mca
MALTA COMMUNICATIONS AUTHORITY

Monthly Consumer Complaints Report

April 2011

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

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

Number of Complaints - Mobile (April '11)								
	Reported	Solved			Referred	Pending		
		< 2wks	*< 4wks*	*4wks +*		*< 2wks*	*< 4wks*	*4wks +*
GO								
Melita	5	4		1				
Ping								
Red Touch	1	1						
Vodafone								

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

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