

## REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (3<sup>rd</sup> QUARTER - FY 2022/2023)

This report is a summary of consumer complaints and enquiries received and handled between 1<sup>st</sup> Jan and 31<sup>st</sup> Mar 2023.

In the quarter under review, 236 complaints were received and processed as shown in the table and 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			
Quality of Service (Voice & Data)	105	93	12
Fraudulent Calls/SMS	27	20	7
Billing	6	2	4
Unfair Trading Practices	6	4	2
Confidentiality/Privacy Breaches	0	0	0
Service Provisioning Delays/Failures/Termination	0	0	0
Frequency Interference	0	0	0
Misleading Advertisements	2	0	2
Unauthorized Charges/Subscriptions	8	3	5
Electromagnetic Radiation/Environmental Health	0	0	0
Inappropriate Media Content	4	4	0
Tariffs	0	0	0
Nuisance	0	0	0
Criminal use of services/facilities/cyber crime	3	1	2
Delivery Delays (Postal/courier)	5	5	0
Warranty Violations	0	0	0
Service Interruptions	9	5	4

Identity Theft	0	0	0
Mobile Number Portability	0	0	0
Digital Transition	0	0	0
Counterfeit Phones	1	0	1
Others	60	60	0
<b>Total</b>	<b>236</b>	<b>197</b>	<b>39</b>