

REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (4TH QUARTER - FY 2022/2023)

This report is a summary of consumer complaints received and handled between 1st Apr and 30th Jun 2023.

In the quarter under review, 180 complaints were received and processed as shown in the table 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	0	0	0
Quality of Service (Voice & Data)	38	18	20
Fraudulent Calls/SMS	19	12	7
Billing	5	3	2
Unfair Trading Practices	6	3	3
Confidentiality/Privacy Breaches	47	47	0
Service Provisioning Delays/Failures/Termination	5	4	1
Frequency Interference	11	6	5
Unauthorized Charges/Subscriptions	10	6	4
Electromagnetic Radiation/Environmental Health	2	1	1
Nuisance	1	0	1
Criminal use of services/facilities/cyber crime	7	4	3
Delivery Delays (Postal/courier)	4	1	3
Service Interruptions	7	5	2
Counterfeit phones	2	2	
Others	15	15	0
E-commerce	1		1
Total	180	127	53