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The Malta Communications Authority (MCA) Publishes Half Yearly Statistical Report on Complaints and Enquiries for the first 6 months of 2025.

The latest edition of this biannual report shows that the MCA received a total of 33 complaints, a decrease of 40% when compared to the second half of 2024. Of these, 97% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while the remaining 3% were related to postal services. In addition, the Authority received 288 enquiries on various matters related to the sectors it regulates.

Billing was the most frequently reported issue, accounting for 15 complaints. Of these 7 were deemed unjustified, as the charges in question had been correctly applied in line with the respective subscribers' contract. In the remaining 8 complaints, the respective providers were required to take remedial action and resolve the disputed charges. Other complaints concerned quality of service (10), contractual matters (5), and termination or switching between providers (2).

In terms of postal services, the MCA received only 1 complaint during the first half of 2025 related to registered mail.

As part of its mystery shopping programme aimed at monitoring customer care telephony responsiveness, the MCA conducted:

- 1,020 test calls to telecom service providers
 - EPIC: 90% of calls answered within 5 minutes; 73% within 2 minutes
 - GO: 82% within 5 minutes; 70% within 2 minutes
 - Melita: 98% within 5 minutes; 95% within 2 minutes.
- 215 test calls to Maltapost
 - 96% of the calls answered within 5 minutes, 77% within 2 minutes.

Throughout the first half of 2025, the MCA also carried out several initiatives to help consumers make informed choices and safeguard their rights. These focused on topics such as contract summary, modifications to the terms and conditions, roaming, scam prevention, postal services, and the use of the price comparison tool www.telecosts.com. These initiatives were disseminated via participation in various TV and radio programmes on Maltese local stations, the MCA's website and social media channels.

The MCA remains committed to safeguarding consumer rights, enhancing service quality, and ensuring that end-users continue to benefit from clear, transparent, and reliable communications services.

The full report is accessible on the MCA's website at the following [link](#).