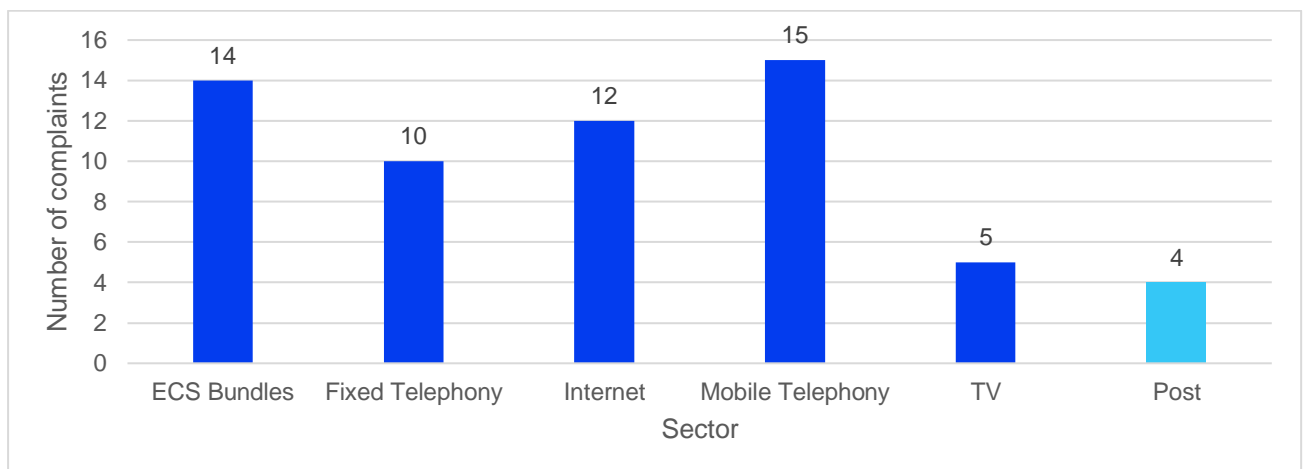


PRESS RELEASE / MARCH 2024

The Malta Communications Authority (MCA) publishes its half yearly statistical report on complaints and enquiries received during the last six months of 2023.

The report shows that the MCA received a total of 60 complaints, of which 92% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while 8% were related to postal services. The MCA recorded a slight decrease of 8% in the total number of complaints when compared to the first six months of 2023. Additionally, the Authority received 291 enquiries on various matters related to the sectors it regulates.



According to the report, Quality of Service (QoS) remained the most common type of complaint, with 40 complaints reported to the MCA. The most prominent QoS complaints were related to faults (24), while other QoS complaints received were related to internet speed (5), installation of services (3), customer care (3), non-access to service/s (3), and indoor mobile reception (2). The MCA also recorded other complaints related to billing (10), termination and switching (3), and contractual issues (2).

In terms of postal services, the MCA received 5 complaints during the second half of 2023. The MCA has brought these cases to the attention of the service providers so that it can further investigate the matters raised and address any ensuing issues accordingly.

To monitor the quality of telephony support services offered by several providers of electronic communications and postal services, the MCA conducts regular test calls and measures the time taken for a telephone call to be answered by a provider's customer care agent. During the period under review, the MCA carried out 911 calls to the customer care telephony support lines of telecommunications service providers. From this mystery shopping exercise, 98% of calls made towards EPIC Communications Ltd were answered within 5 minutes, 83% of calls made towards GO plc were answered within 5 minutes and 79% of calls made towards Melita Ltd were answered within 5 minutes. The MCA also conducted several test calls (a total of 214 measurements taken between July and December 2023) made to MaltaPost's customer care telephony service, and 81% of the calls were answered within 5 minutes and 45% of the calls were answered within 2 minutes.

The report also includes updates on various pro-consumer initiatives undertaken by the MCA during the second half of 2023. Most notably, in December 2023, the MCA published a 'Decision Notice' titled 'Price Indexation Clauses' to address a practice undertaken by some providers which was causing concern to the MCA. This related to the inclusion of clauses in subscriber contracts by some providers which clauses allow providers to adjust charges or fees based on an objective consumer price index compiled by a public institution. These clauses, referred to as 'price indexation clauses', restrict consumers from terminating contracts without incurring early termination fees upon such adjustments. This decision, published by the MCA, mandates a number of requirements which need to be adhered to by providers who include such 'price indexation clauses' in their contracts. During the first week of January 2024, the only two (2) local providers which were including 'price indexation clauses' in their contracts stopped including such 'price indexation clauses' in the contracts being offered to new prospective subscribers.

The full report is accessible from the MCA's [website](#).