

Monthly Consumer Complaints Report

January 2010

Number of Complaints - Mobile (January 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita plc	4	3						1

Number of Complaints - Fixed Telephony (January 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
GO plc	4	2				1	1	
Melita plc	1	1						

Number of Complaints - Television Distribution (January 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita plc	1					1		

Number of Complaints - Post (January 2010)								
	Reported	Solved			Referred	Pending		
		< 4wks	< 6wks	6wks +		< 4wks	< 6wks	6wks +
Maltapost	1					1		

Number of Complaints - Bundles (January 2010)								
	Reported	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita plc	1	1						
GO plc	1	1						