

## PRESS RELEASE / 30 March 2026

### **The Malta Communications Authority (MCA) publishes a Half Yearly Statistical Report on Complaints and Enquiries for the last 6 months of 2025.**

The latest edition of this biannual report shows that the MCA received a total of 55 complaints, an increase of 67% when compared to the first half of 2025. Of these, 88% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while the remaining 12% were related to postal services. In addition, the Authority received 285 enquiries on various matters related to the sectors it regulates.

Billing was the most frequently reported issue, accounting for 20 complaints. Of these 12 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 (18), termination or switching between providers (8) and contractual matters (2).

In terms of postal services, the MCA received 7 complaints during the second half of 2025. These cases were referred to the postal operator for investigation and resolution.

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

- 936 test calls to telecom service providers
  - EPIC: 66% of calls answered within 5 minutes; 48% within 2 minutes
  - GO: 86% within 5 minutes; 71% within 2 minutes
  - Melita: 95% within 5 minutes; 87% within 2 minutes.
- 209 test calls to Maltapost
  - 91% of the calls answered within 5 minutes, 64% within 2 minutes.

Throughout the second 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, number portability, roaming, scam prevention, and the use of the price comparison tool [www.telecosts.com](http://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](#).