

## Monthly Consumer Complaints Report

Table 1 illustrates complaints segmented by operator, sector and classification of complaint (i.e. justified<sup>1</sup> or others<sup>2</sup>) 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

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

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

