

Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified¹ or others²) reported from January till June 2012.

Number of Complaints pertaining to January-June 2012														
Sector	Name of Trader													
	GO		Melita		Ozone		Red Touch		Vodafone		DHL		Maltapost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	-	5	1	5	-	-	-	-	-	-	-	-	-	-
Fixed	10	8	3	7	1	-	-	-	-	-	-	-	-	-
Internet	2	5	8	10	-	-	-	-	-	4	-	-	-	-
Mobile	6	9	6	9	-	-	-	1	3	5	-	-	-	-
TV	-	1	4	5	-	-	-	-	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	-	-	-	1	3	5

¹ Justified complaints are complaints where the Authority had sufficient evidence available at hand for further investigation or remedial action to be taken.

² Others are complaints where grounds to proceed with investigation or take action on consumer claims were not identified.

Table 2 illustrates the outcome status of justified complaints for each operator reported in June 2012.

	Number of Justified Complaints pertaining to June 2012												
		Outcome Status											
	Name of Trader		Solved		Provided information			Referred	Pending			Reported	
	rrader	<2wks	<4wks	4wks+	<2wks	<4wks	4wks+		<2wks	<4wks	4wks+		
	GO	1	-	-	-	-	-	-	-	-	-	1	
	Melita	1	3	2	-	-	-	-	-	-	-	6	