

Monthly Consumer Complaints Report

October 2010

Number of Complaints - Internet (October '10)								
	Reported * **	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita	2	2						

Number of Complaints - Mobile (October '10)								
	Reported * **	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita	2	2						

Number of Complaints - Telephony (October '10)								
	Reported * **	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
GO	1	1						

Number of Complaints - Television (October '10)								
	Reported * **	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
Melita	4	4						

Number of Complaints - Bundles (october '10)								
	Reported * **	Solved			Referred	Pending		
		< 2wks	< 4wks	4wks +		< 2wks	< 4wks	4wks +
GO	1	1						
Melita	1	1						

Number of Complaints - Post(October '10)								
	Reported * **	Solved			Referred	Pending		
		< 4wks	< 6wks	6wks +		< 4wks	< 6wks	6wks +
Maltapost	1		1					