

## REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (2<sup>ND</sup> QUARTER - FY 2021/2022)

This report is a summary of consumer complaints and enquiries received and handled by the Communications Authority of Kenya (CA) between 1<sup>st</sup> October and 31<sup>st</sup> December 2021.

In the quarter under review, 131 complaints were received and processed as shown in the table and pie-chart below. These were complaints escalated to the Authority for failure of resolution by the service providers.

### Number of Complaints Handled

Category	Number	Resolved	In Progress
Defective Terminal Equipment	2	2	-
Quality of Service (Voice & Data)	14	9	5
Fraudulent Calls/SMS	5	3	2
Billing	10	7	3
Unfair Trading Practices	3	3	
Confidentiality/Privacy Breaches	10	7	3
Service Provisioning Delays/Failures/Termination	6	6	-
Frequency Interference	1	1	
Misleading Advertisements	1		1
Unauthorized Charges/Subscriptions	15	6	9
Electromagnetic Radiation	1	1	-
Inappropriate Media Content	3	2	1
Tariffs	-	-	-
Nuisance	-	-	-
Criminal use of services/facilities	2		2
Delivery Delays	7	3	4
Warranty Violations			
Service Interruptions	10	6	4
Identity Theft	-	-	-
Mobile Number Portability	-	-	-
Digital Transition	1	1	-
Counterfeit Phones	-	-	-
SIM Registration	1	-	1

Others	39	38	1
<b>Total</b>	<b>131</b>	<b>95</b>	<b>36</b>

**Pie-chart 1- Proportionate representation of complaints**

