



## REPORT OF CONSUMER COMPLAINTS (1<sup>st</sup> QUARTER - FY 2021/2022)

### 1. INTRODUCTION

This report is a summary of consumer complaints received and handled by the Communications Authority of Kenya (CA) between 1<sup>st</sup> July and 30<sup>th</sup> September 2021.

In the quarter under review, 171 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
Defective Terminal Equipment	2
Quality of Service (Voice & Data)	40
Fraudulent Calls/SMS	13
Billing	30
Unfair Trading Practices	0
Confidentiality/Privacy Breaches	8
Service Provisioning Delays/Failures/Termination	7
Frequency Interference	3
Misleading Advertisements	3
Unauthorized Charges/Subscriptions	21
Electromagnetic Radiation	0
Inappropriate Media Content	4
Tariffs	0
Nuisance	2
Criminal use of services/facilities	5
Delivery Delays	6
Warranty Violations	0
Service Interruptions	9
Identity Theft	0
Mobile Number Portability	0
Digital Transition	0

Counterfeit Phones	0
SIM Registration	1
Others	17
Total	171

**Proportionate representation of complaints**

