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Malta Communications Authority (MCA) Publishes Half Yearly Statistical Report on Complaints and Enquiries for the first 6 months of 2026.

The Malta Communications Authority (MCA) today published its Half-Yearly Statistical Report on Complaints and Enquiries, covering the period January to June 2026. Published twice a year, the report outlines the number and nature of complaints and enquiries received by the MCA from consumers of electronic communications and postal services, alongside the results of the Authority's ongoing monitoring of service providers' customer care performance. The report also highlights the MCA's consumer protection and awareness initiatives.

The report shows that the MCA received 42 complaints during the first 6 months of 2026, which represents a 24% decrease when compared to the previous six months. The majority of these complaints, 88%, related to electronic communications services, such as internet, TV, mobile and fixed telephony. The remaining 12% related to postal services. During the same period, the MCA also received 629 enquiries from the public on matters related to the sectors it regulates.

The most common issues raised by consumer in the telecoms sector were billing and quality of service, with 13 complaints recorded in each category. Other complaints related to termination or switching between providers, with 6 complaints, and contractual matters, with 5 complaints.

In terms of postal services, the MCA received 5 complaints during the first half of 2026. These cases were referred to the respective postal operator for investigation and resolution.

In addition to handling complaints and enquiries, the MCA continued to monitor service providers' customer care responsiveness through its mystery shopping programme. Overall, the results indicate an improvement in customer care call response times during the first half of 2026 when compared with the previous six months. As part of this exercise, the MCA conducted:

- 891 test calls to telecom service providers

- EPIC: 79% of calls answered within 5 minutes; 72% within 2 minutes
 - GO: 92% within 5 minutes; 80% within 2 minutes
 - Melita: 98% within 5 minutes; 90% within 2 minutes.
- 202 test calls to Maltapost
 - 91% of the calls answered within 5 minutes, 76% within 2 minutes.

Throughout the first half of 2026, the MCA also carried out a number of initiatives to help consumers make informed choices and better understand their rights. These initiatives covered topics such as internet services, number portability, roaming, scam prevention, the use of the price comparison tool www.telecosts.com, and postal services. The information was shared through the MCA's participation in various TV and radio programmes on local stations, as well as through the MCA's website and social media channels.

The MCA remains committed to protecting consumer rights, promoting better service quality, and ensuring that consumers continue to benefit from clear, transparent, and reliable communications services.

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