COMMUNICATIONS AUTHORITY OF KENYA

QUARTER 1 · FINANCIAL YEAR 2026/2027

Consumer Complaints Report

Complaints escalated to the Authority, July – September 2026



479
complaints escalated to the Authority

422
resolved, a resolution rate of 88.1%

57
under active regulatory follow-up

Communications Authority of Kenya

CA Centre, Waiyaki Way, Westlands · P.O. Box 14448, Westlands 00800, Nairobi, Kenya · www.ca.go.ke

This quarter at a glance

Consumers who could not get a satisfactory answer from their service provider escalated 479 complaints to the Authority between July and September 2026. This page summarises what they complained about and what happened to those complaints.

479	422	88.1%	57
complaints received	complaints resolved	resolution rate	still under follow-up

KEY ISSUES THIS QUARTER

01 **Data services drew the most complaints**

140 complaints (29.2% of the total) concerned mobile data and SMS. Billing and charging of data, including bundles running out before their validity period, was the single largest issue at 44 complaints.

02 **Network quality and reliability**

191 complaints related to telecommunications. Many concerned service quality: slow or unreliable data, dropped or unavailable voice networks, delays in service provision and termination of services.

03 **SIM swaps, fraud and scams**

The Authority received 57 complaints on digital financial services and mobile money, 47 on fraud and scams and 49 on cybercrime and criminal use of ICT infrastructure.

04 **Voice complaints were the hardest to resolve**

Only 34 of 51 voice complaints (66.7%) were resolved in the quarter, the lowest rate among the major categories. Poor network availability accounted for 10 of the 17 voice complaints still open.

05 **Broadcasting**

36 complaints were received on content standards, signal availability and interference; 35 (97.2%) were resolved.

> **Has your service provider not resolved your complaint?**
>
> You can escalate it to the Authority. The website, email, hotlines and address are listed under “How to Make a Complaint” at the end of this report.

1 Executive Summary

This report presents consumer complaints escalated to the Authority during the first quarter of FY 2026/2027, the outcomes of complaint handling, and the consumer protection issues identified during the period. Complaint trends provide regulatory intelligence on emerging risks affecting consumers in the ICT sector and guide regulatory decisions, market interventions and policy enhancements aimed at ensuring that communications services in Kenya are safe, reliable, accessible and consumer-centric.

During the first quarter of FY 2026/2027 (July–September 2026), the Authority received 479 complaints escalated by consumers who had not obtained satisfactory resolution from their service providers. Of these, 422 complaints (88.1%) were resolved, while 57 remained under active regulatory follow-up. During the quarter, the Authority also continued its proactive regulatory oversight, market surveillance and enforcement of consumer protection obligations across the communications sector to support fair, timely and effective redress.

