

## Monthly Consumer Complaints Report

November 2011

| No. of Complaints- Mobile (November '11) |          |        |       |       |          |         |       |       |
|--|----------|--------|-------|-------|----------|---------|-------|-------|
|  | Reported | Solved |       |       | Referred | Pending |       |       |
|  |          | <2wks  | <4wks | 4wks+ |          | <2wks   | <4wks | 4wks+ |
| <b>GO</b>                                | 1        | 1      |       |       |          |         |       |       |
| <b>Melita</b>                            | 3        | 2      |       | 1     |          |         |       |       |
| <b>Vodafone</b>                          | 1        | 1      |       |       |          |         |       |       |