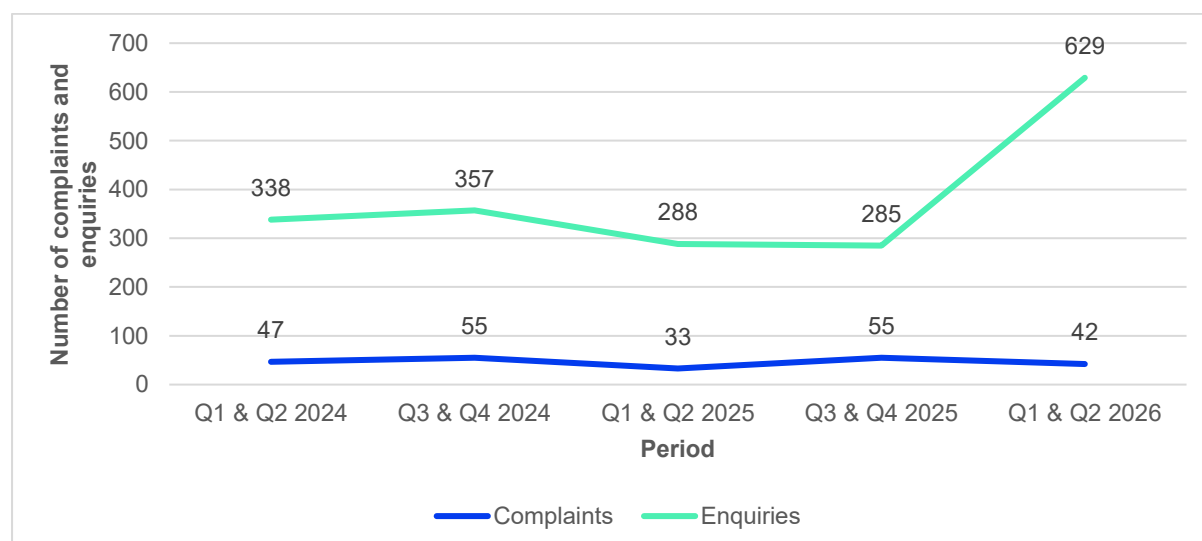
In addition, the MCA monitors the sectors it regulates, conducts mystery shopping exercises to identify issues, and takes regulatory action where needed. This report presents statistical information and an analysis on complaints, enquiries, enforcement actions, and monitoring activities for the first half of 2026.

2. Statistical Overview of Complaints and Enquiries received

Between the 1st of January and the 30th of June 2026, the MCA received forty-two (42) complaints, representing a decrease of thirteen (13) complaints compared with the fifty-five (55) complaints received during the previous reporting period (July to December 2025). During the same period, the MCA received six hundred twenty-nine (629) enquiries, compared to the two hundred eighty-five (285) enquiries received in the previous period. This increase was mainly attributable to changes introduced by a service provider to its automated billing notification process, which prompted many users to contact the MCA directly before first approaching the provider, as explained later in this report. Figure 1 illustrates trends in complaints and enquiries from Quarter 1 (Q1) and Quarter 2 (Q2) of 2024 till Q1 and Q2 of 2026¹.

Figure 1

Complaints and Enquiries (Q1 & Q2 2024 – Q1 & Q2 2026)



End-users approach the MCA after exhausting the complaints procedures of their respective service providers. As a result, complaints received by the MCA often involve more complex issues relating to landline, mobile, internet, television, and postal services, requiring MCA's investigation following an unsatisfactory response from the provider.

Figure 2 presents the distribution of complaints related to electronic communications services (ECS) and postal services received during the first half of 2026.

¹ Q1 refers to the period January to March, Q2: April to June, Q3: July to September; and Q4: October to December.

Figure 2

Complaints received by the MCA (January – June 2026), classified by sector

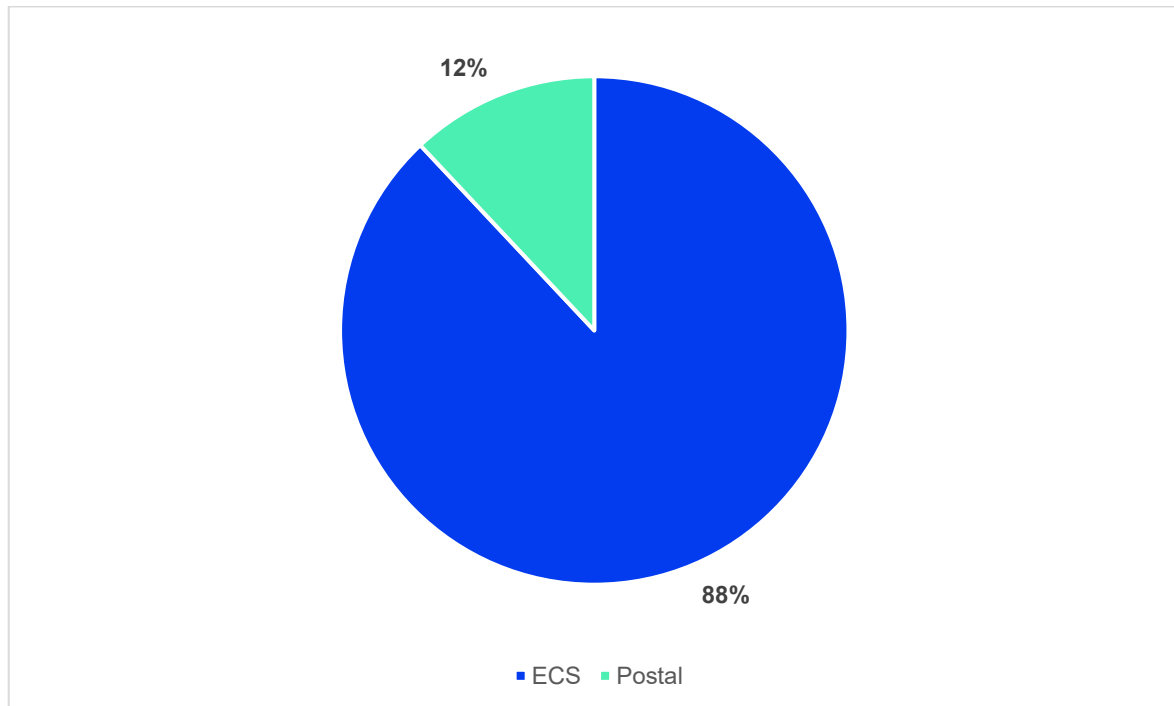
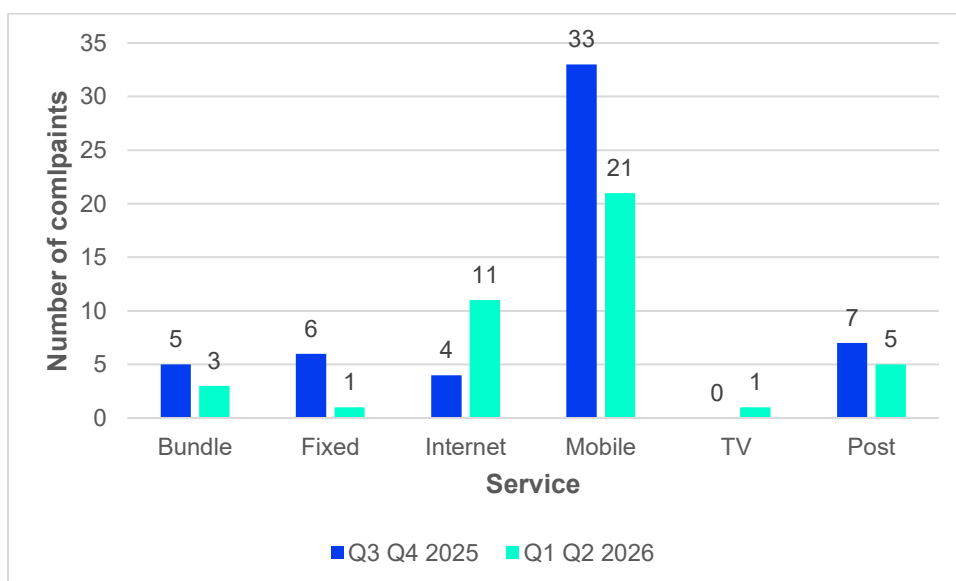


