

## **Monthly Consumer Complaints Report**

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified<sup>1</sup> or others<sup>2</sup>) reported in January 2012.

Number of Complaints pertaining to January 2012												
Sector	Name of Trader											
	GO		Melita		Red Touch		Vodafone		Maltapost			
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others		
Bundle	-	-	-	1	-	-	-	-	-	-		
Fixed	2	3	1	2	-	-	-	-	-	-		
Internet	-	2	1	1	-	-	-	1	-	-		
Mobile	1	1	-	-	-	1	-	-	-	-		
TV	-	-	1	-	-	-	-	-	-	-		
Post	-	-	-	-	-	_	-	-	1	-		

<sup>&</sup>lt;sup>1</sup> Justified complaints are complaints where the Authority had sufficient evidence available at hand for further investigation or remedial action to be taken.

<sup>&</sup>lt;sup>2</sup> Others are complaints where grounds to proceed with investigation or take action on consumer claims were not identified.

Table 2 illustrates the outcome status of justified complaints for each operator reported in January 2012.

Number of Justified Complaints pertaining to January 2012											
Name of Trader	Outcome Status										
	Solved			Provided information			Referred	Pending			Reported
	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+	
GO	3	-	-	-	-	-	-	-	-	-	3
Melita	3	-	-	-	-	-	-	-	-	-	3
Maltapost	1	-	-	-	-	-	-	-	-	-	1