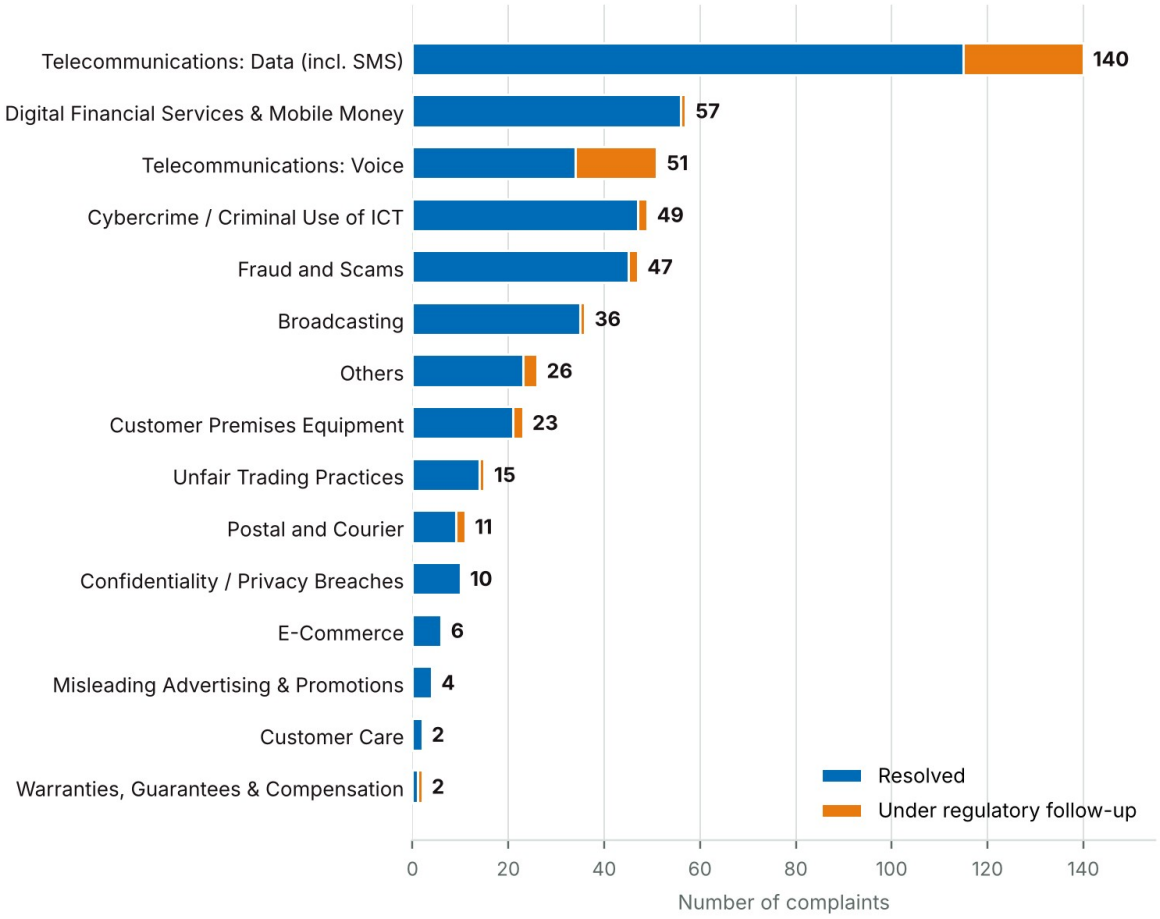
The Authority remains committed to strengthening consumer safeguards, improving service reliability, enhancing industry compliance, and promoting greater accountability among licensees towards ensuring meaningful digital access for all.



2 Overview of Complaint Trends, July–September 2026

Of the 479 complaints received during the period under review, 29.2% related to data services offered by telecommunications service providers, 11.9% to digital financial services and mobile money, 10.6% to voice services offered by telecommunications service providers, 10.2% to cybercrime and criminal use of ICT infrastructure, and 9.8% to fraud and scams. Figure 1 and Table 1 summarise all categories; a detailed breakdown is provided in Annex I.

Figure 1 Complaints escalated to the Authority by category, Q1 FY 2026/2027



No complaints were received on electromagnetic, health or environmental hazards.

Table 1 Resolution of complaints escalated to the Authority, by category

Category	Received	Share of total	Resolved	Resolution rate
Telecommunications: Data (including text/SMS)	140	29.2%	115	82.1%
Digital Financial Services and Mobile Money	57	11.9%	56	98.2%
Telecommunications: Voice	51	10.6%	34	66.7%
Cybercrime / Criminal Use of ICT Infrastructure	49	10.2%	47	95.9%
Fraud and Scams	47	9.8%	45	95.7%
Broadcasting	36	7.5%	35	97.2%
Others	26	5.4%	23	88.5%
Customer Premises Equipment (type approval)	23	4.8%	21	91.3%
Unfair Trading Practices	15	3.1%	14	93.3%
Postal and Courier	11	2.3%	9	81.8%
Confidentiality / Privacy Breaches	10	2.1%	10	100%
E-Commerce	6	1.3%	6	100%
Misleading ICT / Telecommunications Advertising and Promotions	4	0.8%	4	100%
Customer Care	2	0.4%	2	100%
Warranties and Guarantees / Compensation Mechanisms	2	0.4%	1	50.0%
Electromagnetic / Health / Environmental Hazard	0	0%	0	–
Total	**479**	**100%**	**422**	**88.1%**

The Authority continues to strengthen regulatory oversight by enhancing compliance monitoring, engaging licensees to improve quality of service, intensifying consumer awareness initiatives and enforcing type approval requirements for communications equipment. It also collaborated with industry stakeholders to address emerging risks such as SIM swap fraud, digital financial scams and online abuse.