Figure 3 compares the number of complaints received by service type during Q3 and Q4 of 2025 and Q1 and Q2 of 2026, showing the changes in complaint volumes across the different sectors. The chart indicates that complaints relating to internet services increased, while complaints concerning mobile services decreased.

Figure 3

Sector-wise complaints received by the MCA (Q3 and Q4 of 2025, and Q1 and Q2 of 2026)



The time required to resolve complaints varies depending on their nature and complexity. Nonetheless, the MCA remains committed to ensuring timely resolution. During the reporting period, 83% of complaints were resolved within two (2) weeks, while 95% were closed within four (4) weeks. As at the date of publication of this report, one complaint remained pending. Further details are provided in Figure 4.

Figure 4

Time taken by MCA to Handle Complaints (from receipt to closure), January - June 2026

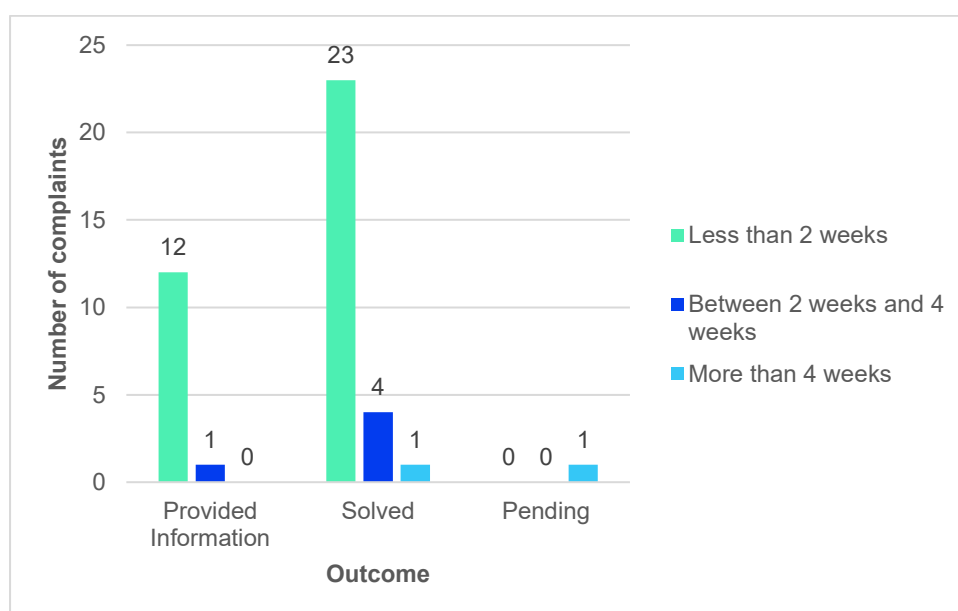
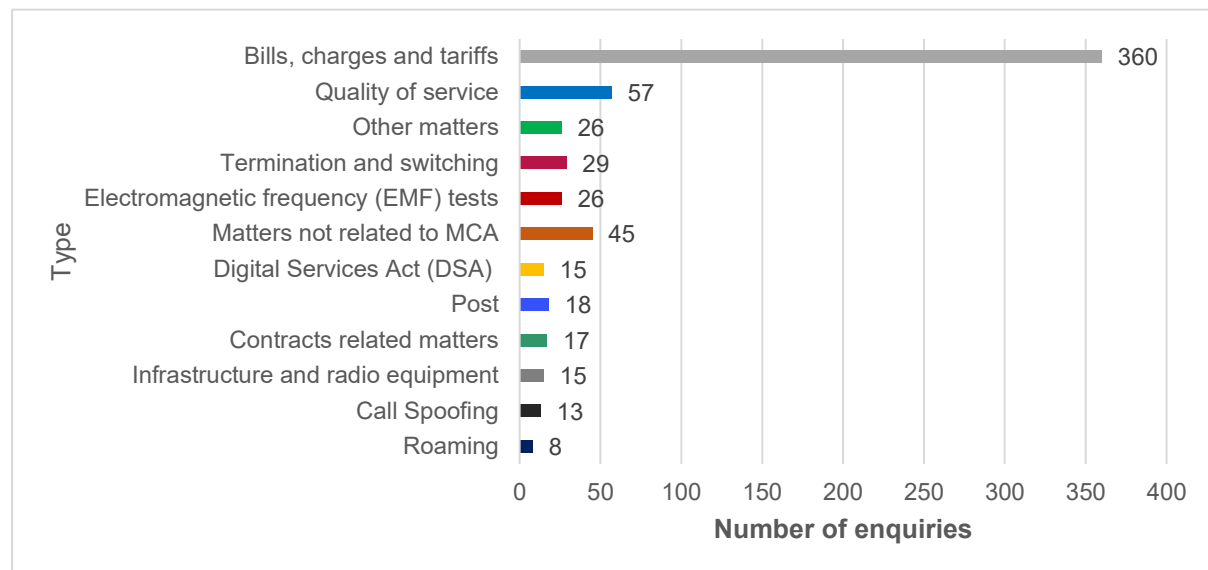


Figure 5 shows the distribution of enquiries received by the MCA between January and June 2026, broken down by category. Bills, charges and tariffs accounted for the highest number of enquiries by a significant margin, with 360 cases recorded. This was largely due to changes introduced by a service provider to its automated billing notification process, which led many subscribers to contact the MCA directly for clarification on billing arrears, payment disputes and service suspension notices before first raising the matter with the provider.

