

REPORT OF CONSUMER COMPLAINTS – QUARTER 2, FY 2025/2026

This report is a summary of consumer complaints received and handled between 1st October and 31st December 2025.

In the Quarter under review, 364 complaints were received and processed as shown in the table below. These were complaints escalated to the Authority for regulatory intervention, as a result of failure of resolution by the respective service providers.

Number of Complaints Handled

Category			Total	Resolved	In Progress
Telecommunications			122	85	37
	Voice		30	16	14
		Quality of service	6	5	1
		Billing & Charges	2	2	0
		Termination	8	5	3
		Delay & failure in service provision	3	3	0
		Poor network	11	1	10
	Data (Including Text/SMS)		92	69	23
		Quality of service	8	4	4
		Billing & Charges	35	29	6
		Fraud	4	3	1
		Unsolicited communication	7	5	2
		Unauthorized subscriptions	11	9	2
		Termination of service or action or session	12	10	2
		Delay and Failure in service provision	7	5	2
		Network unavailability & Inaccessibility	8	4	4
Broadcast			19	16	3
	Content and Programming standards		11	11	0
	Interruption		3	2	1
	Billing		0	0	0
	Frequency		0	0	0
	Poor/No Signals/site		3	1	2

	unavailability/integrity				
	Third Party Charges - BSD and Copyright		2	2	0
Postal and Courier			13	9	4
	Delayed Delivery/Non-delivery		3	2	1
	Damaged Items		3	3	0
	Loss of Items		7	4	3
Cyber Crime/Criminal use of ICT Infrastructure			28	28	0
	System misconfiguration		4	4	0
	Social media		14	14	0
	Vulnerability exploitation		5	5	0
	Data Breach		5	5	0
Confidentiality/ Privacy Breaches			50	50	0
	Unauthorised sharing of personal information		50	50	0
Customer Care			2	2	0
	No customer care		2	2	0
Electromagnetic/Health/Environmental Hazard			1	1	0
Unfair trading practices			12	10	2
Customer Premises Equipment (CPE)			4	3	1
Misleading ICT/Telecommunications Advertising and Promotions			3	3	0
Digital Financial Services and Mobile Money			28	26	2
Warranties and Guaranties/Compensation mechanisms			1	1	0
Fraud and Scams			52	46	6
Others			29	24	5
Total			364	304	60