3 Emerging Consumer Protection Trends

This section sets out the main issues raised by consumers during the quarter. For each, it describes what consumers reported and what the Authority is doing in response.

3.1 Billing and Charging of Data Services

44

complaints on billing and charging of data services, the largest single issue in the quarter

31.4% of the 140 data complaints and 9.2% of all complaints. 37 of the 44 (84.1%) were resolved.

WHAT CONSUMERS REPORTED

Consumer complaints relating to the billing and charging of data services constituted the largest number of complaints received: 44 of the 140 complaints on data services (31.4%), or 9.2% of all consumer complaints received in the quarter. During the period, the Authority resolved 84.1% of these complaints (37 of the 44 complaints on billing and charging).

Complaints in this category primarily relate to the premature depletion or disconnection of data services before the expiry of their stated validity period, resulting in consumers losing the value of the service for which they have paid. Other complaints relate to disputed data usage and deductions, including instances where consumers contest the volume of data consumed or the charges applied. Complaints also included cases where services were not restored following payment, and instances where service providers failed to deliver paid-for services, prompting consumers to seek refunds.

WHAT THE AUTHORITY IS DOING

Following investigation and engagement with the respective service providers, the complaints were resolved through various remedial measures, including compensation through credit adjustments, credit notes, refunds for undelivered services, and restoration or reconnection of services following payment. These interventions were aimed at safeguarding consumer interests and ensuring that consumers received the services or value for which they had paid.

To address systemic issues, the Authority has initiated a range of regulatory oversight measures, currently at various stages of implementation, aimed at strengthening consumer protection, enhancing transparency in the provision of ICT services and promoting fair market practices.

In particular, the Authority will strengthen its oversight of licensees' compliance with applicable consumer protection requirements, with emphasis on billing accuracy, transparency of tariffs, fair and transparent terms and conditions, and the provision of adequate consumer information. This will be supported by appropriate monitoring and compliance assessment mechanisms to enhance accountability and safeguard consumer interests. In addition, the Authority has proposed the enhancement of legislation to strengthen its oversight of billing accuracy.

3.2 Quality of Service (QoS), Quality of Experience (QoE) and Network Performance

191 telecommunications complaints received, many of them on service quality

140 on data services and 51 on voice services.

WHAT CONSUMERS REPORTED

Quality of Service (QoS) and Quality of Experience (QoE) remained a key consumer protection priority during the quarter under review, with complaint trends providing the Authority with valuable insights on network performance, service reliability and consumer experience across the communications sector.

Of the 191 telecommunications complaints received, a significant proportion related to service quality. On data services, these included 27 Quality of Service complaints, 2 service interruptions, 18 complaints on delays and failure in service provision, 18 service termination complaints and 8 cases of network unavailability or inaccessibility. On voice services, they included 7 Quality of Service complaints, 3 interruptions, 17 service terminations and 17 complaints on poor network availability. A further 44 complaints related to billing and charging of data services, which consumers associated with perceived service quality and value for money.

In the broadcasting sector, consumers also reported complaints relating to quality of service, frequency interference, service interruptions and content and programming standards, highlighting the need for continued oversight of network and broadcasting infrastructure.

These complaint patterns highlight the importance of resilient, high-quality and uninterrupted communications services for consumers. Digital connectivity supports economic activity, education, financial services and access to Government services. The Authority continues to analyse complaint patterns alongside network performance data to identify systemic issues, inform regulatory priorities and promote continuous improvement in service delivery by licensees.

WHAT THE AUTHORITY IS DOING

To address concerns about QoS and QoE, the Authority continued implementing regulatory and compliance measures to improve network performance and protect consumer interests. These measures included:

- Continuously monitoring QoS performance across licensed telecommunications and broadcasting networks to assess compliance with prescribed service standards.
- Conducting regular network performance assessments to identify service deficiencies and areas requiring corrective action.
- Conducting compliance inspections and enforcing licence obligations relating to service availability, reliability and consumer protection.
- Analysing consumer complaints to identify recurring service problems, emerging risks and priorities for regulatory intervention.
- Engaging licensed operators to strengthen network resilience, improve service restoration processes and enhance consumer experience.
- Reviewing and enhancing the QoS regulatory framework to keep pace with technological developments, consumer expectations and emerging digital services.
- Promoting consumer awareness and encouraging subscribers to report persistent service quality problems, providing evidence to inform targeted regulatory interventions.