Quality of service enquiries were the second-highest category, with 57 cases, followed by matters not falling within the MCA's remit, with 45 enquiries. Other categories recorded lower but still notable volumes, including termination and switching (29), EMF tests and other matters (26 each), postal services (18), contractual matters (17), digital services and infrastructure/radio equipment (15 each), call spoofing (13), and roaming (8). Overall, Figure 5 highlights that billing-related issues dominated enquiries during the reporting period, while the remaining enquiries were spread across a broad range of service, regulatory and technical matters.

Figure 5

Type of Enquiries received by the MCA (January - June 2026)

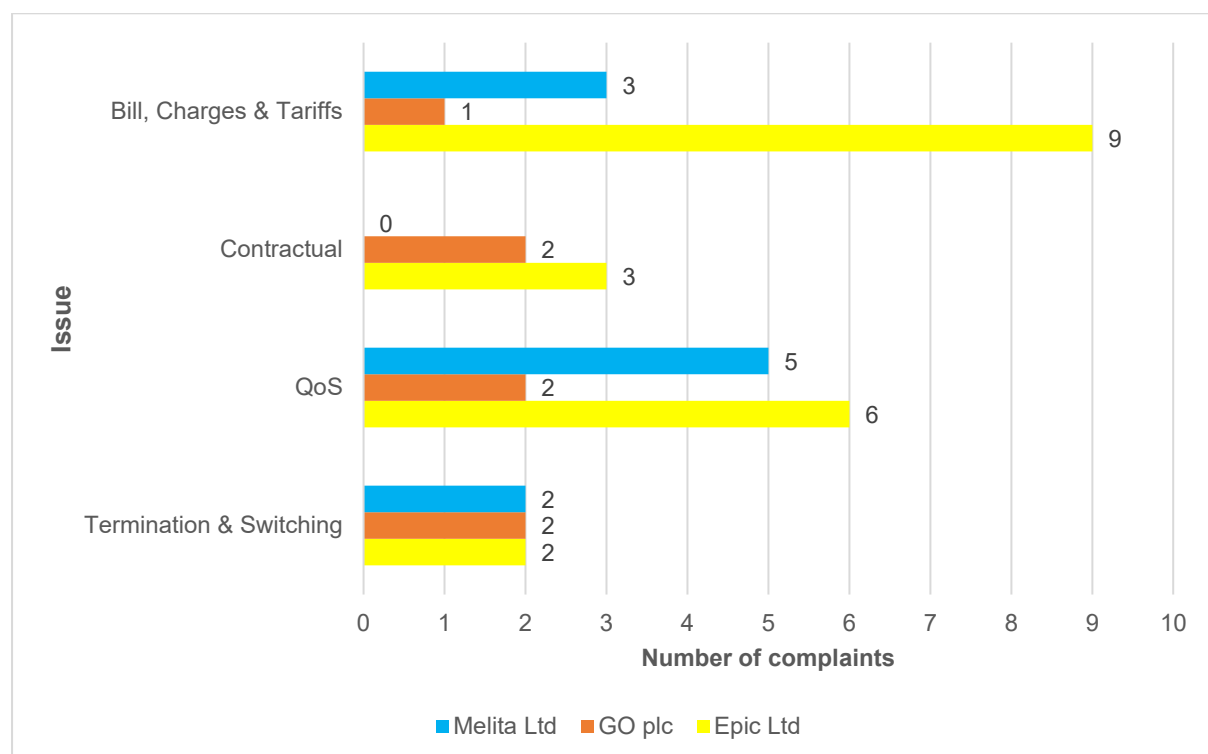


3. Electronic Communications Services

Figure 6 provides statistical data on the total number of electronic communications services (ECS) complaints received by the MCA during the first six (6) months of 2026, categorised by the complainant's ECS provider.

Figure 6

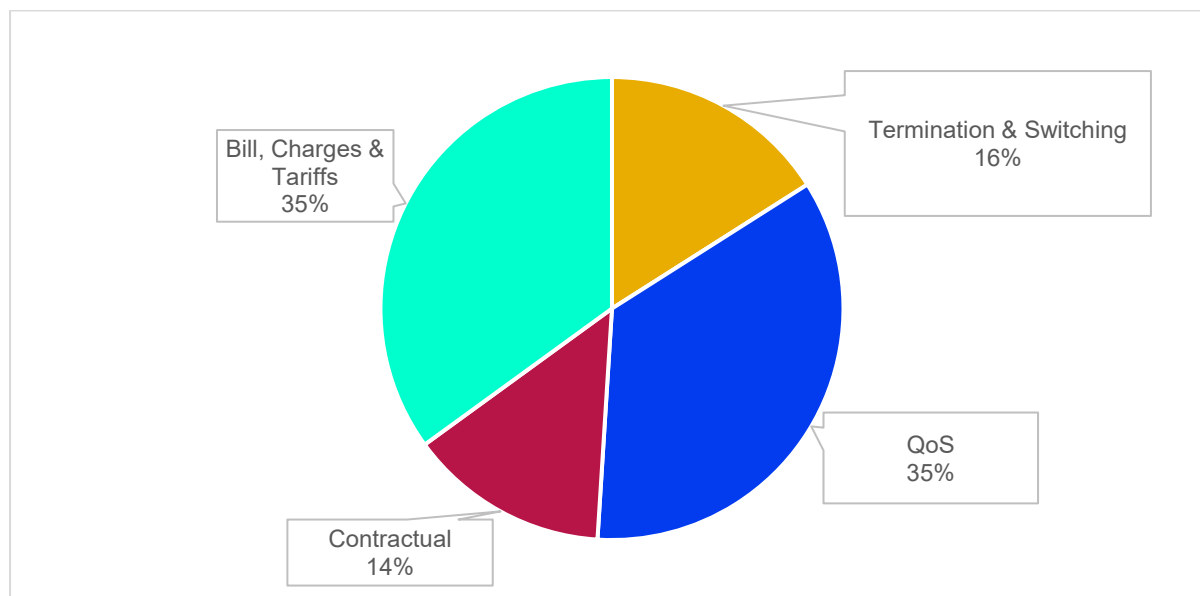
Complaints received by the MCA (January – June 2026), classified by issue and ECS provider



During the first half of 2026, billing-related issues and quality of service (QoS) issues were the most frequently reported categories of ECS complaints, with thirteen (13) complaints recorded in each category. Complaints concerning service termination and switching followed, with six (6) cases, while contractual matters accounted for five (5) complaints, as shown in Figure 7.

