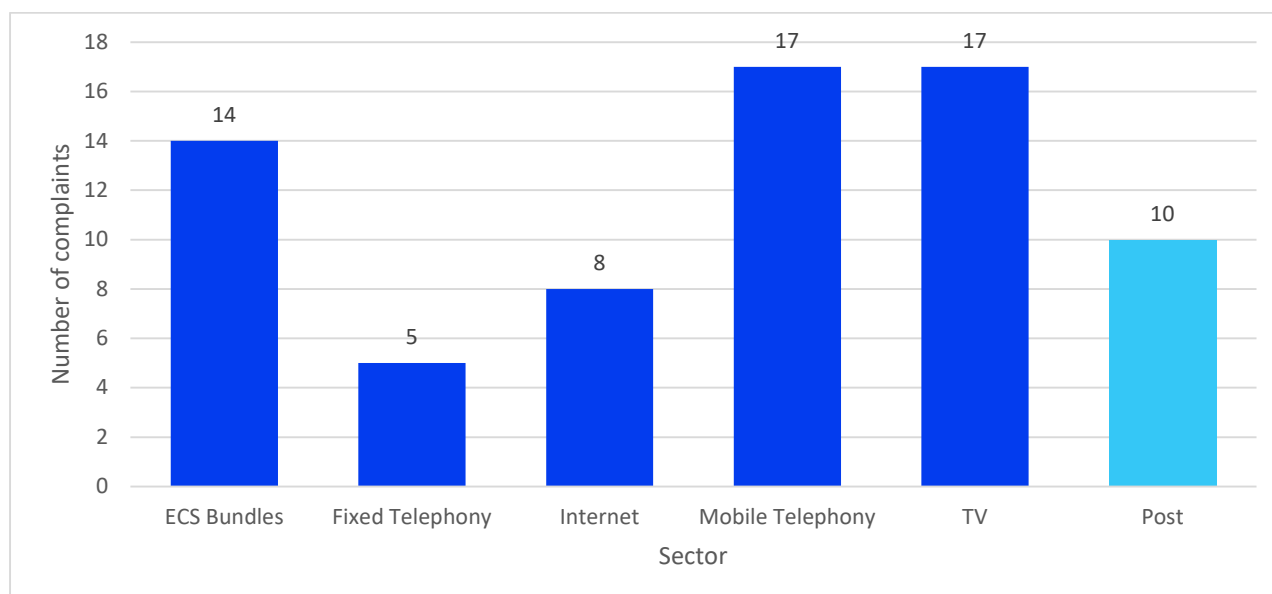


## PRESS RELEASE / SEPTEMBER 2022

### The Malta Communications Authority (MCA) publishes its half yearly statistical report on complaints and enquiries received

During the first six months of 2022, the MCA received a total of 71 complaints, of which 86% related to electronic communications services (i.e. internet, TV, mobile and fixed telephony) and 14% related to postal services. The MCA recorded a decrease of 16% in the total number of complaints when compared to the last six months of 2021. The Authority also received 342 enquiries on various matters related to the sectors regulated by the Authority.



The statistics of complaints received by the MCA reveal that Quality of Service (QoS) remains the most common type of complaint with 27 complaints reported to the MCA. The most prominent QoS complaints related to Customer care (12) and faults (8). Other QoS complaints received related to internet speed (4), installation (1), mobile reception (1), and mobile data (1). The MCA also recorded other complaints which related to the non-receipt of the Maltese free-to-air channels (15), billing (13), and termination and switching (6).

The MCA registered 10 postal complaints during the first half of 2022. 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.

In order to monitor the quality of the provision of the telephony support services offer 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 providers' customer care agent. During the period under review the MCA carried out 909 calls to the customer care telephony support lines of EPIC Communications Ltd, GO plc and Melita Ltd. From this mystery shopping exercise 58% of the calls made were answered within 5 minutes. Furthermore, 44% of the calls made during the first six months of 2022 were answered within 2 minutes. The MCA also conducted several test calls (a total of 231 measurements taken between January and June 2022) made to MaltaPost's customer care telephony service and 96% of the calls were answered within 5 minutes and 85% of the calls were answered within 2 minutes. The report includes additional information about the measurements taken by the MCA including data of the measurements pertaining to each service provider and is accessible on [the MCA's website](#).