These interventions demonstrate the Authority's commitment to ensuring that communications networks remain reliable, resilient and fit for purpose while promoting greater accountability among service providers. Complaint data informs the Authority's regulatory decision-making and helps it identify and address service quality challenges. Together, these measures strengthen consumer confidence in Kenya's communications sector.

3.3 Enhancing SIM Security and Consumer Identity Protection



WHAT CONSUMERS REPORTED

During the quarter under review, the Authority continued to receive complaints relating to SIM swapping, deactivation and reassignment, some involving fraudulent access to digital financial services. The Authority continued engaging service providers on the resolution of reported cases and strengthening oversight of SIM-related consumer protection risks.

Complaints of this nature fall within several categories, including Digital Financial Services and Mobile Money (57 complaints), Fraud and Scams (47 complaints), Cybercrime and Criminal Use of ICT Infrastructure (49 complaints), data breaches (10 complaints) and unauthorised sharing of personal information (10 complaints).

WHAT THE AUTHORITY IS DOING

Building on the issues identified in the previous reporting period, the Authority is advancing measures to strengthen regulatory oversight in the following areas:

- Strengthening oversight of SIM registration, replacement and lifecycle management, including compliance with identity verification and authentication requirements.
- Engaging telecommunications operators to strengthen verification, authentication and accountability throughout SIM management, with the aim of preventing fraudulent replacement and unauthorised access to communications and financial services.
- Monitoring complaints involving SIM swaps, identity theft, unauthorised account access and digital fraud to identify regulatory priorities and inform reviews of SIM replacement and mobile number management safeguards as fraud methods, technologies and consumer needs evolve.
- Collaborating with telecommunications operators, financial service providers and relevant agencies to share information and coordinate responses to SIM-enabled fraud.

- Supporting public awareness initiatives on protecting personal information, promptly reporting suspected SIM-related fraud and keeping contact details linked to critical digital services up to date.

These interventions reflect the Authority's commitment to strengthening the security and integrity of Kenya's communications ecosystem while protecting consumers from increasingly sophisticated identity-related threats. The Authority will continue to review SIM replacement controls, enhance compliance monitoring and work closely with licensees to strengthen customer verification processes, reduce opportunities for fraud and ensure that legitimate consumers can access communications services securely, confidently and without unnecessary barriers.

3.4 Protecting Consumers from Fraud and Digital Financial Crime



104 complaints on digital financial services and mobile money (57) and on fraud and scams (47)

101 of the 104 (97.1%) were resolved during the quarter.

WHAT CONSUMERS REPORTED

As Kenya's digital economy continues to expand, so has the number and sophistication of fraud schemes targeting consumers across telecommunications and digital financial services. Complaint trends received during the quarter point to the continued evolution of fraud from traditional fraudulent calls and text messages to more complex schemes involving phishing, impersonation, fake promotions, social engineering, fraudulent mobile money transactions and online marketplace scams.

During the quarter under review, the Authority received 57 complaints relating to Digital Financial Services and Mobile Money and 47 complaints on Fraud and Scams. In addition, complaints relating to fraudulent voice and data communications, cyber-enabled misuse of ICT infrastructure and online abuse further demonstrate that communications networks continue to be exploited as conduits for financial and cyber-enabled fraud. These trends underscore the importance of a coordinated regulatory approach that not only protects consumers but also promotes trust and confidence in Kenya's digital economy.

WHAT THE AUTHORITY IS DOING

The Authority continues to analyse complaint trends and emerging fraud typologies to identify systemic risks, strengthen regulatory responses and support the development of preventive measures across the communications sector. To strengthen consumer protection against fraud and digital financial crime, the Authority continues to:

