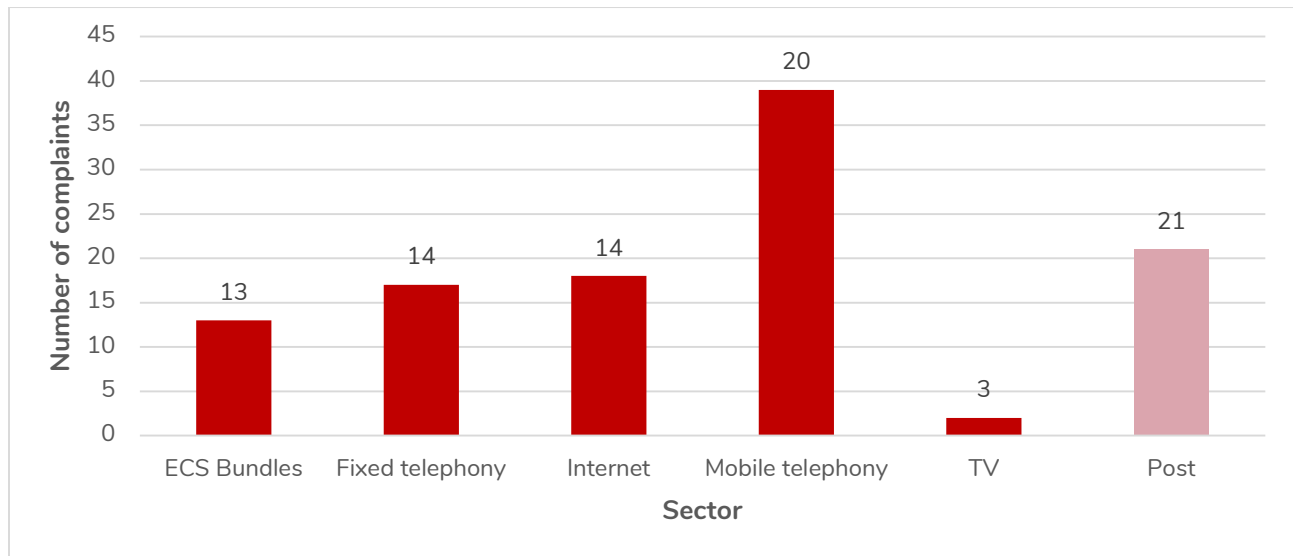


## The Malta Communications Authority (MCA) publishes its half yearly statistical report on complaints and enquiries received

During the last six months of 2021 the MCA received a total of 85 complaints, of which 75% related to electronic communications services (i.e. internet, TV, mobile and fixed telephony) and 25% related to postal services. The MCA recorded a decrease of 23% in the total number of complaints when compared to the first six months of 2021. 98% of these complaints were closed within 20 working days. The Authority also received 276 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 44 complaints reported to the MCA. The most prominent QoS complaints related to Customer care (20) and faults (12). Other QoS complaints received related to roaming (2), internet speed (2), installation (2), non-access to service (2), top-up (2), email service (1), and indoor mobile reception (1). The MCA also recorded other complaints which related to billing (9), termination and switching (6), and contractual matters (4).

For further information, you are kindly requested to contact:

(+356) 2133 6840

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Malta Communications Authority, Valletta Waterfront, Pinto Wharf, Floriana FRN1913, Malta



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The MCA registered 21 postal complaints during the second half of 2021. 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. This report includes the findings of the measurements taken by the MCA between July and December 2021.

More information on the complaints and enquiries received by the MCA and other initiatives taken by the MCA to protect consumers are accessible [here](#).

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