

## REPORT OF CONSUMER COMPLAINTS – QUARTER 2 FY 2024/2025

This report is a summary of consumer complaints received and handled between 1<sup>st</sup> October 2024 and 31<sup>st</sup> December 2024.

In the Quarter under review, 310 complaints were received and processed as shown in the table below. These were complaints escalated to the Authority for delay/failure of resolution by the respective service providers.

### Number of Complaints Handled

Category	Number	Resolved	In Progress
Quality of Service (Voice & Data)	18	9	9
Billing	12	10	2
Unfair Trading Practices	22	19	3
Confidentiality/Privacy Breaches	24	24	0
Service Provisioning Delays/Failures/Termination	10	8	2
E-commerce	5	5	0
Nuisance	1	1	0
Frequency Interference	7	6	1
Unauthorized Charges/Subscriptions	4	1	3
Unsolicited SMS	6	6	0
Criminal use of services/facilities/cyber crime	9	9	0
Fraud	25	20	5
Service Interruption	9	6	3
Postal/courier	4	3	1
Broadcasting	136	135	1
Others	18	18	0
<b>Total</b>	<b>310</b>	<b>280</b>	<b>30</b>