MALTA COMMUNICATIONS AUTHORITY

Monthly Consumer Complaints Report

May 2011

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

Number of Complaints - Post (May '11)								
	Reported	Solved			Referred	Pending		
		< 4wks	*< 6wks*	*6wks +*		*< 4wks*	*< 6wks*	*6wks +*
MaltaPost	2		2					

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

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