- Enhance collaboration with telecommunications operators to detect, investigate and address emerging fraud trends affecting consumers.
- Strengthen coordination with financial sector regulators, financial service providers, law enforcement agencies and cybersecurity stakeholders to support a whole-of-government response to digital fraud.
- Promote the implementation of fraud detection, monitoring and early-warning mechanisms by licensed service providers to minimise consumer exposure to fraudulent activities.
- Support consumer awareness and digital literacy initiatives that equip consumers to recognise phishing attempts, fraudulent communications, fake promotions and other evolving scam tactics.
- Facilitate timely reporting and regulatory escalation of fraud-related complaints, enabling prompt intervention and continuous monitoring of emerging risks.
- Promote information sharing across industry stakeholders to improve threat intelligence, disrupt fraud syndicates and strengthen sector-wide resilience.
- Monitor compliance with consumer protection obligations by licensed operators to ensure effective complaint handling, timely resolution of fraud incidents and appropriate consumer safeguards.
- Use complaint data and market intelligence to inform regulatory policy, compliance priorities and targeted consumer protection initiatives.

The Authority recognises that fraud prevention requires a collaborative ecosystem approach involving regulators, communications service providers, financial institutions, technology platforms, law enforcement agencies and consumers. The Authority therefore continues to strengthen regulatory oversight, promote industry collaboration and enhance consumer awareness to reduce fraud risks, improve consumer confidence and foster a secure, trusted and resilient digital communications environment.

3.5 Ensuring Only Type-Approved Communications Equipment Enters the Market



23 complaints on Customer Premises Equipment (CPE) that failed to meet type approval requirements

21 of the 23 (91.3%) were resolved.

WHAT CONSUMERS REPORTED

The increasing reliance on digital connectivity has heightened consumer demand for reliable, safe and interoperable communications equipment.

During the quarter under review, the Authority received 23 complaints relating to Customer Premises Equipment (CPE), alongside complaints associated with poor service performance that may be attributable to non-compliant or substandard consumer equipment. Consumers reported faulty modems, poor-performing routers, incompatible communications devices and equipment that failed to meet expected performance standards. These complaints highlight the importance of ensuring that only communications equipment meeting prescribed technical and safety standards is available on the Kenyan market.

The use of counterfeit, unapproved or technically incompatible equipment not only degrades consumer experience but may also compromise network integrity, increase cybersecurity vulnerabilities and expose consumers to unnecessary financial losses through repeated equipment replacement or poor service performance.

WHAT THE AUTHORITY IS DOING

To safeguard consumers and preserve the integrity of Kenya's communications networks, the Authority continues to:

- Enforce the Type Approval framework to ensure that communications equipment placed on the market complies with prescribed technical, safety and interoperability requirements.
- Conduct market surveillance and compliance inspections to identify and deter the sale, distribution and use of non-compliant communications equipment.
- Undertake inspections of importers, distributors and vendors to verify compliance with Type Approval requirements.

- Work with the Anti-Counterfeit Authority, the Kenya Revenue Authority, enforcement agencies and other relevant stakeholders to prevent the importation and distribution of counterfeit, substandard and unapproved communications equipment.
- Promote consumer awareness on the importance of purchasing Type Approved communications devices through authorised channels.
- Continuously review emerging technologies and equipment standards to ensure the regulatory framework remains responsive to innovation while safeguarding consumer interests.

These interventions demonstrate the Authority's commitment to protecting consumers from unsafe and substandard communications equipment while promoting a competitive market founded on quality, safety and regulatory compliance.

3.6 Protecting Consumer Data and Privacy



20 complaints on data breaches (10) and unauthorised sharing of personal information (10)

WHAT CONSUMERS REPORTED

As consumers increasingly rely on digital communications platforms to access financial, government and commercial services, safeguarding personal data and protecting consumer privacy have become central to maintaining trust in the digital ecosystem.

During the quarter, the Authority received 10 complaints relating to data breaches and 10 complaints on unauthorised sharing of personal information, signalling growing consumer concern over the protection of personal information and the security of digital communications. These complaints highlight the increasing importance of responsible data handling, secure communications infrastructure and effective organisational controls to prevent unauthorised disclosure or misuse of consumer information.

WHAT THE AUTHORITY IS DOING

To strengthen consumer confidence in digital communications services, the Authority continues to:

- Monitor complaints relating to data privacy and the security of communications services to identify emerging risks and compliance concerns.