Figure 7

Type of Complaints received by the MCA (January – June 2026)



A comparison of complaint categories across reporting periods shows that quality of service (QoS) complaints remained well below the levels recorded in 2024 (32 complaints in Q1 and Q2 of 2024 and 25 complaints in Q3 and Q4 of 2024). In the first half of 2026, the MCA received thirteen (13) QoS complaints, compared with ten (10) in the first half of 2025 and eighteen (18) in the second half of 2025.

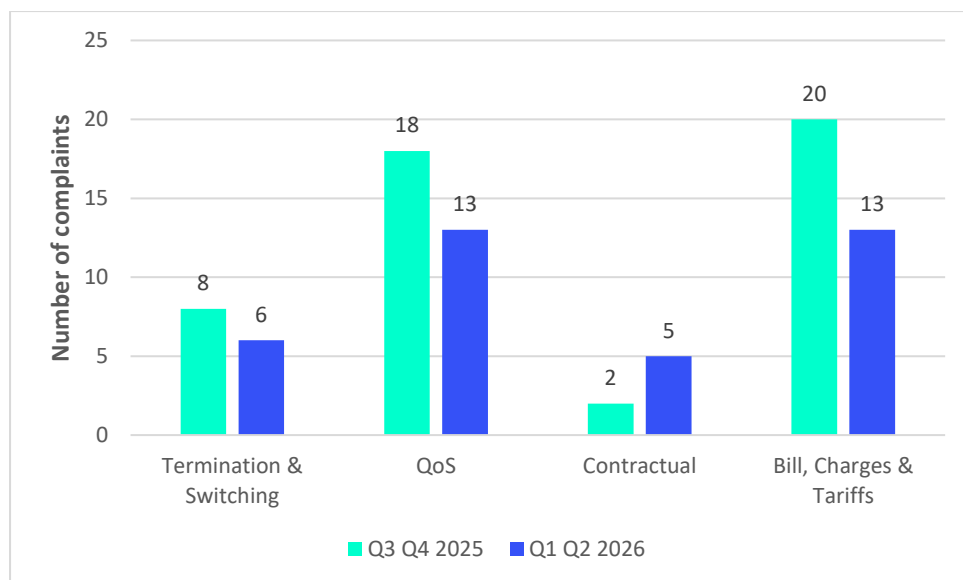
Complaints relating to bills, charges and tariffs decreased during the first half of 2026, following an increase during 2025. Billing-related complaints rose from fifteen (15) cases in the first half of 2025 to twenty (20) cases in the second half of 2025, before declining to thirteen (13) cases in the first half of 2026. Although billing remained one of the main complaint categories, the decline indicates an improvement compared to the previous reporting period.

Complaints concerning service termination and switching also decreased, from eight (8) complaints in the second half of 2025 to six (6) complaints in the first half of 2026. By contrast, contractual complaints increased from two (2) to five (5) over the same period. Overall, the data shows that QoS and billing-related issues continued to represent the main complaint categories, although both remained below the higher levels recorded in earlier reporting periods.

Figure 8 illustrates the distribution of ECS complaints by category, comparing Q3 and Q4 of 2025 with Q1 and Q2 of 2026.

Figure 8

Category of ECS complaints received by the MCA (Q3 & Q4 2025 and Q1 & Q2 2026)



3.1 Billing, Charges and Tariffs

This category covers complaints relating to billing matters, including incorrect charges, overcharging, and other billing-related difficulties. During the reporting period, the MCA received thirteen (13) billing-related complaints. Following its investigations, the MCA found that eight (8) of these complaints were justified and followed up with the respective service providers to address the identified shortcomings. In the remaining five (5) cases, no billing errors were identified by the respective service providers, and end-users were provided with an appropriate explanation of the disputed charges or amounts. As most billing complaints concerned the same provider, the MCA requested this provider to investigate the root causes and implement appropriate corrective and preventive measures. The provider is cooperating with the MCA and, while complaint levels appear to be declining, discussions and monitoring will continue.

The cases in which the MCA intervened are summarised below:

1. **Billing Dispute:** The end-user disputed various charges on a mobile subscription, including recurring security service fees, the expiry of a promotional discount, and out-of-bundle usage charges. The end-user also reported difficulties obtaining billing clarifications and requested termination of the service. Following the Authority's intervention, the service provider reviewed the case, issued refunds totalling €126 (€50 previously refunded and a further €76 credited to the account), and processed the

termination request. The service was subsequently terminated, and the disputed charges were addressed through credits and refunds.

2. **Disputed International and Roaming Charges:** The end-user contested €123.64 in charges incurred while roaming abroad, relating to calls made to a Swiss public service number (€79.75) and a US reverse-charge number (€43.89). The end-user argued that the charges were not clearly communicated and that the Swiss number range was not identified as a premium-rate service. Following the Authority's intervention, the service provider acknowledged that the relevant Swiss number range was not listed on its website and committed to updating the information available to end-users. While maintaining that the charges had been correctly applied, the provider agreed to waive the end-user's entire outstanding balance of €123.64 and issue a final bill showing a zero balance as a gesture of goodwill.
3. **Disputed Mobile Data Usage Charges:** The end-user disputed charges arising from alleged out-of-bundle mobile data usage, claiming that a significant increase in data consumption recorded within a short period was inconsistent with her normal usage patterns and had occurred without her knowledge. She also contested an additional €5 charge applied in relation to data usage during December 2025. Following the Authority's intervention, the service provider confirmed that the €5 charge had been applied incorrectly and agreed to refund this amount. While maintaining that the January 2026 data usage and resulting charges were valid, the provider acknowledged that the end-user had insufficient time to react to the usage notifications and agreed to grant a further €60 refund as a gesture of goodwill. A total refund of €65 was therefore applied.
4. **Incorrect Billing Address:** The end-user reported that invoices intended for a third party were being sent to a family property without authorisation. Despite previously notifying the service provider, further correspondence continued to be delivered to the same address. Following the Authority's intervention, the provider confirmed that the issue resulted from a system error and failure to update the account records. The address details were corrected, and the provider confirmed that no further bills would be sent to the end-user's address.
5. **Unallocated Account Payments:** The end-user reported that two online payments totalling €204.91 (€180 and €24.91) had not been reflected in their account balance. The end-user had contacted the service provider on multiple occasions and visited retail outlets but was not provided with a satisfactory update. Following the Authority's intervention, the service provider confirmed that a ticket had been raised for the matter and that the delay was due to an internal processing issue. The payments were subsequently allocated to the end-user's account.
6. **Out-of-Bundle Data Charges:** The end-user contested €110 in out-of-bundle data charges, claiming that he was not adequately aware when his monthly data allowance had been exhausted. Following the Authority's intervention, an amicable resolution was reached whereby the provider agreed to refund €55 (50% of the disputed amount). The end-user accepted the offer and the refund was processed.
7. **Cost Control and Data Usage Charges:** The end-user alleged that mobile credit amounting to €7.28 was depleted through pay-per-use data charges after his bundled data allowance was exhausted, claiming that he had not received the expected

notification. Following the Authority's intervention, the provider refunded the lost credit and investigated the matter. The provider subsequently confirmed that the data consumption notification intended for the end-user had not been delivered due to an isolated issue, while such notifications were being delivered correctly to other customers.

