

Monthly Consumer Complaints Report

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

Number of complaints pertaining to January-November 2012

Sector	Name of Trader															
	GO		Melita		Ozone		Red Touch		SIS		Vodafone		DHL		MaltaPost	
	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others	Justified	Others
Bundle	-	8	1	18	-	-	-	-	-	-	-	-	-	-	-	-
Fixed	13	18	4	9	2	-	-	-	1	-	-	-	-	-	-	-
Internet	4	10	15	13	-	-	-	-	-	-	-	4	-	-	-	-
Mobile	12	23	9	21	-	-	-	2	-	-	6	15	-	-	-	-
TV	1	13	5	8	-	-	-	-	-	-	-	-	-	-	-	-
Post	-	-	-	-	-	-	-	-	-	-	-	-	-	1	4	6

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.

In addition to the figures reported in the above table, the Authority received further 51 complaints from January to November 2012. These complaints are not included in the table above as they do not relate to a specific service offered by a service provider authorised with the Authority.

