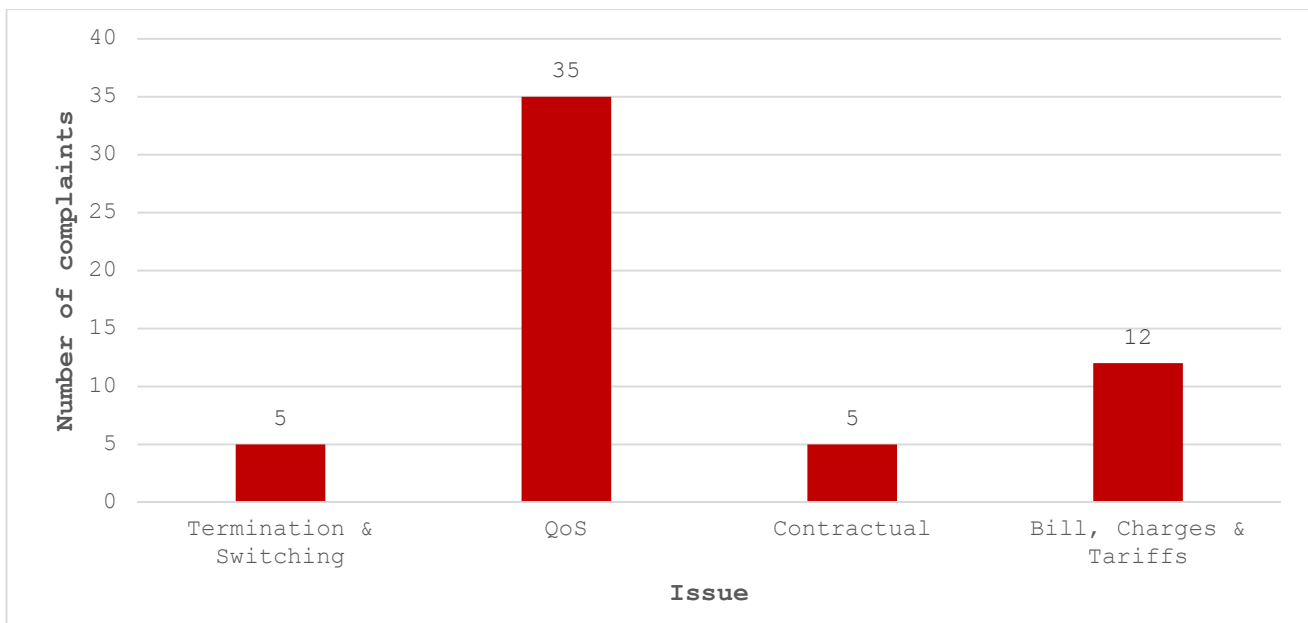




The Malta Communications Authority (MCA) reports an increase of 42% in enquiries and 15% in complaints received during the first 6 months of 2020

The MCA publishes its statistical report on complaints and enquiries received

During the first six months of 2020 the complaints and enquiries received by the MCA increased by 15% and 42% respectively when compared to the last six months of 2019. A total of 73 complaints were filed from subscribers of telephony, internet, television and postal services, 96% of which were closed within 20 working days. The Authority also received 404 enquiries on various matters related to the sector regulated by the Authority. This increase could be attributed to the increase in the use of telecoms and postal services instigated by the global disruption brought about by the COVID-19 pandemic. Notwithstanding this increase, the Authority remains very satisfied with the response provided by service providers to meet the unprecedented demands triggered by the COVID-19 pandemic.



The statistics of complaints received by MCA reveal that Quality of Service (QoS) remains the most common type of complaints received with faults being the main source of complaints on QoS with 12 cases reported. The MCA positively notes that complaints related to faults decreased by 20% when compared to the previous 6 months. Other QoS complaints received included Internet speed (7), Customer care (7), Installation (6), Compensation (2),

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and Non-access to service/s (1). The second most frequent type of complaint received related to billing issues, with a total of 12 complaints reported to the MCA. In 5 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. The MCA also recorded some few complaints of a contractual nature (5 cases) and other related to subscribers who encountered some difficulties whilst terminating or switching their service/s (5 cases).

The MCA registered 16 postal complaints during the first half of 2020. 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.

As end-users continue to rely on high quality communication services, they expect to have easy access to their service provider's support channels and to obtain prompt redress when they encounter any difficulties. Service providers are trying to adopt to today's reality by providing an array of support services, which vary from telephony, chat, outlets and email support channels. A recent survey conducted by the MCA revealed that 71% of subscribers indicated that their preferred contact channel remains the telephony support. In light of this, the MCA monitors the telephony customer care response time provided in the industry by means of a series of mystery shopping calls to the customer care telephony support channels of a number of service providers. The main indicators of this monitoring exercise together with other statistical information on complaints and enquiries received by MCA are accessible in the report published by MCA's on its website and is accessible from the following link:-
<https://www.mca.org.mt/sites/default/files/End-User%20Half%20Yearly%20Report%20Q1%20Q2%202020.pdf>

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