8. **Double Charge Following Bundle Top-Up Failure:** The end-user reported being double charged €6.99 following a bundle top-up failure and claimed that a promised refund had not been applied. Following the Authority's intervention, the provider confirmed that the refund request had been mishandled and subsequently arranged for the €6.99 to be refunded to the end-user's bank card. In addition, the provider granted €10 prepaid credit as compensation for the delay and inconvenience.

3.2 Quality of Service and Service Provision

Complaints under this category related to service faults, customer care issues and inability to access services or degradation in the service provided.

During the reporting period, the MCA received four (4) fault-related complaints. In all cases, the faults were repaired by the respective service providers and compensation was paid in accordance with their compensation schemes².

The MCA also received four (4) complaints relating to customer care. These cases were referred to the service provider in question for follow-up and appropriate assistance.

Additionally, the MCA received five (5) complaints relating to service degradation, where the service was technically available but performed below an acceptable standard. One (1) of these complaints remained pending at the time of reporting. These cases are summarised below:

1. **Fixed Internet Service Degradation:** The end-user reported persistent internet service degradation, including unstable connectivity, low speeds and service outages, together with concerns regarding fault handling and compensation. Following the provider's investigation, compensation was granted in accordance with the provider's compensation scheme.
2. **Poor Indoor Mobile Reception:** The end-user reported poor indoor mobile reception and stated that no follow-up had been received regarding the installation of an indoor signal booster. The service provider confirmed that several attempts had been made to contact the end-user and that the end-user did not meet the eligibility criteria for a free booster, as the service was subscribed to on a non-commitment plan. Alternative options were explained and discussed with the end-user.

² The MCA publishes information on the fault-repair timeframes and compensation schemes specified by service providers in their contractual terms and conditions. The table provides consumers with easily accessible information on the redress they may expect when experiencing faults. This table can be accessed in PDF format from [here](#).

3. **Email Account Service Issues:** The end-user reported ongoing issues with an email account provided by the internet service provider, including the non-delivery of emails to certain recipients and messages being classified as spam. The service provider investigated the matter and engaged with third parties to identify the cause. Although email delivery was temporarily restored, the issue subsequently reoccurred. The Authority's own testing suggested that the problem may not have been isolated to a single account and could potentially affect other users of the same email domain. The matter remained under investigation and was still ongoing at the time of reporting.
4. **Inability to Make Calls to Specific Numbers:** The end-user reported being unable to place calls from both mobile and fixed-line services to a specific range of telephone numbers. Following an investigation, the service provider identified an issue affecting call routing in certain circumstances, whereby calls were disconnected when the called party was already engaged on another call. The matter was investigated with the relevant technical teams, and the end-user subsequently confirmed that calls could be completed.
5. **Mobile Data and Coverage Issues:** The end-user reported persistent mobile data and call reception issues across various locations, resulting in intermittent loss of connectivity and affecting work-related activities. Following an investigation, the service provider identified minor coverage issues in some of the reported areas, while no issues were detected in others. As a resolution, the provider agreed to waive the applicable termination charges and allow the affected mobile services to be terminated without penalty. The end-user confirmed satisfaction with the outcome.

3.3 Termination and Switching

This category covers complaints relating to service termination and number portability.

During the reporting period, the MCA received five (5) complaints concerning service termination and one (1) complaint relating to number portability.

In four (4) of the service termination cases, the MCA intervened to ensure that the respective service providers took appropriate action and provided suitable redress where required. In one (1) case, the MCA could not intervene as the end-user had not completed the service termination process in accordance with the service provider's procedure. The four (4) cases requiring the MCA's intervention are summarised below:

1. The end-user complained that a mobile service termination request submitted in October 2025 was not processed, resulting in continued billing despite believing the service had been cancelled. Following MCA's intervention, the service provider acknowledged a misunderstanding during the termination process, processed the termination request, and waived the outstanding balance of €74.59.
2. The end-user complained that a mobile service termination request submitted was not processed due to an outstanding device balance, resulting in continued billing until the service was automatically terminated after four months. The end-user disputed the rental charges incurred after the termination request, arguing that the service should have been terminated upon request, while accepting responsibility for any legitimate

device-related balance. Following MCA's intervention, the service provider agreed to waive the post-termination rental charges and retain only the outstanding device balance, resolving the matter amicably.

3. The end-user complained that a mobile service was terminated after requesting a change of ownership following the death of the account holder, resulting in the loss of the mobile number and failed porting attempts. The service provider maintained that the end-user had agreed to terminate all services to avoid early termination fees but could not provide evidence of explicit consent for the mobile service termination. Following MCA's intervention, the service provider offered to reinstate the services and allow a transfer of ownership; however, the end-user chose to retain the terminated status. The case was subsequently closed.
4. The end-user complained that a prepaid mobile number was disconnected without prior notice and had reportedly been registered under another individual's name, resulting in a loss of service. Following MCA's intervention, the service provider confirmed that the issue resulted from an internal error whereby a pay monthly plan was incorrectly assigned to the number under another customer's account. The error was rectified within a few hours, the service was restored, and the end-user was provided with €10 prepaid credit and 20,000 free minutes as compensation.

Additionally, one (1) complaint concerned delays in number portability. This was attributed to administrative shortcomings in the porting process. MCA intervention helped resolve the matter and all numbers were eventually ported successfully.

3.4 Contractual

During the reporting period, the MCA received five (5) complaints relating to contractual matters. These cases are summarised hereunder:

1. The end-user subscribed to a post-paid mobile plan under a promotional offer that included a free pair of AirPods 4. Despite several follow-ups, the promotional item was not provided. Following MCA's intervention, the service provider acknowledged an internal error and supplied the AirPods 4 to the end-user, resolving the matter.
2. The end-user disputed an early termination fee after the service provider refused to transfer a home internet service to a new address due to identification requirements. The end-user argued that the service had originally been subscribed to and previously transferred using the same documentation. Following MCA's intervention, the service provider accepted the documentation provided, terminated the service without applying the €159.95 early termination fee, and assisted the end-user in subscribing to a new fibre service at the new address.
3. The end-user disputed the validity of a purported 24-month contract renewal, arguing that the service provider failed to provide verifiable evidence of consent and gave

inconsistent explanations regarding how the agreement had allegedly been accepted. The end-user therefore contested the application of early termination fees linked to the renewed contract. Following MCA's intervention, the service provider agreed to release the end-user from the contract and waive all early termination fees.

