MALTA COMMUNICATIONS AUTHORITY

Monthly Consumer Complaints Report

June 2011

Number of Complaints - Bundles (June '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO								
Melita	1	1						
Vodafone								

Number of Complaints - Mobile (June '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO								
Melita	1	1						
Vodafone								

Number of Complaints - Television (June '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO	1						1	
Melita								

Number of Complaints - Fixed (June '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO	1	1						
Melita								
Sky	2	1				1		
Vodafone								