

REPORT OF CONSUMER COMPLAINTS – QUARTER 3, FY 2024/2025

This report is a summary of consumer complaints received and handled between 1st January and 31st March 2025.

In the Quarter under review, 235 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 licensed ICT service providers.

Number of Complaints Handled

Category	Number	Resolved	In Progress
Quality of Service (Voice & Data)	33	24	9
Billing	17	15	2
Confidentiality/Privacy Breaches	16	16	
Service Provisioning Delays/Failures/Termination	16	12	4
Electromagnetic/health hazard	2	2	
E-commerce	6	6	
Unfair Trading Practices	5	5	
Customer Equipment	3	3	
Identity theft	1	1	
Nuisance	1	1	
Frequency Interference	10	7	3
Misleading Advertisement	1	1	
Unauthorized Charges/Subscriptions	10	10	
Service Interruption	9	6	3
Criminal use of services/facilities/cyber crime	17	15	2
Fraud	40	34	6
Postal/courier	9	5	4
inappropriate content	6	6	
Broadcasting	17	14	3
Others	16	16	
Total	235	199	36