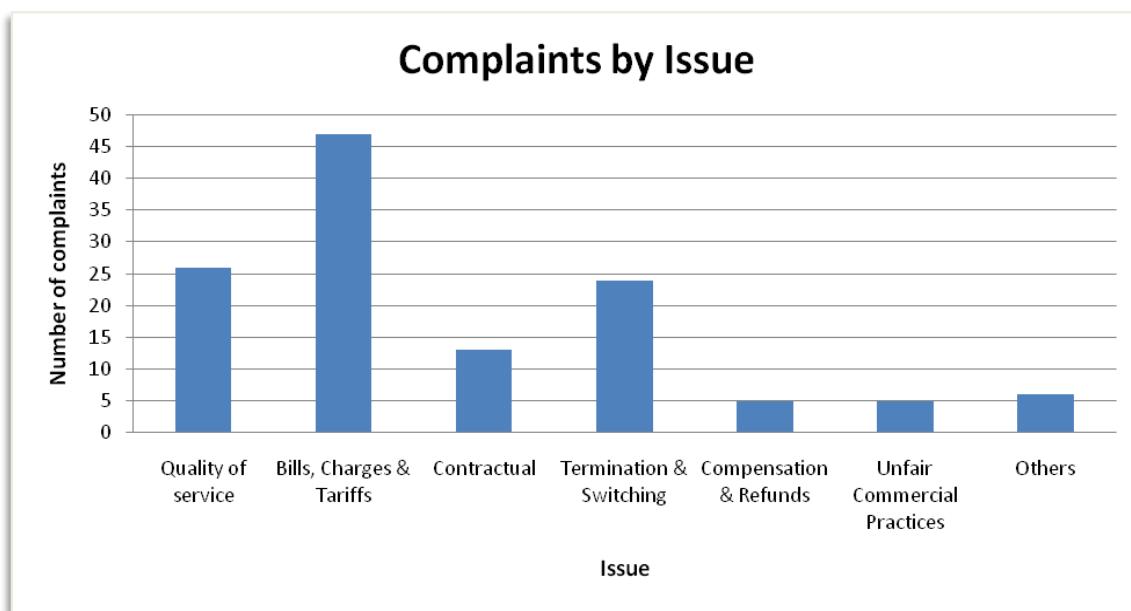


**The MCA handled 126 complaints and 304 enquiries during the first half of 2016.**

**Communications Complaints Report published today.**

The Malta Communications Authority (MCA) has published its report on the complaints received from subscribers of telephony, internet, television and postal services during the first half of 2016. As part of its function to protect the interests of end-users, the MCA provides end-users the possibility to lodge a complaint with the Authority in cases where they are not satisfied with the redress provided by their service provider. The extent of the action the MCA can take in relation to a complaint, depends on the nature of the complaint and the MCA's relevant legal powers. There are instances where although the complaints received relate to the provision of a service regulated by the MCA, the Authority is not empowered at law to intervene and would therefore be required to refer the end-users to other competent entities. Such instances could include for example, cases regarding mis-selling, unsolicited communications and other unfair commercial practices.

In total during the first half of 2016 the MCA received an average of 21 complaints per month, 99% of which were closed within 20 working days. The Authority also received 304 requests for information.



The most common complaints received during this period related to billing issues, with incorrect billing being the most common type of billing complaint received. In total the MCA received 33 reports related to incorrect billing. In 12 of these cases, after gathering the necessary evidence, the MCA determined that the service provider was required to take necessary remedial action to adjust some of the amounts billed. The MCA is still monitoring this matter as this remains one of the most recurring complaints received by the MCA.

For further information, you are kindly requested to contact:

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Another source of complaint during the first half of 2016, related to quality of service ‘QoS’, with faults being the most common type of QoS complaint received. In total the MCA received 10 fault reports, 60% less when compared to the same period of last year. Faults are generally caused by degradation, misuse, force majeure or third party disturbance. Faults could also be the result of damages to the service provider’s infrastructure, damages to the subscriber’s internal wiring or damages to the physical equipment. In the cases reported to the Authority, the MCA monitored the actions undertaken by the service providers to ensure that faults were repaired in the shortest time possible. In those cases where the fault originated from the service providers’ infrastructure, subscribers were offered compensation, as stated in their service contract.

The Authority received 24 complaints related to termination and switching. In some cases, the Authority had to follow up the matter with the concerned service provider until it ensured that the services were effectively terminated in line with the subscriber’s request. In some other cases, the Authority provided guidance to subscribers contacting it about the procedure they needed to follow to terminate the service/s.

The MCA registered a slight increase in contractual complaints mainly related to changes to terms and conditions. The Authority has reviewed such cases and noted that the notification process undertaken by service providers complied with the relevant legal obligations.

Complaints of a postal nature received by the MCA remained on the decrease during the first half of 2016 with only two complaints received. The MCA brought these cases to the attention of service provider so that it could look into the matter and address any ensuing issues accordingly. No complaints regarding eCommerce services were registered during this period.

The MCA encourages those end-users who encounter any difficulties with respect to services regulated by the MCA in the event that their complaint with their service provider has not been addressed to their satisfaction. The public can contact the MCA on 21336840 or by email on [customercare@mca.org.mt](mailto:customercare@mca.org.mt).

The full report can be accessed by following this link <http://bit.ly/2dHDPvV>.

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