4. The end-user raised concerns regarding delays and difficulties encountered when requesting the transfer of ownership of a fixed telephone line from an elderly parent to themselves, claiming that the process required multiple form submissions and remained unprocessed for several weeks, resulting in the loss of service. Following MCA's intervention, the service provider clarified that the transfer request had not been completed due to missing digital signatures and unclear documentation. The service provider subsequently assisted the end-user in completing the required formalities and successfully processed the transfer of ownership.
5. The end-user contested the transparency of a home internet renewal promotion after receiving an email offering a 50% discount for four months. Upon attempting to avail himself of the offer, he was informed that it required entering into a new 24-month contract, a condition which was not explicitly stated in the promotional email. Following MCA's intervention, the service provider clarified the offer, acknowledged that future communications would explicitly mention the 24-month commitment requirement, and offered the end-user an additional goodwill discount.

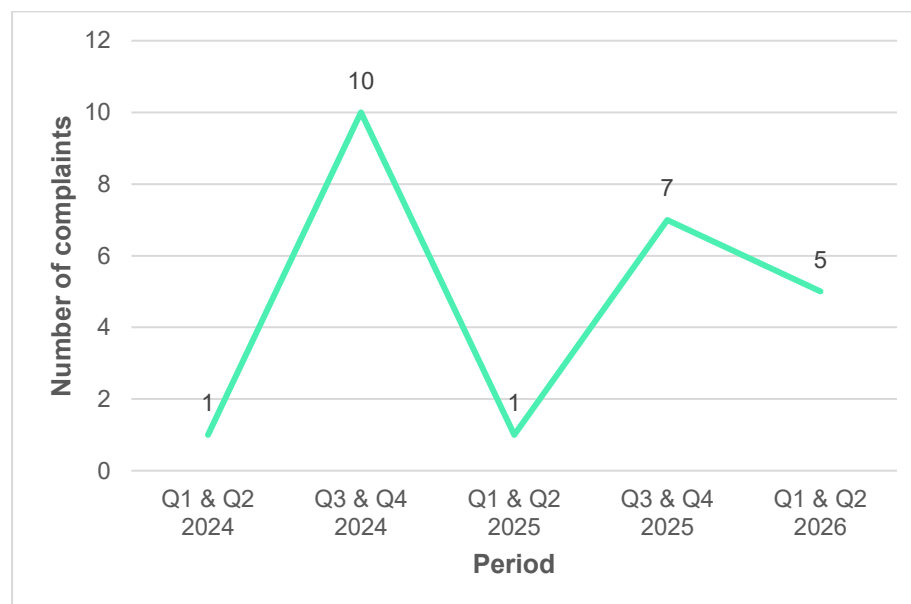
4. Postal Services and E-Commerce

During the first six (6) months of 2026, the MCA recorded a total of five (5) postal-related complaints. These comprised three (3) complaints relating to undelivered mail, one (1) relating to compensation and one (1) concerning delayed delivery.

Figure 9 illustrates trends in postal complaints received by the MCA between Q1 and Q2 of 2024 and Q1 and Q2 of 2026.

Figure 9

Postal Complaints (Q1 & Q2 2024 – Q1 & Q2 2026)



Postal complaints received by the MCA covered a range of issues, each requiring assessment and redress based on the specific circumstances of the case. As part of its investigative process, the MCA generally refers postal complaints to the respective postal provider, enabling the provider to monitor service provision in the affected areas and take corrective action where necessary.

One case involved an international parcel that was returned to the sender after an undeclared electronic device was identified during security screening abroad. The end-user sought reimbursement and compensation, arguing that the parcel had been accepted without issue and that no concerns had been raised at the time of posting. Following an investigation, the postal provider concluded that the contents had been incorrectly declared and therefore declined liability for the return of the parcel and any related compensation claims. The MCA informed the end-user accordingly.

In another case, an end-user contested the return of an international business parcel that had been classified as unclaimed. The end-user maintained that neither the sender nor the recipient had received adequate notification of any delivery attempt and disputed both the return charges and the refusal of compensation. The postal provider maintained that a delivery attempt had been made and that the item remained available for collection before being

returned to the sender in accordance with its procedures. No additional redress could be provided by the MCA.

The MCA also handled a complaint concerning parcel deliveries where the end-user alleged that collection notices were being left without any delivery attempts being made. Following investigations, the postal provider explained that parcel deliveries had been redirected for collection after a number of incidents involving the end-user during previous delivery attempts. According to the provider, concerns arose when parcels were reportedly taken directly from the postal operator without the required recipient signature being provided, contrary to established delivery procedures, and the postal operator subsequently expressed concerns regarding future delivery interactions. As a result, parcels were temporarily redirected for collection from the local post office. The provider subsequently reinstated normal parcel delivery services and reminded the end-user of the requirement to sign for parcels upon receipt.

Another complaint concerned recurring delays and mis-delivery of ordinary mail. The end-user reported that letters were often delivered weeks late, in bulk, or to neighbouring properties, resulting in missed appointments and other inconveniences. Following the MCA's intervention, the postal provider investigated the matter, issued a warning to the postal employee concerned, and implemented corrective measures. The end-user later reported an improvement in the delivery service, although some concerns remained regarding whether all correspondence was being received.

The MCA also received a complaint regarding two postal consignments that were delivered in a severely water-damaged condition, resulting in damage to their contents. The end-user disputed the adequacy of the compensation offered and claimed that the postal provider had failed to properly investigate the cause of the damage. Following the MCA's intervention, the postal provider maintained that the items had not been insured against damage and confirmed that compensation had already been offered in accordance with the applicable service terms and conditions. As the end-user remained dissatisfied with the level of compensation, he was advised to pursue any further claim before the Consumer Claims Tribunal. For further information on postal services and the types of redress available in cases of lost or undelivered mail, end-users are encouraged to consult the dedicated postal services section on the MCA's [website](#).

During the reporting period, no complaints relating to e-Commerce services were received by the MCA.

5. Customer Care Telephone Response Time

The MCA continuously monitors the responsiveness of major communications service providers' customer care telephone lines through an ongoing mystery shopping programme. This monitoring covers both electronic communications service (ECS) providers and MaltaPost and focuses on measuring the time taken for calls to be answered by a customer care agent.

Under this programme, test calls are placed at different times and days to reflect typical end-user experience. Calls that remain unanswered for five (5) minutes are terminated and recorded as unanswered. This methodology allows the MCA to assess accessibility to customer care services in a consistent and objective manner.

Figure 10 presents the overall percentage of calls answered by ECS providers, while Figure 11 provides a more detailed analysis through a moving average³ of call waiting times for each electronic communications provider during the review period. Similar performance statistics are also compiled for the postal universal service provider, including a detailed six-month moving average, as illustrated in Figure 12.

