



**COMMUNICATIONS
AUTHORITY OF KENYA**

REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (3RD QUARTER - FY 2023/2024)

As the ICT industry regulator, the Authority is mandated to safeguard the interests of consumers of ICT goods and services. The Authority achieves this through enforcement of consumer protection guidelines, consumer education and handling of consumer complaints.

This report is a summary of consumer complaints received and handled between 1st Jan and 31st March 2024.

In the quarter under review, 204 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 |
|--|---------------|-----------------|--------------------|
| Quality of Service (Voice & Data) | 21 | 11 | 10 |
| Fraudulent Calls/SMS | 41 | 36 | 5 |
| Billing | 26 | 17 | 9 |
| Unfair Trading Practices | 22 | 14 | 8 |
| Confidentiality/Privacy Breaches | 25 | 25 | 0 |
| Service Provisioning Delays/Failures/Termination | 20 | 14 | 6 |
| Frequency Interference | 5 | 2 | 3 |
| Unauthorized Charges/Subscriptions | 3 | 2 | 1 |
| Criminal use of services/facilities/cyber crime | 7 | 6 | 1 |
| Warranty Violations | 1 | 1 | 0 |
| Mobile Number Portability | 1 | 1 | 0 |
| Postal/courier | 4 | 1 | 3 |
| Broadcasting | 16 | 11 | 5 |
| Poor Customer Service | 3 | 3 | 0 |
| Others | 9 | 9 | 0 |
| Total | 204 | 153 | 51 |