

REPORT OF CONSUMER COMPLAINTS – QUARTER 3, FY 2025/2026

This report is a summary of consumer complaints received and handled between 1st January 2026 and 31st March, 2026.

In the Quarter under review, 563 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

Categories			Total	Resolved	In Progress
Telecommunications			197	170	27
	Voice		56	46	10
		Quality of Service (QoS)	6	6	0
		Interruption	1	1	0
		Billing & Charges	3	3	0
		Fraud/Con calls and messages	16	13	3
		Unsolicited Communication			
		Unauthorized Subscriptions/charges			
		Termination	14	13	1
		Delay & failure in service provision			
		Poor Network (unavailability & Inaccessibility)	16	10	6
	Data (Including Text/SMS)		141	124	17
		Quality of Service (QoS)	11	7	4
		Interruption	2	2	0
		Billing & Charges	62	60	2
		Fraud	8	8	0
		Unsolicited communication	9	8	1
		Unauthorized Subscriptions	1	1	0
		Termination of service or action or session	17	12	5
		Delay and Failure in service provision	22	20	2
		Network unavailability & Inaccessibility	9	6	3
Broadcast			48	36	12
	Content and Programming standards		31	30	1
	Interruption/Sabotage				
	Billing		1	0	1
	Frequency Interference		6	3	3
	Poor/No Signals/site unavailability/integrity		9	2	7
	Protection of Children				

	Third Party Charges - BSD and Copyright				
	Quality of Service (QoS) (especially between BSD and FTA Broadcasters)		1	1	0
	Illegal termination of service by PayTV Subscribers				
Postal and Courier			11	7	4
	Delayed Delivery/Non-delivery		9	5	4
	Damaged Items				
	Loss of Items		1	1	0
	Alleged Fraud				
	Billing (Pricing and Charges)		1	1	0
	Unlicensed Courier Operator				
Cyber Crime/Criminal use of ICT Infrastructure			68	64	4
	System misconfiguration				
	Online Abuse		11	11	0
	Minor/Child Abuse				
	Social media		40	39	1
	Vulnerability exploitation		12	10	2
	Data Breach		5	4	1
Confidentiality/Privacy Breaches			16	15	1
	Unauthorised sharing of personal information		16	15	1
Customer Care			3	3	
	No customer care		1	1	0
	Poor customer care		2	2	0
Electromagnetic/Health/Environmental Hazard					
E-commerce			3	3	0
Unfair trading practices			12	10	2
Customer Premises Equipment (CPE) - (Failure to adhere to type approval needs)			15	13	2
Misleading ICT/Telecommunications Advertising and Promotions			1	1	0

Digital Financial Services and Mobile Money			109	105	4
Warranties and Guaranties/Compensation mechanisms			2	2	0
Fraud and Scams			47	44	3
Others			31	31	0
Total			563	504	59