- Engage licensees to strengthen governance measures for protecting subscriber information and securing communications infrastructure.
- Promote compliance with regulatory obligations relating to the protection of consumer information within the communications sector.
- Collaborate with relevant government agencies and sector stakeholders to enhance the security and resilience of Kenya's digital ecosystem.
- Promote consumer awareness on responsible management of personal information and safe digital practices to minimise exposure to privacy-related risks.
- Use complaint data and market intelligence to inform regulatory reviews and strengthen consumer protection measures as technologies and digital services evolve.

The Authority remains committed to fostering a secure digital environment in which consumers can access communications services with confidence that their information is handled responsibly and protected from misuse.

3.7 Improving Service Provider Accountability and Consumer Experience



WHAT CONSUMERS REPORTED

Effective consumer protection extends beyond service availability to ensuring that consumers receive timely assistance, transparent billing and fair resolution of complaints.

During the quarter under review, the Authority received complaints relating to customer care, billing and charging, service delays, termination of services and complaint resolution, indicating that consumer experience remains an important aspect of regulatory oversight. These trends show that consumers increasingly expect responsive customer support, transparent service delivery and timely restoration of services whenever disruptions occur.

WHAT THE AUTHORITY IS DOING

To promote higher standards of customer experience across the communications sector, the Authority continues to:

- Monitor compliance with consumer protection obligations relating to complaint handling and customer service.

- Engage service providers to strengthen customer care processes and improve responsiveness to consumer complaints.
- Promote greater transparency in billing practices, service terms and consumer information to enable informed consumer decisions.
- Monitor service restoration timelines and complaint resolution performance to ensure consumers receive timely redress.
- Encourage operators to strengthen internal complaint management systems and continuously improve customer experience.
- Use complaint trends to inform compliance monitoring, regulatory engagements and continuous improvement initiatives across the sector.

Through these interventions, the Authority continues to promote a consumer-centric communications sector in which licensed operators are accountable for delivering quality services and resolving consumer concerns promptly, fairly and transparently.

3.8 Ensuring Reliable and Accessible Broadcasting Services

36 broadcasting complaints received

35 of the 36 (97.2%) were resolved. Half (18) concerned content and programming standards.

WHAT CONSUMERS REPORTED

Reliable broadcasting remains a key regulatory priority, as broadcasting continues to play a vital role in informing, educating and entertaining the public.

During the quarter under review, the Authority received 36 broadcasting-related complaints, with consumers raising concerns relating to content and programming standards, frequency interference, quality of service, service interruptions and billing. The complaint trends indicate that consumers expect consistent access to high-quality broadcasting services, supported by reliable transmission infrastructure, efficient spectrum management and adherence to established content standards.

WHAT THE AUTHORITY IS DOING

To ensure reliable, accessible and high-quality broadcasting services, the Authority continues to:

- Monitor compliance with broadcasting licence conditions and applicable content and programming standards.
- Strengthen oversight of broadcasting Quality of Service and signal availability to promote uninterrupted access to broadcasting services.
- Undertake spectrum monitoring and interference management to optimise spectrum utilisation and minimise service disruption.
- Engage broadcasters on improving transmission resilience, infrastructure reliability and service continuity.
- Investigate consumer complaints relating to broadcasting services and require corrective action where regulatory non-compliance is identified.
- Promote continuous improvement in broadcasting service delivery through compliance monitoring, stakeholder engagement and evidence-based regulatory interventions.

These ongoing interventions reinforce the Authority's commitment to ensuring that broadcasting services remain reliable, accessible and responsive to the needs of consumers while supporting a vibrant, diverse and well-regulated broadcasting sector.

4 Looking Ahead



The Authority's main effort going forward will focus on proactive and preventive measures in addressing consumer issues. In this way the Authority will ensure that emerging consumer risks are identified and addressed in a timely manner, service providers are held accountable for their regulatory obligations, and consumers are adequately protected as Kenya's digital economy continues to expand.

Through these measures, the Authority will continue to promote a safe, inclusive, competitive and consumer-centred ICT environment that fosters public confidence, supports innovation and safeguards the rights and interests of consumers.

The Authority will prioritise interventions in three areas:

01
Addressing data billing and charging issues

02
Improving Quality of Service across communications networks

03
Addressing SIM card related risks

> *The Authority encourages consumers to exercise their rights, demand quality, reliable and fair services, hold service providers accountable for service delivery and seek timely redress where service standards or their expectations have not been met. Where their concerns are not resolved by their service provider, consumers are encouraged to escalate their complaint to the Authority.*

Information on consumer rights: www.ca.go.ke/consumer-education-outreach-0

How to Make a Complaint

Consumers have the right to quality, reliable and fair communications services. If something goes wrong, follow these two steps.