This monitoring activity forms an integral part of the Authority's compliance and oversight framework, enabling the early identification of irregularities, performance deterioration, or significant deviations from established trends. Where such issues are identified, the MCA may initiate further investigation or take appropriate regulatory action to safeguard end-user interests and promote adequate service standards.

In addition to traditional telephone-based customer care, several providers have introduced alternative contact channels, most notably online live chat platforms. These channels provide real-time, interactive assistance, improve accessibility for end-users, and often facilitate faster resolution of queries. Information on the various customer care contact channels offered by service providers is available on the MCA's website:

<https://www.mca.org.mt/articles/telecoms-customer-care-support>.

Electronic Communications Service Providers ('GO plc', 'Melita Ltd', 'Epic')

During the reporting period, the MCA conducted a total of eight hundred ninety-one (891) mystery shopping calls to the customer care telephone support lines of the three main ECS providers, namely GO plc, Melita Ltd, and Epic.

Overall, call response performance improved during the first half of 2026 when compared with the previous six-month period. Ninety percent (90%) of calls placed to ECS providers were answered within five (5) minutes, up from eighty-two percent (82%) in Q3 and Q4 of 2025. Similarly, eighty-one percent (81%) of calls were answered within two (2) minutes, compared with sixty-nine percent (69%) in the preceding period. These results indicate an overall improvement in average call response performance across ECS providers. The Authority will

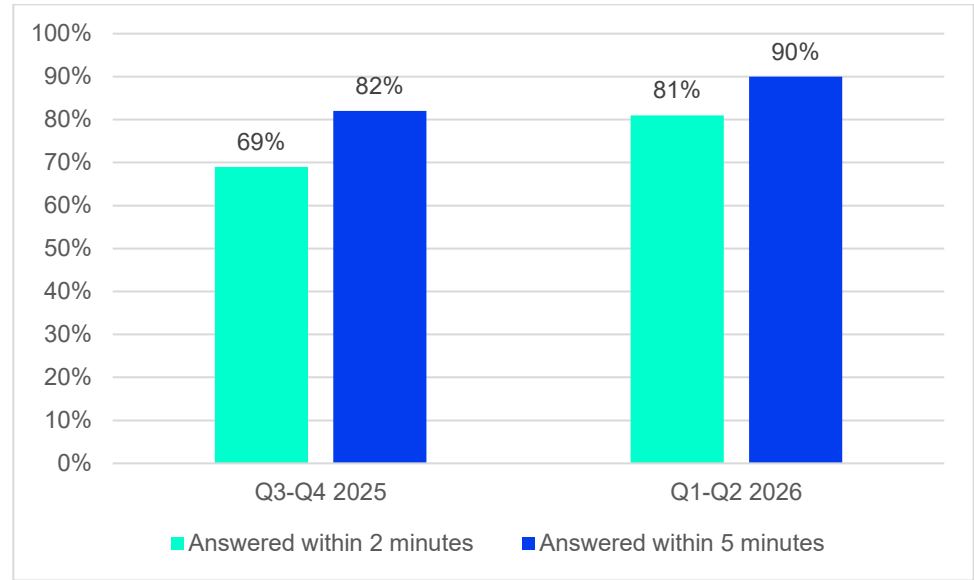
³ The moving average is a statistical method that shows the underlying trend of the data by averaging results over a set period, thereby reducing the impact of short-term variations to better reflect overall performance.

continue to monitor these trends closely to encourage sustained improvements in customer care performance and ensure that service standards are maintained.

Figure 10 illustrates the percentage of calls answered by ECS providers during Q3 and Q4 of 2025 and Q1 and Q2 of 2026.

Figure 10

Percentage of calls answered by ECS providers (Q3 Q4 2025 and Q1 Q2 2026)



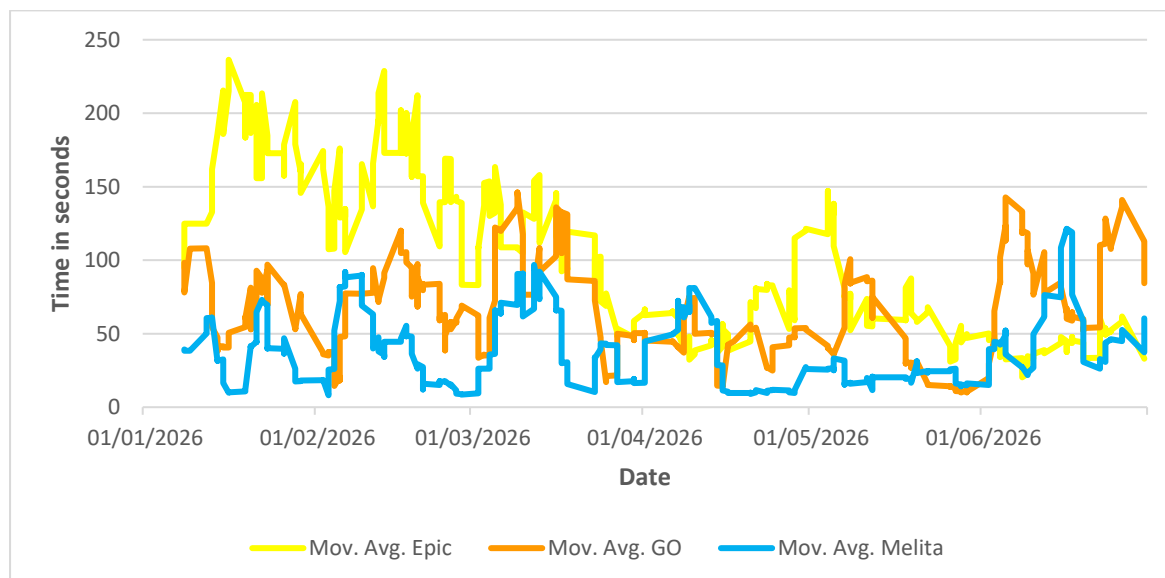
The table below provides a breakdown, by service provider, of the percentage of calls answered within five (5) minutes and within two (2) minutes. This enables a comparative assessment of individual provider performance across the two reporting periods.

	GO		Epic		Melita	
	Q3 & Q4 2025	Q1 & Q2 2026	Q3 & Q4 2025	Q1 & Q2 2026	Q3 & Q4 2025	Q1 & Q2 2026
Calls answered within 5 minutes	86%	92%	66%	79%	95%	98%
Calls answered within 2 minutes	71%	80%	48%	72%	87%	90%

The data shows improved call response performance across all three ECS providers during the first half of 2026 when compared with the previous reporting period. Improvements were recorded in both the five-minute and two-minute response benchmarks, although the extent of improvement varied between providers. These variations are further illustrated in Figure 11, which presents the average call waiting time, in seconds, for each ECS provider during the reporting period.

