

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

This report is a summary of consumer complaints received and handled between 1<sup>st</sup> October and 31<sup>st</sup> 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 |
|---------------------------|-----------------------------------|---|------------|-----------|-------------|
| <b>Telecommunications</b> |                                   |   | <b>122</b> | <b>85</b> | <b>37</b>   |
|                           | 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)         |   | <b>92</b>  | <b>69</b> | <b>23</b>   |
|                           |                                   | 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           |
| <b>Broadcast</b>          |                                   |   | <b>19</b>  | <b>16</b> | <b>3</b>    |
|                           | 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/in<br>tegrity                          |  |            |            |           |
|  | Third Party<br>Charges - BSD<br>and Copyright         |  | 2          | 2          | 0         |
|  |   |  |            |            |           |
| <b>Postal and Courier</b>  |   |  | <b>13</b>  | <b>9</b>   | <b>4</b>  |
|  | Delayed<br>Delivery/Non-<br>delivery                  |  | 3          | 2          | 1         |
|  | Damaged Items   |  | 3          | 3          | 0         |
|  | Loss of Items   |  | 7          | 4          | 3         |
| <b>Cyber<br/>Crime/Criminal use<br/>of ICT<br/>Infrastructure</b>      |   |  | <b>28</b>  | <b>28</b>  | <b>0</b>  |
|  | System<br>misconfiguratio<br>n                        |  | 4          | 4          | 0         |
|  | Social media  |  | 14         | 14         | 0         |
|  | Vulnerability<br>exploitation                         |  | 5          | 5          | 0         |
|  | Data Breach   |  | 5          | 5          | 0         |
| <b>Confidentiality/<br/>Privacy Breaches</b>                           |   |  | <b>50</b>  | <b>50</b>  | <b>0</b>  |
|  | Unauthorised<br>sharing of<br>personal<br>information |  | 50         | 50         | 0         |
| <b>Customer Care</b>   |   |  | <b>2</b>   | <b>2</b>   | <b>0</b>  |
|  | No customer<br>care                                   |  | 2          | 2          | 0         |
| Electromagnetic/Healt<br>h/Environmental<br>Hazard                     |   |  | 1          | 1          | 0         |
| Unfair trading<br>practices  |   |  | 12         | 10         | 2         |
| Customer Premises<br>Equipment (CPE)                                   |   |  | 4          | 3          | 1         |
| Misleading<br>ICT/Telecommunicati<br>ons Advertising and<br>Promotions |   |  | 3          | 3          | 0         |
| Digital Financial<br>Services and Mobile<br>Money                      |   |  | 28         | 26         | 2         |
| Warranties and<br>Guaranties/Compensat<br>ion mechanisms               |   |  | 1          | 1          | 0         |
| Fraud and Scams  |   |  | 52         | 46         | 6         |
| Others   |   |  | 29         | 24         | 5         |
| <b>Total</b>   |   |  | <b>364</b> | <b>304</b> | <b>60</b> |