1

Complain to your service provider first

Contact your mobile network, internet, broadcasting, postal or courier provider and give them a chance to resolve the problem. Keep your reference number.

2

Escalate to the Authority if it is not resolved

If you are not satisfied with your provider's response, escalate the complaint to the Communications Authority of Kenya through any of the channels below.

WAYS TO REACH THE AUTHORITY

ONLINE	www.ca.go.ke/consumer-complaint
EMAIL	chukuahatua@ca.go.ke
TELEPHONE HOTLINES	**+254 703 042 700** **+254 730 172 700**
VISIT US	**CA Centre** Waiyaki Way, Westlands, Nairobi
WRITE TO US	**The Director-General** Communications Authority of Kenya (CA) CA Centre, Waiyaki Way P.O. Box 14448, Westlands 00800, Nairobi, Kenya

Annex I: Summary of Complaints Escalated to the Authority, Q1 FY 2026/2027

Complaints received, resolved and still in progress at the end of the quarter, by category and sub-category.

Category	Total	Resolved	In progress
Telecommunications	**191**	**149**	**42**
Telecommunications: Voice	51	34	17
Quality of Service (QoS)	7	7	0
Interruption	3	2	1
Billing and charges	0	0	0
Fraud / con calls and messages	4	4	0
Unsolicited communication	1	1	0
Unauthorised subscriptions / charges	0	0	0
Termination	17	12	5
Delay and failure in service provision	2	1	1
Poor network (unavailability and inaccessibility)	17	7	10
Telecommunications: Data (including text/SMS)	140	115	25
Quality of Service (QoS)	27	23	4
Interruption	2	2	0
Billing and charges	44	37	7
Fraud	10	9	1
Unsolicited communication	12	12	0
Unauthorised subscriptions	1	1	0
Termination of service, action or session	18	11	7
Delay and failure in service provision	18	13	5
Network unavailability and inaccessibility	8	7	1
Broadcasting	**36**	**35**	**1**
Content and programming standards	18	18	0
Interruption / sabotage	1	1	0
Billing	1	1	0
Frequency interference	5	4	1
Poor / no signals, site unavailability / integrity	9	9	0
Protection of children	0	0	0
Third-party charges – BSD and copyright	0	0	0
Quality of Service (especially between BSD and FTA broadcasters)	1	1	0
Illegal termination of service by Pay TV	1	1	0
Postal and Courier	**11**	**9**	**2**
Delayed delivery / non-delivery	7	5	2

Category	Total	Resolved	In progress
Damaged items	2	2	0
Loss of items	1	1	0
Alleged fraud	0	0	0
Billing (pricing and charges)	1	1	0
Unlicensed courier operator	0	0	0
Cybercrime / Criminal Use of ICT Infrastructure	**49**	**47**	**2**
System misconfiguration	1	1	0
Online abuse	11	10	1
Minor / child abuse	0	0	0
Social media	17	17	0
Vulnerability exploitation	10	10	0
Data breach	10	9	1
Confidentiality / Privacy Breaches	**10**	**10**	**0**
Unauthorised sharing of personal information	10	10	0
Customer Care	**2**	**2**	**0**
No customer care	1	1	0
Poor customer care	1	1	0
Digital Financial Services and Mobile Money	**57**	**56**	**1**
Fraud and Scams	**47**	**45**	**2**
Customer Premises Equipment (failure to adhere to type approval requirements)	**23**	**21**	**2**
Unfair Trading Practices	**15**	**14**	**1**
E-Commerce	**6**	**6**	**0**
Misleading ICT / Telecommunications Advertising and Promotions	**4**	**4**	**0**
Warranties and Guarantees / Compensation Mechanisms	**2**	**1**	**1**
Electromagnetic / Health / Environmental Hazard	**0**	**0**	**0**
Others	**26**	**23**	**3**
Total	**479**	**422**	**57**

BSD: Broadcast Signal Distributor. FTA: Free-to-Air.