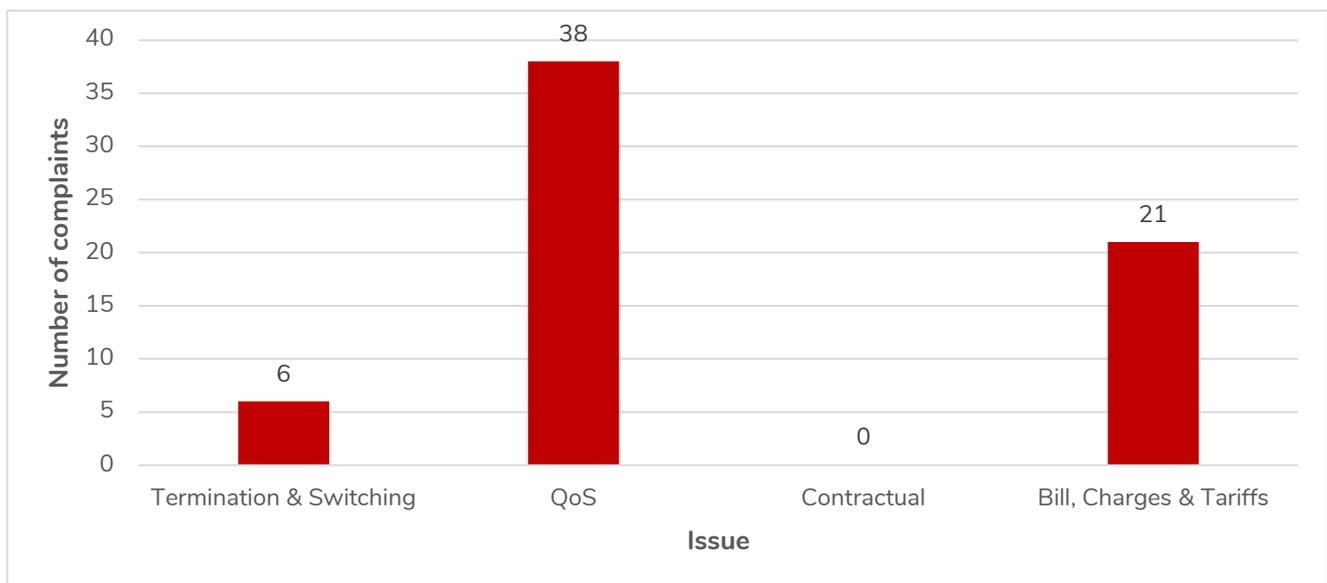




The Malta Communications Authority (MCA) reports an increase of 45% in complaints and 34% in enquiries received during the last 6 months of 2020

The MCA publishes its statistical report on complaints and enquiries received

During the last six months of 2020 the complaints and enquiries received by the MCA increased by 45% and 34% respectively when compared to the first six months of 2020. A total of 106 complaints were filed from subscribers of telephony, internet, television and postal services, 92% of which were closed within 20 working days. The Authority also received 543 enquiries on various matters related to the sector regulated by the Authority.



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. Nonetheless, the MCA positively notes that when compared to 2019 the number of QoS complaints received during 2020 have decreased by 21%. Other QoS complaints received included Customer care (9), Internet speed (8), Mobile reception (6), Installation (2), and Compensation (1). The second most frequent type of complaint received related to billing issues, with a total of 21 complaints reported to the MCA. In 12 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 related to subscribers who encountered some difficulties whilst terminating or switching their service/s (6 cases).

For further information, you are kindly requested to contact:

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The MCA registered 41 postal complaints during the second half of 2020. The MCA brought these cases to the attention of the service providers 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. 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](#).

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