Figure 11

Electronic Communications Services Providers - Average Call Waiting Time (in seconds) to be answered by a Customer Care Agent (January - June 2026)



Postal Universal Service Provider ('MaltaPost')

Between January and June 2026, the MCA conducted two hundred and two (202) mystery shopping measurements at different times of the day to assess the responsiveness of MaltaPost's customer care telephone service. These measurements were designed to reflect typical end-user contact patterns and provide a consistent basis for performance monitoring.

During the reporting period, ninety-one percent (91%) of calls were answered within five (5) minutes, remaining unchanged from the previous six-month period. Seventy-six percent (76%) of calls were answered within two (2) minutes, up from sixty-four percent (64%) in the second half of 2025. These results indicate that MaltaPost maintained its five-minute response performance while improving its two-minute response rate during the first half of 2026.

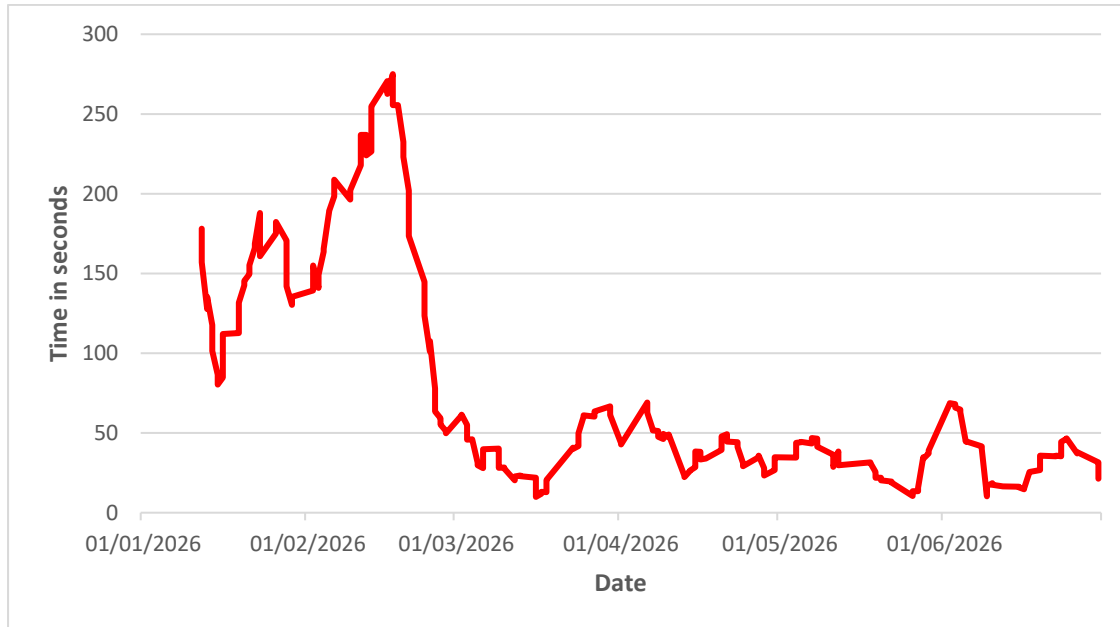
	Q3 & Q4 2025	Q1 & Q2 2026
Calls answered within 5 minutes	91%	91%
Calls answered within 2 minutes	64%	76%

A noticeable increase in call waiting times was observed in February 2026; however, waiting times decreased again in the following months.

For a more detailed breakdown of call waiting times, reference is made to Figure 12, which illustrates the average call waiting time, in seconds, over the reporting period, including a six-month moving average.

Figure 12

MaltaPost – Average Call Waiting Time (in seconds) to be answered by a Customer Care Agent (January – June 2026)



6. MCA Consumer Protection Initiatives

Quality of Experience (QoE) Survey

The MCA commissioned an independent research company to carry out a survey assessing consumers' quality of experience in the telecoms sector. Conducted between July and September 2025 among 400 respondents, the survey's main findings were published in 2026. It aimed to better understand consumers' experiences and identify the extent to which electronic communications services are meeting their needs and expectations. The QoE survey examined several aspects of the consumer journey, including the subscription process, payment methods, billing, faults and compensation, contract transparency, customer support, market offers, overall satisfaction, and exposure to scams. More information can be found [here](#).

Seminar - Safeguarding Consumers' Confidence in Digital Communications

In March 2026, the MCA organised a seminar entitled 'Safeguarding Consumers' Confidence in Digital Communications', bringing together key stakeholders to discuss consumer protection challenges in the digital communications environment. The seminar addressed issues such as transparency, quality of service, digitalisation, AI-driven services and scams, while also launching the findings from the MCA's latest Quality of Experience survey. More information about the seminar can be obtained from this [link](#).

7. MCA Consumer Awareness Initiatives

Throughout the period under review the MCA also undertook several initiatives aimed at raising consumer awareness and empowering end-users to make informed decisions, better understand their rights and obligations, and make more effective use of the protections available to them. Promoting awareness remains an important aspect of the MCA's work, as well-informed consumers are better placed to engage confidently with service providers, exercise their rights, and avoid potential harm. In this context, the MCA undertook several initiatives on various matters, including the following:

- **Internet:** Providing information on the distinction between a wired and a wireless internet connection, together with practical tips to help consumers improve the internet experience when using a WiFi connection. ([link](#) to MCA's information on the internet).
- **Number Portability:** Raising awareness on rights related to number portability, which enables end-users to easily switch their mobile or fixed service provider without changing their phone number, so they can benefit from better tariffs or quality of service whilst staying reachable on the same number. ([link](#) to MCA's number portability FAQs).
- **Roaming:** Informing end-users of their rights under the EU Roaming Regulations, which are designed to protect end-users when using mobile services abroad. ([link](#) to MCA's roaming FAQs).
- **Scam Prevention:** Continuing efforts to raise awareness about scam communications, with a focus on educating the public on how to recognise potential scams and providing practical guidance on how to protect themselves. ([link](#) to MCA's scam communications FAQs).
- **Postal Services:** Raising awareness of the universal postal service, while also providing practical information on how letters should be properly addressed and on the appropriate size of letterboxes, with the aim of facilitating efficient postal delivery. ([link](#) to MCA's postal services FAQs).

The MCA used a variety of channels to disseminate information about consumer rights, including participation in various TV and radio programmes on Maltese local stations, as well as [MCA's Facebook page](#) and [MCA's website](#).

For any enquiries or further assistance regarding any of the services regulated by the MCA, end-users are encouraged to contact the MCA's Customer Care team via email at customercare@mca.org.mt or by completing the online form available at the following [link](#).



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