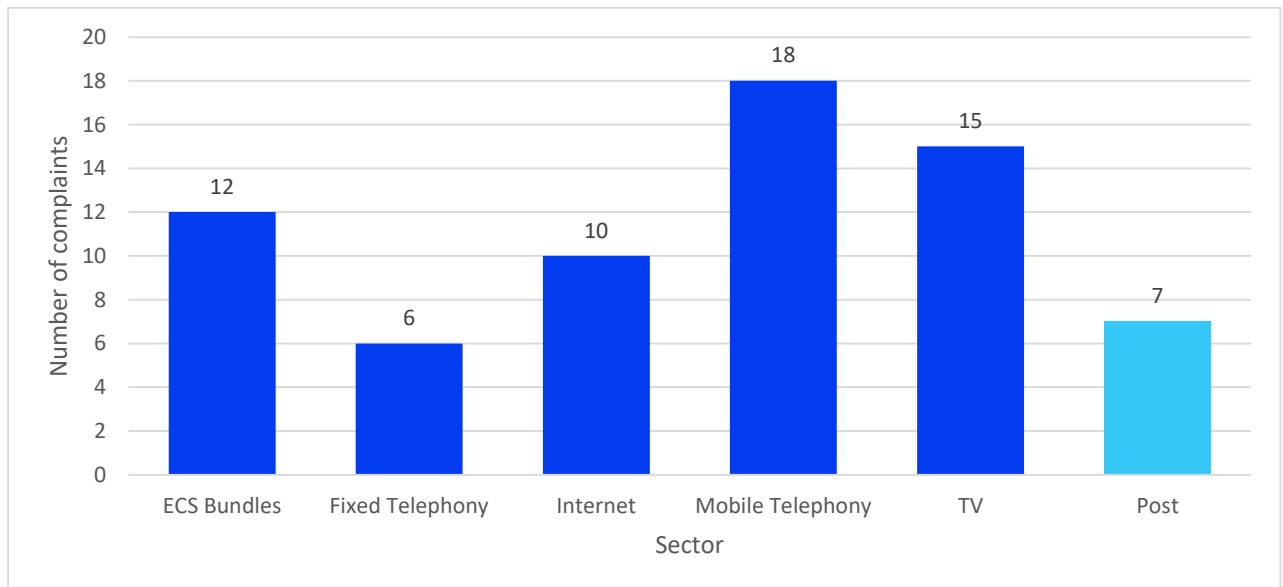


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The Malta Communications Authority (MCA) publishes its half yearly statistical report on complaints and enquiries received during the last six months of 2022.

The report shows that the MCA received a total of 68 complaints, of which 90% were related to electronic communications services (i.e. internet, TV, mobile and fixed telephony), while the remaining 10% were related to postal services. The MCA recorded a slight decrease of 4% in the total number of complaints when compared to the first six months of 2022. Additionally, the Authority received 347 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 34 complaints reported to the MCA. The most prominent QoS complaints were related to customer care (15) and faults (12), while other QoS complaints received were related to internet speed (2), non-access to service/s (3), mobile reception (1), and use of mobile whilst roaming (1). The MCA also recorded other complaints related to the non-receipt of the Maltese free-to-air channels, billing, termination and switching, and contractual issues.

In terms of postal services, the MCA received 7 complaints during the second half of 2022. 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 817 calls to the customer care telephony support lines of telecommunications service providers. From this mystery shopping exercise, 99% of calls made towards EPIC Communications Ltd were answered within 5 minutes, 22% of calls made towards GO plc were answered within 5 minutes and 87% of calls made towards Melita Ltd were answered within 5 minutes. The MCA also conducted several test calls (a total of 211 measurements taken between July and December 2022) made to MaltaPost's customer care telephony service, and 91% of the calls were answered within 5 minutes and 76% of the calls were answered within 2 minutes.

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